



## PRACTICE LEAFLET

**Dr Ann Evans · Dr Janet Knight · Dr Robert Tanner · Dr Alison Hughes · Dr Michael Clarke · Dr Victoria Edwards · Dr Alec Jones · Dr Dan Cooper**

### **Glyn Ceiriog Surgery**

New Road  
Glyn Ceiriog  
LL20 7HH

Telephone: 01691 718568  
Fax: 01691 718953

There is wheelchair access and toilet facilities for the disabled.

### **Llangollen Health Centre**

Bishops Walk  
Llangollen  
LL20 8RZ

Telephone 01978 860625

There is access for wheelchairs and toilet facilities for the disabled.

### **Plas Madoc Surgery**

51 Peris  
Plas Madoc  
Acrefair  
LL14 3HE

Telephone: 01978 810182

There is wheelchair access for the disabled.

*[www.llangollenhealth.com](http://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, but we also run branch surgeries in Glyn Ceiriog and Plas Madoc.

### **OPENING TIMES**

#### **Llangollen**

You can phone Llangollen Health Centre between 8.00am and 6.30pm Monday to Friday. At times you may be directed to an alternative number.

You can visit Llangollen Health Centre between 8.00am and 6.30pm Monday to Friday.

Appointments are available from 8.30am to 11.45am and 1.30pm to 5.50pm.

#### **Plas Madoc**

Plas Madoc Surgery is open for phone calls and visitors between 8.45am and 12.30pm on Tuesday, Thursday and Friday

Appointments are available from 9.00am to 12noon.

#### **Glyn Ceiriog**

Glyn Ceiriog Surgery is open for phone calls and visitors between 8.30am and 12.30pm Monday to Friday. It is also open alternate Wednesday afternoons between 1.00pm and 5.00pm.

Appointments are available from 8.30am to 11.45am and 1.30pm to 4.30pm on alternate Wednesday afternoons.

**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 **0300 123 55 66**. Betsi Cadwaladr University Health Board is responsible for commissioning the out of hours service.

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.

NHS DIRECT can be contacted on 0845 4647 or at [www.nhsdirect.co.uk](http://www.nhsdirect.co.uk)

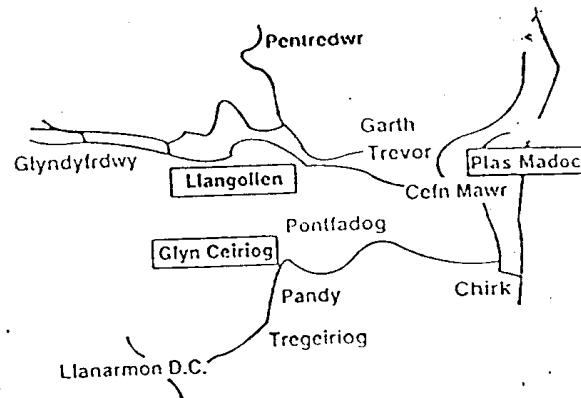
There is a 24 hour Accident & Emergency department at Wrexham Maelor Hospital, Croesnewydd Road, Wrexham, LL13 7TD. Telephone: 01978 291100.

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

## 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 may also be asked to complete a health questionnaire, and to make an appointment with one of our Practice Nurses. This information is helpful to your Doctor as obtaining records from your previous practice can take some time.

Please note: Newly registered patients will need to see a Doctor or Nurse before any medication will be prescribed.



## Booking Your Appointment:

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

- by telephoning any of our surgeries.
- online via the My Health Online service. If you wish to register for this service please ask at reception for further information.
- By emailing [Llangollen.Admin@wales.nhs.uk](mailto:Llangollen.Admin@wales.nhs.uk)

All consultations are by appointment and we offer a range of appointment times. You can request to see 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:**

The purpose of triage is to quickly assess the patients' needs and to prioritise patient care. If you feel that you need to be seen before the next available appointment, the Receptionist can arrange for either a Nurse or Doctor to contact you for appropriate advice, a prescription or appointment.

If, in the meantime, the patient's condition deteriorates you should telephone the surgery again.

## **Cancelling Appointments:**

If you are unable to keep your appointment, please let us know **as soon as possible**. This is extremely important as the appointment can be given to another patient. If you are registered for My Health Online, you can also cancel your appointment online.

## **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. If you need to speak to a Doctor, the Receptionist will take your details and the Duty Doctor will contact you. The Reception staff are not medically trained and therefore, they can only tell you if your result is normal.

