

ST. DAVID'S SURGERY

PRACTICE LEAFLET

St. David's Street, Ton Pentre, Rhondda CF41 7BD

Tel: 01443 435846

Fax: 01443 431480

Email: dawn.james7@wales.nhs.uk (Practice Manager)

Email: Prescriptions.W95030@wales.nhs.uk (Prescriptions)

Website: <http://thesurgerytonpentre.co.uk>

Facebook: @stdavidssurgery

PARTNERS

Dr M Choudhary - female

Dr B Choudhary - male

Dr R Shroff - female

OPENING TIMES

Monday - Friday 8.00am - 6.30pm (we do not close for lunch)

ABOUT OUR SURGERY

There is pedestrian access to the Surgery via St. David's Street and vehicle/pedestrian access via Dinam Park Avenue. We have a small car park in the grounds of the Surgery and ramp/wide door access for wheelchairs and pushchairs.

The Surgery provides an efficient, modern and comprehensive range of health services for our patients. The Doctors and staff will help patients make the right treatment decisions for them by sharing the options in a way that they understand, and our aim is to treat patients with dignity and respect.

We offer a range of booked (in advance) appointments, open surgery appointment, urgent appointments, telephone appointments and home visits where necessary.

[THIS LEAFLET IS AVAILABLE IN WELSH AND BIGGER FONT](#)

SERVICES PROVIDED AT OUR SURGERY

We provide clinics with a GP or Nurse (or both) in the following areas:

Cervical Cytology (smears)	Asthma Clinic
Spirometry (lung function)	Diabetic Clinic
ECG's & Urinalysis	COPD Clinic
Phlebotomy (blood tests)	INR / Warfarin Monitoring
Cryotherapy	Near Patient Testing
Minor Surgery & Injections	Wound Care
Contraception	BP Monitoring
(implant, coil, injection, oral)	Weight management
Child Health (well baby clinic) Wednesday	Counselling services
mornings 11am - 12noon	Ear Irrigation
Travel Vaccines	Minor Injuries

This is not an exhaustive list - please enquire with Reception Staff for further info

PRESCRIPTION REQUESTS

For repeat prescriptions, please hand the medication request slip in at reception, post in the prescriptions box or send to us by post with an enclosed stamped addressed envelope. Alternatively, order your repeat prescriptions by e-mail at the e-mail address given on the front of this leaflet or via My Health Online (MHOL - details given further on). The request will then be processed **within 48 hours**. For patients who have difficulty collecting their prescriptions, we offer a chemist collection scheme and prescriptions processed this way will be dealt with **within 72 hours**. Please ask at Reception for further details. **We do not routinely take prescription requests over the telephone.**



TEST RESULTS

Patients who have abnormal test results will be contacted by telephone or letter to make an appointment with the Doctor to discuss the results or to repeat the test. The Practice Nurse is available for test results and other nursing queries between 12.30pm and 1.00pm every day.

HOW TO REGISTER

Please pick up a Registration Form and a New Patient Questionnaire from Reception or download both forms off our website, fill them in and return it to the Reception Staff.

We'll do the rest...

YOUR PREFERENCE & OUR ZERO TOLERANCE POLICY

You have the right to express a preference of practitioner at the Surgery and this can be done verbally or in writing which will then be on your records.

The NHS and our Practice operates a zero-tolerance policy towards those individuals who are verbally or physically abusive towards any member of the Practice team. Such behaviour may result in you being asked to leave the Surgery and a warning letter sent. If there is a second occasion, you will be removed from the Practice patient list and be requested to find another GP. Should it be necessary to call the Police, you will be removed from our Practice patient list with immediate effect with no warning letter. If you are not happy about these implications, please contact the Rhondda Cynon Taff Local Health Board on 01443 715336.

COLLECTION/SHARING OF INFORMATION

Your GP and the Team of health professionals caring for you keep records about your health and any treatment or care you receive from the NHS. This information will either be written down (manual records) or held on computer (electronic records). These records are then used to guide and manage the care you receive. You may also be receiving care from organisations outside the NHS (like Social Services). If so, we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

ACCESS TO PATIENT INFORMATION

If you require access to your medical information, you can either put your request in writing addressed to the Practice Manager (outlining the reason for your request) or you can make an appointment to see a Clinician/Practice Manager to do this. There will also be an option to access your medical information online, but more information about this will be available soon.

DISTRICT NURSING TEAM

We have a team of community Nurses that visit our patients who are housebound. They can be contacted via the patient line on **01443 444069**.



OUT OF HOURS & NHS DIRECT

If you have a serious medical complaint or chest pain, please ring 999. If you urgent require medical attention when the Surgery is closed, please contact 'Out of Hours' on 0300 123 5060. However, this number should not be used for appointments or prescription requests. If you require medical advice when the Surgery is closed, please contact 'NHS Direct' on 0845 46 47 or access the NHS website at www.nhsdirect.nhs.uk.

COMPLAINTS

If you have any complaints or concerns you wish to raise that you cannot resolve with a member of staff, please contact the Practice Manager to make an appointment to discuss your concerns. Alternatively, you can put your concerns in writing to the Practice Manager or the Partners of the Practice to look into. A thorough investigation will be carried out where necessary and a response provided usually within 20 days. Alternatively you can request a copy of our complaints policy or visit the 'Putting Things Right' link for the NHS at:

<http://www.wales.nhs.uk/sites3/documents/932/16827%20UPDATED%20PTR%20LEAFLET%20NOV%202012%20ENGLISH%20WEB.pdf>

If you are not satisfied with any of these approaches you can escalate your complaint with one of the following:

Community Health Council

10 Maritime Offices, Woodland Terrace, Maesycloed, Pontypridd CF37 1DZ

Tel: 01443 405830

e-mail: enquiries@cwmtafchc.org.uk

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Phone: 0845 601 0987

Email: ask@ombudsman-wales.org.uk

Website: www.obudsman-wales.org.uk

COMPLIMENTS / SUGGESTIONS

There is a suggestions box in the waiting room where you can deposit any ideas for improvement from a patient point of view or simply compliment the Practice on the service or treatment you have received. You can also leave feedback on our website or alternatively you can send your comments in to the Practice in writing, by email or express them verbally.

We are happy to hear your views on the Service we provide and if there are any improvements to be made we will strive to take all suggestions into account. It is also nice to hear if you think we are providing good service too!

MY HEALTH ONLINE & TEXT MESSAGING SERVICE

To register for MHOL and/or text messaging services, please pick up a form from Reception or download them from our website. For more information, please ask a member of staff.