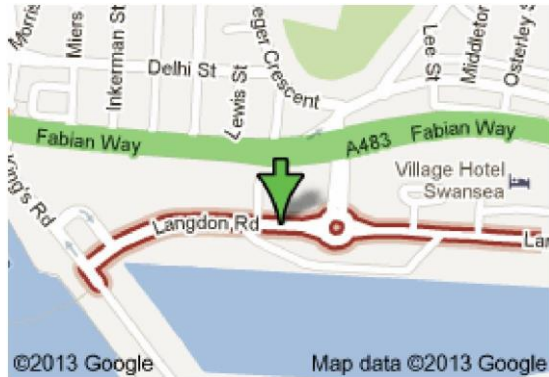


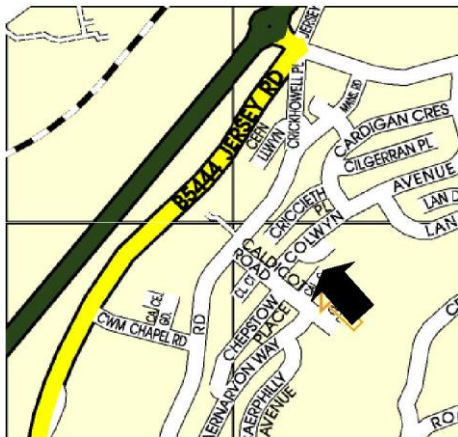
SA1 Medical Centre

*Beacon Centre for Health, Langdon Road
Swansea SA1 8QY*



St David's Surgery

*Caldicot Close, Winch Wen
Swansea SA1 7HT*



SA1

Medical Centre

*Beacon Centre for Health,
Langdon Road, Swansea SA1 8QY*

Tel: (01792) 481444

Fax: (01792) 481457

[E-mail: sa1.medicalcentre@wales.nhs.uk](mailto:sa1.medicalcentre@wales.nhs.uk)

www.wales.nhs.uk/sa1medicalcentre

St David's Surgery

Caldicot Close, Winch Wen,

Swansea SA1 7HT

Tel: (01792) 310708

Fax: (01792) 784900

SA1 Medical Centre

OPENING HOURS

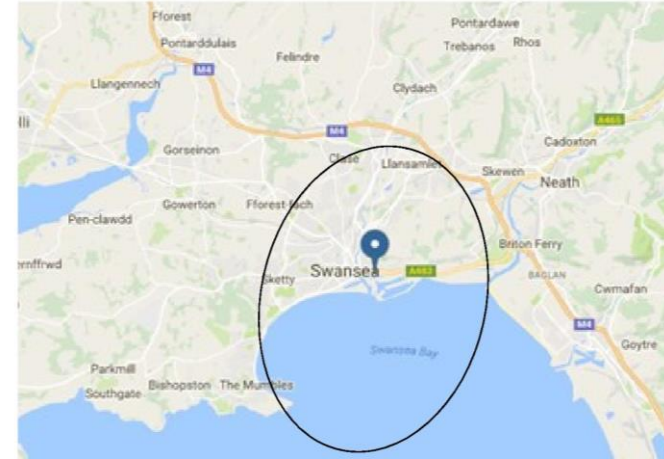
Monday - Friday 8:30 am - 6:30 pm

IMPORTANT NOTICE FOR PATIENTS

In view of the current situation with respect to the Coronavirus outbreak, we are making some changes to the way we book our Doctor appointments

We are now moving to a full telephone triage system as we now feel this is clinically appropriate for our surgery.

The Partners have decided to take the most clinically appropriate decision after reviewing the current advice and having consulted with other local practices about their planned changes, ours are in line with them. We will be meeting regularly to review our approach.



Our Practice Area

The practice area is shown on the above sketch plan. Patients wishing to newly register with the practice must reside within the Swansea Bay University Health Board, Swansea locality area.