## **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 be asked to attend the surgery for a medication review with a Doctor or Nurse. 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 by:

- Ordering online at <https://www.myhealthonline-emisweb.wales.nhs.uk> or [www.llangollenhealth.com](http://www.llangollenhealth.com). You will need to ask at reception for a registration form for online ordering.
- 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)

Please note:

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 5 working days between requesting and collecting your medication. We **cannot** accept requests for repeat medication over the telephone.

## **About Us:**

### **Doctors:**

Dr. Ann Evans – MB. BCh (1980 Cardiff) DCH. DCCH. MRCGP. DRCOG. FP. Cert. - GP Trainer

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. Michael Clarke – BSc, MBBS, MRCGP, DRCOG, DCCH, Dip Occ Med. – GP Trainer

Dr. Victoria Edwards. MB BCh (2007 Cardiff) MRCGP

Dr. Alec Jones, BSc, MB BCh, MRCGP

Dr. Dan Cooper, BA, MB BCh, MRCGP

The Doctors work in partnership. They have a wide range of interests and aim to offer comprehensive healthcare.

### **Practice Nurses:**

Sister Amanda Hughes, RGN, FP, Cert., Sister Patricia Edwards, RGN, Sister Deborah Griffiths 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 Healthcare Assistants undertake:**

Routine Blood Tests, INR Reviews, ECG's, Blood Pressure Checks, Weight Monitoring, Smoking Cessation Advice and Alcohol Consumption Advice.

**Practice Manager:**

Tessa Orton-Jones is the Practice Manager. She is based at the Llangollen Health Centre, and is responsible for the management and administration of the Practice, including the Glyn Ceiriog and Plas Madoc Surgeries.

**Deputy Practice Managers:**

Julia Baldwin, Deputy Practice Manager (Patient Services), Leanne Owen, Deputy Practice Manager (Data, Quality and IT)

**Clinical Care Manager**

Shân Davies

**Community Liaison Advisor**

Angela Williams

**Administration Team:**

Katie Kempster, Kirsty Le-Cheminant, Buddug Parry, Jo Rowley

**Patient Services Team:**

Sarah Bather, Deputy Office Manager (Patient Services), Lynn Carr, Caroline Ford, Diane Loughran, Hayley Morgan, Marie Taylor-Chase, Janetta Tweedie

**District Nurses:**

There is a District Nursing Team attached to the Practice. They are primarily available to give nursing care to patients who are housebound.

**Health Visitor & School Nurse:**

Our health visitors are Ruth Semmens and Ronda Roberts. Sian Hughes is the School Nurse for the Llangollen area.

**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.



**Services Provided:**

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

- Diabetes, Asthma & COPD (Coronary Obstructive Pulmonary Disease) clinics
- 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 adequate cover\*\*\*
- Flu Immunisations
- Smoking Cessation Advice
- Phlebotomy \*\*\* Monday, Tuesday, Wednesday and Friday 8.30am – 11.30am\*\*\*
- Minor Injuries \*\*\* Monday to Friday 8.30am – 5.00pm\*\*\*

We also offer a number of private services for which there is a charge. These include:

HGV and Taxi Medicals, Medical Reports, Private Letters and Sick Notes, Fitness to Travel and Holiday Cancellation Certificates.

Please ask at reception if you require any further information.

**Doctor / Patient Co-Operation:**

The Health Service in this country is unique. If we are to keep this system working, Doctors and patients need to work together.

If you have not understood what a Doctor or Nurse has told you, seek clarification. When you come to see a Doctor or Nurse, tell them all the facts and tell them what is worrying you.

If you are particularly upset, please do not take it out on a member of staff, ask to speak directly to a Doctor or leave a message so a Doctor can get back to you.

If you are prescribed treatment, please take it as directed, not as other people might tell you to take it.

You have a responsibility to keep any appointments that you make with our clinicians. If you are unable to keep an appointment, you should cancel it, giving us sufficient time to offer that appointment to someone else.

**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 either the Practice Manager or one of the Doctors. 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 Service Manager or Practice Manager.

**Complaints:**

If you wish to make a complaint, please do so in writing or by telephone to the Julia Baldwin, Deputy Practice Manager (Patient Services). We will acknowledge your complain 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 to make this request at the time of booking the appointment so that arrangements can be made and your appointment in 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 operated 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.