



PRACTICE LEAFLET

Dr Janet Knight · Dr Robert Tanner · Dr Alison Hughes · Dr Victoria Edwards · Dr Alec Jones · Dr Dan Cooper · Mrs T Orton-Jones

Llangollen Health Centre
Bishops Walk
Llangollen
LL20 8RZ

Telephone 01978 860625

Glyn Ceiriog Surgery
New Road
Glyn Ceiriog
LL20 7HH

Telephone: 01691 718568

www.llangollenhealth.com

Welcome to Llangollen Health Centre

This booklet gives you details of the service and facilities available from this Practice. We are committed to giving you the best possible service, with high standards and up to date medical care for the whole family. Our main site is Llangollen Health Centre and we also run a branch surgery in Glyn Ceiriog.

OPENING TIMES

Llangollen

Llangollen Health Centre is open for phone calls between 8.00am and 6.30pm Monday to Friday. You can visit the Health Centre between 8.30am and 6.00pm Monday to Friday.

Glyn Ceiriog

Glyn Ceiriog Surgery is open for phone calls and visitors between 8.30am and 12.30pm Monday to Friday.

There is wheelchair access and toilet facilities for the disabled at both our premises.

When the Practice is closed:

Out of hours medical attention is available for emergencies between the hours of 6.30pm and 8.00am, Monday to Friday, and during weekends and bank holidays, by phoning **111**.

Please note that this is an emergency service. It should **never** be used as an alternative to a surgery appointment.

If the patient's life is in immediate danger call 999 for an ambulance.

The Out of Hours service is commissioned by Betsi Cadwaladr University Health Board.

Betsi Cadwaladr University Health Board, Preswylfa, Hendy Road, Mold, Flintshire, CH7 1PZ. Telephone: 01352 700227

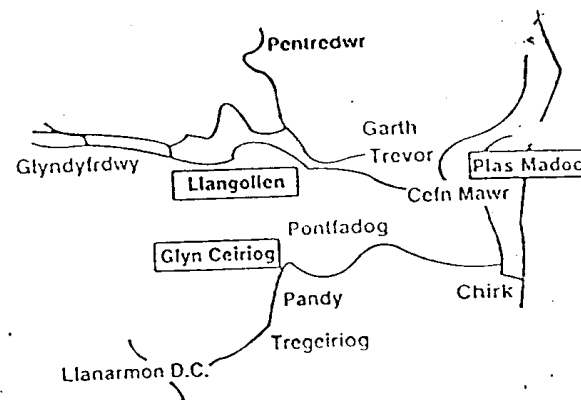
Clinical advice and guidance is also available at 111.wales.nhs.uk

There is a 24 hour Accident & Emergency department at Wrexham Maelor Hospital, Croesnewydd Road, Wrexham, LL13 7TD.

Telephone: 01978 291100.

Registering with the Practice:

You may register as a patient, if you live within the Practice area (see below), by filling out a new patient registration form available from Reception. You will also be asked to complete a health questionnaire and to provide us with any repeat medication information. This information is helpful to your Doctor as obtaining records from your previous practice can take some time.



Booking Your Appointment:

You can request a routine (non-urgent) appointment:

- by telephoning us
- online via <https://florey accurx.com/p/W91010>

All consultations are telephone appointments in the first instance which will be followed with a face to face appointment if the clinician feels that this is required. We offer a range of appointment times bookable in advance. You can request to talk to a specific Doctor or Nurse and the Receptionist will make every effort to accommodate this. Requests for **urgent** appointments are dealt with via the Triage system.

Triage:

We operate a triage service for clinically urgent problems from 8.30am – 5pm Monday to Friday.

If you have an urgent problem, please phone us on 01978 860625. A trained member of our Patient Services Team will ask you some questions about your problem and take a contact number which you must endeavour to keep free. One of our triaging clinicians will then contact you, usually within 1 – 3 hours to assess you.

Please be aware that our Patient Services Team follow practice guidelines and may direct you to an alternative to the triage service, such as your local pharmacist or you may be offered a routine appointment instead if your problem is not clinically urgent.