Continued registration with the practice for patients who move outside the practice area will be at the discretion of the practice. Patients who move outside the practice area will be required to seek the agreement of the practice to remain on the list and advise the Swansea Bay University Health Board that such an agreement has been reached with the practice. Failure to do so may result in removal from the list.

USEFUL CONTACT NUMBERS (CONTINUED)

Samaritans	116 123
Police (Swansea Central)	(01792) 456999
Crime stoppers	0800 555 111
Victim Support Line	0808 18 9111
Child & Family Social Services	(01792) 635180
Adult Social Services	(01792) 636519
City & County of Swansea	(01792) 636000
Citizens Advice Bureau	(01792) 474882
Alcoholics Anonymous	0207 833 0022
National Drugs Helpline	0800 776600
ChildLine	0800 1111
Domestic Violence	(01792) 345750
Swansea Women's Aid	01792) 644683
Child Abuse	(01792) 635700
Terence Higgin Trust	(01792) 477340
Cruse Local Number	(01792) 462845
Cruse National Help Line	0808 808 1677
Blood Donors	0300 123 2323

NHS Direct 24 Hours Advice Line	111
Out of Hours Service	111

GENERAL DATA PROTECTION REGULATIONS (GDPR)

The new General Data Protection Regulations (GDPR) apply from 25th May 2018 and the Practice has updated its Privacy Policy to meet these requirements.

To view this document and other relevant documents, please see our Practice Website www.wales.nhs.uk/sa1medicalcentre or pick up a copy at Reception.

GMS ACCESS STANDARDS

Please see Practice website for details.

CONTACTING THE SURGERY OUT OF HOURS

In the event of an emergency outside our normal hours, please contact Out of Hours Service* on:-

111

NHS Direct Wales 24 Hour Advice Service is also available by telephoning:-

111

Or can be found on the internet at:-

www.nhsdirect.nhs.uk

*Out of Hours Service is provided by SBU Health Board

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USEFUL CONTACT NUMBERS

Emergency	999
SA1 Medical Centre:	
Telephone	(01792) 481444
Fax	(01792) 481457
St David's Surgery:	
Telephone	(01792) 310708
Fax	(01792) 784900
Registration (Business Services Centre)	(01792) 458066
SBU Local Health Board	(01792) 601800
Central Clinic	(01792) 651501
Singleton Hospital	(01792) 205666
Morrison Hospital	(01792) 702222
Sexual Disease Clinic	(01792) 205666
Breast Test Wales	(01792) 459988
Phlebotomy	(01792) 601807
Paediatric Phlebotomy	(01792) 530636
Physio Direct	(01792) 487453
Podiatry Direct	0300 300 0024
Out Patient Ambulance Booking	0300 123 2303
NHS Direct 24 hours Advice Line	111
Out of Hours Service	111

ACCESS TO PATIENT INFORMATION

Everyone working for the NHS has a legal duty to keep information about you confidential. All surgery staff, including staff attached to the practice and also any hospital or clinic, will have signed a confidentiality statement.

Your personal health record is the property of the Swansea Bay University Health Board. You have access to it under the Access to Records Legislation on written application and payment of the appropriate fee.

If information is to be disclosed to any other person, agency or organisation, the patient's written authority will first be obtained.

In certain circumstances, the practice can be instructed by the Court to provide confidential patient information.

SWANSEA BAY UNIVERSITY HEALTH BOARD

Swansea Bay University Swansea Locality can be contacted at:-

Swansea Bay University Health Board

Swansea Locality

2nd floor

Beacon Centre for Health

Langdon Road

Swansea

SA1 8QY

TEL: (01792) 601800

Fax: (01792) 601855

Website: www.Swanseabay.nhs.wales

WELCOME

Dear Patient,

Welcome to SA1 Medical Centre and St David's Surgery (branch surgery) This Practice Booklet has been produced in order to provide you with useful information to enable you to get the maximum benefit from the services we offer. Please read it and keep it close to hand for future reference.

Our aim is to provide you with the best possible medical care. In common with the rest of the NHS, we have limited resources, and in order for us to provide you with the quality of care you deserve, we need your help and cooperation. Wherever possible, please follow the details in this booklet. Failure to do this will result in those precious resources being wasted.

As you can see, we have two surgeries in the practice. Although you are able to attend either surgery in the event of a medical emergency, we recommend that you register with the one nearer to where you live or work, as naturally this will be the surgery you will normally be expected to use. Although your computerised medical records will be available in both surgeries, your paper records will be kept in the surgery where you registered. Should you change address, and the other surgery becomes more convenient for you, please inform us and we can arrange for your paper records to be transferred to that surgery.

SA1 Medical Centre undertakes the training of persons intending to become Health Care Professionals.

YOUR FAMILY PRACTITIONERS

Dr E Howells MBBCh, MRCGP, DFFP

Dr S Kasto MBChB, FRCSED

Dr A W M Fang MBBCh, MRCGP, DRCOG

Dr W Burke MBBCh, DRCOG, MRCGP, DFFP

Dr S Hlaing, MBBS; FRCGP; MA (Education); Diploma in Elderly Care, Diploma in Sexual & Reproductive Health, Degree in Heart Failure Management

Dr D Anantharaj MBBS, MRCS (Ed), MRCGP, DPD

Dr M Nangalia BSc (Hons) MBBCh, MRCGP

YOUR CLINICAL PHARMACIST

Widaa Awadalla MPharm

YOUR ADVANCED NURSE PRACTITIONER

Caroline Ashwood BSN Nursing

MSc Advanced Clinical Practice

MSc Diabetes Management

YOUR PRACTICE NURSES

Jayne Rees *RGN*

Mandy Clarke *RGN*

Julie Newman *RGN*

Joanne Lewis *HCA*

ZERO TOLERANCE

We will not tolerate any abuse or violence toward any member of staff, or damage to property belonging to the practice or any of its staff. We reserve the right to remove from our practice list any patient exhibiting inappropriate behaviour. If we consider it necessary, the matter will be reported to the police.

DATA PROTECTION

The practice is registered with the Information Commissioner under the Data Protection Act. The information we hold on our patients will be disclosed only to authorised individuals or organisations.

The staff take your confidentiality very seriously, and are bound by the same code of confidentiality as the doctors and nurses. You can reduce the risk of compromising your medical records by always contacting us yourself, rather than asking others to do so on your behalf.

You have the right to access your medical records, although there may be a nominal fee for this service.

Both surgeries may be monitored by Closed Circuit Television (CCTV), and this also has been registered under the Data Protection Act.

COMPLAINTS

Our aim is to give all patients the highest possible standard of service and we will try to deal helpfully and efficiently with any problematic issues. Please speak to a Doctor during a consultation if you have any concerns or alternatively contact our Practice Manager in writing if you have a complaint of any description.

The Practice operates a procedure which complies with NHS protocols and a copy of the Practice's Complaints Procedure is available.

The aim of the Complaints Procedure is, wherever possible to resolve problems locally. If you remain dissatisfied with the outcome you could contact:

The Public Services Ombudsman for Wales
1 Ffordd Yr Hen Gae
Pencoed
CF35 5LJ
0845 6010987
[E-mail: ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
www.ombudsman-wales.org.uk

COMPLIMENTS

Practice Staff do a difficult job and, although we may not always get things right, it is pleasing to know when you feel that we have provided a good service. Compliments are therefore always very welcome.

YOUR PRACTICE ADMIN TEAM

Anne Simons

Lin Vickery

Victoria Heath

Julie Williams

Bev Moore

Bev Watts

Sarah Thomas

Carol Melville

Practice Manager

Business Manager

Deputy Practice Manager

Secretary

Urology Administrator

Prescription Clerk

Administrator

Administrator

YOUR RECEPTIONISTS

SA1 MEDICAL CENTRE

Senior Receptionist

Sandra Turner

ST. DAVID'S SURGERY

Senior Receptionist

Andrea Evans

Cath Davison

Kim Hopkins

Zena Quinn

Leanne Williams

Teresa Pascoe

Sophie Hoile-Davies

OTHER STAFF ATTACHED TO THE PRACTICE

The following healthcare professionals are employed by SBU Health Board, but are attached to the practice:-

HEALTH VISITORS

Health Visitors are qualified nurses who have received specialised training in infant and child care. They are also involved in the care of elderly patients and are able to give advice on health promotion and social problems.