Cancelling Appointments:

You have a responsibility to keep any appointments that you make with our clinicians. If you are unable to keep an appointment, please cancel it as soon as possible to give us sufficient time to offer the appointment to someone else.

Home Visits:

If you need to see a doctor and are too ill to travel to the surgery, please telephone before 11.00am. Requests for home visits after 11.00am should be for emergencies only. Only ask for a home visit if you really need one, as there are better facilities for examining and treating you at the surgery. Be prepared to give our staff full details of your symptoms, as this will help the doctor assess the urgency of the visit. We will also need a contact number.

Test Results:

Please telephone in person for your results after 2.00pm. The reception staff are not medically trained and therefore, they can only tell you if your result is normal. Most results will be back in a week, however some tests do take longer. If the clinician who requested the tests is on annual leave, another clinician will review the results in their absence and any results needing urgent attention will be actioned appropriately.

Change of Address:

Please inform the surgery as soon as possible if you change your name, address, telephone or mobile number or email address.

Repeat Prescriptions:

If you are on regular medication, the doctor will arrange for you to have a repeat prescription, which means you can order the medication without being seen first by a doctor. However, from time to time, you will need to have a medication review. Often this is done remotely but sometimes you will need to come and see the doctor. When you receive your prescription slip there will be a list of the medications you have on repeat on the right-hand side. This slip should **always** be returned to you by your Pharmacist.

You can order your repeat prescriptions:

- Online via our website – www.llangollenhealth.com. Click the green button in the middle of the home page for Online Services, then click “I have an admin query” and follow the instructions. On the “What is this about?” page, there is an option for repeat prescriptions
- By ticking the required medication on the right-hand side of the prescription slip and handing the slip in at reception
- Ticking the required medication on the right-hand side of the prescription slip and posting this to us (please enclose a stamped addressed envelope)
- The following pharmacies will be happy to order your repeat medication for you:
 - Rowlands Pharmacy Llangollen
 - Glyn Ceiriog Pharmacy
 - Plas Madoc Pharmacy

Please ensure you order your prescription in plenty of time so that you do not run out of medication. If you collect your prescription directly from one of our surgeries we require 48 hours to process your request, otherwise, if you collect your medication from a pharmacy please allow 7 days between requesting and collecting your medication. We **cannot** accept requests for repeat medication over the telephone.

Our Clinical Staff:

Doctors:

Dr Janet Knight – MB. BCh (1989 Cardiff) DRCOG. MRCGP. FP. Cert. - GP Trainer

Dr Robert Tanner – BA (Hons) BM. BCh (1992 Oxford) MRCGP – GP Trainer

Dr Alison Hughes – MB. BCh (1991 Cardiff) MRCGP. FP. Cert. Dip. Obs (NZ) – GP Trainer

Dr Victoria Edwards - MB BCh (2007 Cardiff) MRCGP – GP Trainer

Dr Alec Jones - BSc, MB BCh, MRCGP – GP Trainer

Dr Dan Cooper - BA, MB BCh, MRCGP

Dr Jessica Roberts

Dr Karen Sankey

Drs Knight, Tanner, Hughes, Edwards, Jones and Cooper and Mrs Tessa Orton-Jones work in partnership.

Nurse Consultant:

Liz Chambers (RGN, RSCN and M Med Sci) is our nurse consultant. She is responsible for running our triage service.

Advanced Nurse Practitioner:

Sarah Bird RGN

Practice Nurses:

Sister Patricia Edwards RGN, Sister Julie Roberts RGN, Sister Gail Ellson RGN, Sister Aimee Jones RGN

Our Practice Nurses undertake:

Triage, Health Checks, Immunisations, Cervical Smears, Routine Injections, Blood Tests, Alcohol Consumption Advice, Flu Vaccines, Ear Syringing, Blood Pressure Checks, Weight Monitoring, Smoking Cessation Advice and Alcohol Consumption Advice.

They also have experience in dealing with minor ailments such as coughs, colds, rashes and infections. They run clinics for asthma and diabetes, contraception and also assist the Doctors in caring for patients with chronic disease.