They can be contacted on the following number:-

SA1 Medical Centre (01792) 481444
St David's (01792) 310708

DISTRICT NURSES

District nurses are specially trained and work closely with the doctors, making home visits to house-bound patients to carry out assessments and provide nursing care. In addition, they visit chronically sick patients and patients recently discharged from hospital who need further nursing care.

They can be contacted on the following number:-

SA1 Medical Centre (01792) 636007
St David's (01792) 636007

There are currently no walk-in centres attached to the surgeries.

YOUR RIGHTS AND RESPONSIBILITIES

You have the right to be seen by an appropriate health care professional, but this may not always need to be a doctor. In those instances, you may be seen by the practice nurse, health visitor or other health care worker.

In addition to having rights, you also have responsibilities:-

If you have a booked appointment, please arrive at the surgery on time, or even a few minutes early. This will ensure that the surgery runs as smoothly as possible, and patients are seen as quickly as circumstances allow.

An appointment is intended for one patient only. If you would like the doctor or nurse to see more than one member of your family, please book the correct number of appointments. It is very disruptive when the doctor or nurse is expected to see more than one patient in the time allocated for patient only. It also means that those patients who have booked later appointments are kept waiting longer than is needed.

If you are unable to keep a booked appointment, please inform the surgery as soon as possible, so that the appointment can be given to another patient.

PRACTICE TRAINING AFTERNOONS

The practice may be closed for training purposes approximately one afternoon per month. During these closures, an emergency service similar to the Out of Hours service is operational and contact details are provided on notices in the surgery and on the practice answer phone.

PATIENT SURVEYS

It is the intention of the practice to conduct an annual survey of patients' views using an approved questionnaire. The survey will involve a limited number of patients and if you are asked to fill out a questionnaire, the practice will be extremely grateful if you will take the time to complete it according to the instructions. Our thanks in advance to all those who complete a patient questionnaire.

COMMUNITY MIDWIVES

These specially trained professionals provide personal care for all pregnant women before, during and after delivery. Each patient has her own midwife during pregnancy, who may also assist in the delivery of the baby.

The community midwives can be contacted on:-

07766 466890 (On call 24 hours)

MENTAL HEALTH LIAISON NURSE

We have a specially trained mental health nurse attached to the Practice who runs a clinic at SA1 Medical Centre. Messages for her can be left at Reception desk.

Messages can be left with Reception on the following numbers:-

SA1 Medical Centre (01792) 481444

St David's (01792) 310708

HOW TO REGISTER AS A PATIENT

We welcome new patients who live within the practice boundary. An indication of this boundary is shown on page 19 of this booklet. In order to register please visit the surgery and you will be given a Registration form at Reception. If you prefer please visit our website and print off a copy of the form and complete as far as possible and bring that with you to the surgery. You will also be asked to fill in a New Patient Questionnaire, and attend a 'new patient' appointment. It is important that you keep this appointment, as it enables us to record information regarding your medical history, allergies and family history. This gives you the opportunity to provide us with all the information we need to provide you with the best possible care.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, please call in and complete a 'Change of Details' form as soon as possible or write to let us know. Unfortunately telephone messages are no longer sufficient as evidence may be required. It is the patient's responsibility to advise us of any changes to name, address and telephone numbers; otherwise we may visit, communicate or telephone the wrong address. (Also, if you are waiting a hospital appointment, it is the patient's responsibility to inform the hospital of any changes directly).