Healthcare Assistants:

Nia Hughes, Shirley Davies

Our Managerial and Administrative Staff:

Practice Manager

Tessa Orton-Jones is the Practice Manager. She is based at Llangollen Health Centre and is responsible for the management and administration of the Practice.

Deputy Practice Manager

Leanne Owen

Patient Services Manager

June Jones

Clinical Care Manager

Shân Davies

Community Liaison Advisor

Angela Williams

Administration Team:

Katie Kempster, Buddug Parry, Sarah Goddard, Janetta Tweedie, Suzanne Pottenger

Patient Services Team:

Sarah Bather (Deputy Patient Services Manager), Emily Garrett (Deputy Patient Services Manager), Caroline Ford, Hayley Morgan, Marie Taylor-Chase, Jo Arthur, Lucy Davies & Louise Thorpe

GP Registrars:

As a training practice, we frequently have GP registrars working at the surgery. These are fully qualified Doctors who have chosen to train in General Practice. At times registrars' consultations will be recorded on video; you will be notified about this when you make an appointment and you are free to decline.

NHS Services Provided:

As well as general medicine services, we provide the following:

- Diabetes, Asthma & COPD (Coronary Obstructive Pulmonary Disease) reviews
- Child Development & Immunisation clinics
- Contraception & HRT (Hormone Replacement Therapy)
- Minor Surgery
- Zoladex Injections
- Ambulatory ECG Monitoring
- Warfarin testing & dosing
- Near patient testing
- Travel Advice ***The Practice Nurse will let you know if you need injections for travelling. She will advise you when these should be done and discuss other ways of staying healthy abroad. Please allow eight weeks before you travel to enquire about adequate cover***
- Flu Immunisations
- Smoking Cessation Advice
- Phlebotomy *** Monday to Friday 8.30am – 11.30am***
- Minor Injuries *** Monday to Friday 8.30am – 5.00pm***

Consultations are available for anyone over the age of 16 who has not been seen by one of our clinicians in the past 3 years or in the past 12 months if you are over 75.

Private Services:

We also offer a limited number of private services for which there is a charge.

Please ask at reception if you require any further information. Please note that we prioritise our daily clinical work above our private work which can sometimes result in a wait for private appointments.

Confidentiality:

All staff have varying degrees of access to medical records and are bound by very strict rules of confidentiality. This is of paramount importance to us and is respected regardless of the patients' age. If you wish to discuss any issues relating to patient confidentiality please contact the Practice Manager. Further information is available on our website.

We are registered with the Information Commissioner and comply with the Data Protection Act.

Access to Medical Records:

Patients may access their own medical records, written and electronic, by completing an application form available from the Patient Services Manager. Records may not be moved from practice premises.

Comments:

Your comments and suggestions for improvements to our services are always welcome – please ask to speak to the Patient Services Manager or Practice Manager.

Complaints:

If you wish to make a complaint, please do so in writing or by telephone to the Practice Manager. We will acknowledge your complaint within 2 working days and we aim to have investigated your complaint within 30 working days. You will then either be contacted by letter or asked to attend a meeting to discuss the outcome. A separate leaflet which explains the complaints procedure in more detail is available.

Chaperone Policy:

We are committed to providing a safe, comfortable environment in which patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of utmost importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure. This may be a family member or friend. On occasion you may prefer a formal chaperone to be present i.e. a trained member of staff, and we would ask that you make this request at the time of booking the appointment so that arrangements can be made and your appointment is not delayed in any way. If this is not possible, we will endeavour to provide a formal chaperone at the time of request but it may, occasionally, be necessary to reschedule your appointment.

Freedom of Information:

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. This is a guide to the “classes” of information the Practice intends to routinely make available. A copy is available on request from the Practice Manager.

Zero Tolerance Policy:

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. We have the right to remove violent and abusive patients from the list immediately. This includes actual or threatened physical violence or verbal abuse. We would inform the patient in writing and make a record in their medical notes.