REPEAT PRESCRIPTIONS

We have a computerised prescription service for those patients on regular repeat medication. Please note: each service can take up to 72 hours.

To order your repeat prescriptions:

1. REGISTER FOR 'MY HEALTH ONLINE' – and order prescriptions from your home computer or smart phone any time of day or night.
2. CONTACT YOUR LOCAL CHEMIST. To arrange ordering and collection.
3. Email your request to: w98057m.pres@wales.nhs.uk (please note that this is not a secure email address)
4. Send a self addressed stamped envelope with your medication request and we will post it back to you.

REQUESTS FOR HOME VISITS

The doctors are extremely busy and can see more patients in surgery than they can by carrying out house calls. Generally speaking, house calls should be only for those patients who are elderly and immobile, or who are unable to travel because of serious illness.

House calls are time consuming, and should be used only when absolutely necessary. In particular, house calls are not warranted simply because patients have transportation problems. It is the responsibility of the patient to make the necessary transport arrangements.

Please contact the surgery as early as possible during the day, rather than wait until the end of the day before requesting a home visit.

PREFERRED DOCTOR

Patients (or in the case of a child or incapable adult the person who makes the application on their behalf) have a right to express a preference to receive services from a particular doctor. This preference will be recorded on your record. You should tell the receptionist which practitioner you wish to consult when telephoning for a consultation, if this is the case.

We shall endeavour to comply with your preferred choice. However, it may not always be possible to accommodate your preferred choice.

We aim to provide consultations within 24 hours of requesting an appointment. However, if you express a wish to see a particular practitioner, this cannot be guaranteed.

DISABLED ACCESS

Both surgeries have suitable access and facilities for patients with physical disabilities. Should any patient with hearing, visual or any other disability require assistance please contact the surgery, or arrange for someone else to do this on your behalf, before your visit and we will endeavour to meet your requirements.

PATIENTS WITH HEARING IMPAIRMENT

The Practice has a portable Hearing Induction Loop system. British Sign Language is available.

CHAPERONES

It is a patient's privilege should they wish a chaperone to be present. During a consultation with the doctor, a personal examination may become necessary or appropriate. If the doctor has not mentioned a chaperone, and at any time during a consultation any patient would prefer one to be present, please ask the doctor who will be happy to arrange this.

MY HEALTH ONLINE

My Health Online is part of a Welsh Assembly Government initiative to improve patient care through better use of IT and information. You can order repeat prescriptions any time of the day or night. Before you can start using My Health Online, you must register your details at reception. When you have done this you will then be provided with PIN numbers to register online and set up your account.

SPEAKING TO A DOCTOR OR NURSE

We are now moving to a full telephone triage system as we now feel this is clinically appropriate for our surgery. A Doctor or Practice Nurse will get back to you.

We offer same day consultations for children under 16 years of age with acute presentations.

Patients who have not been seen for 3 years, may request a consultation for a health check.

Patients aged 75 or over (and have not participated in a consultation in the last 12 months) may request a consultation for a health check and this appointment may take place at the Patient's home if, in the opinion of the doctor, it would be inappropriate as a result of Patient's medical condition, for him/her to attend at the practice premises.

INTERPRETATION FACILITY

Practice business is usually conducted in English. Communication in Welsh is available. British Sign Language is available. Interpretation facilities for other languages may be available via the Language Line funded by the Local Health Board. This facility should be booked in advance where possible.

SERVICES AVAILABLE

As well as routine clinics, we offer the following:

- Acupuncture
- Maternity Services, Antenatal, Midwife clinic
- Baby clinic & Child Health services
- Family Planning Services including:
 - Coil & contraceptive implant fitting
 - Cervical Cytology, Smear clinic
 - Sexual Health
 - Mental Health
 - Immunisations
 - Asthma clinic
 - Diabetic clinic
 - COPD (Chronic Obstructive Pulmonary Disease) clinic
 - Coronary Heart Disease & Hypertension
- Minor Surgery:
 - Joint Injection
 - Musculoskeletal medicine