

Fairwater Health Centre patient leaflet

Fairwater Health Centre, Plasmawr Road, Fairwater, Cardiff, CF5 3JT
Tel: 029 2056 6291

Website: www.fairwaterhealthcentre.co.uk



Welcome to Fairwater Health Centre. In this document you will find helpful information relating to the practice.

Fairwater Health Centre is a Practice holding a General Medical Services (GMS) contract with the Cardiff and Vale University Local Health Board. The Practice is an ordinary partnership with 6 principals.

Clinical Staff

The principals in the partnership are:

GP	Gender	Qualifications	Year qualified	Status
Dr Shôn Phillips *	Male	MBBCh (Wales), MRCGP, DFFP	1992	Full time
Dr Nick P R Travaglia	Male	MBChB (Auckland NZ), MRCGP, MSc(Sport/Ex Med), MFSEM (UK), DRCOG, DFFP	1993	Full time
Dr Kerry Pearce	Female	MBBCh (Wales), DCH, MRCGP	2009	Part time
Dr Cathryn Thomas*	Female	MBBCh (Wales), DCH, MRCGP, MRCP	2004	Part time
Dr Huw Roderick	Male	MBChB (Birmingham), MRCGP	2012	Part time
Dr Thomas Burton	Male	MBBCh (Wales), MRCGP	2008	Part time
Dr Gemma Phillips	Female	MBBCh (Wales), MRCGP, DRCOG, MSc, BA	2012	Part time

The salaried GPs are:

GP	Gender	Qualifications	Year qualified	Status
Dr Toyah Singh	Female	BM (Southampton), MRCGP, MRCP, DRCOG	2004	Part time

*Mae Dr Phillips, Dr Thomas yn siarad Cymraeg.

We are a training Practice and may have fully qualified doctors attached to us for further training in General Practice. The Practice also teaches undergraduate medical students. Patients will be informed if a medical student will be present during a consultation.

The Practice nursing team is:

Sr Helen Sinsbury	BSc (Hons), RGN	1996
Sr Carly Llewellyn	BSc (Hons), RGN	2008
Mrs Karen Coneybeer	Health Care Assistant	

Additional clinical support services are provided by the Health Board. These include District Nurses, Health Visitors, Midwives and Phlebotomists.

Non-clinical staff

Practice Manager	Mr Alistair Brook	Supported by the Administrative / Reception staff.
Office Manager	Mrs Emma Enitcott	

Practice Information

Opening Hours	
Monday – Friday	08:00 – 18:00 (telephone contact until 18:30)
Saturday – Sunday	Closed
Bank holidays	Closed

GP Appointment times

Day	Morning Appointments	Early Afternoon Appointments	Late afternoon Appointments
Monday – Thursday	08:30 – 11:00	14:00 – 15:50	16:30 – 17:30
Friday	08:30 – 11:00	14:00 – 15:50	16:30 – 17:30

The Practice operates a telephone triage system if you are unwell and feel you need to see a doctor the same day. Appointments can be booked via telephone and a doctor will call you back to discuss your problem and how to resolve it. They may provide treatment over the phone there and then or book you in for a further appointment if they feel your issue needs a more in depth investigation. The further appointment will either be a face to face or telephone consultation and may be on the same day or at a future date.

If you feel that your problem is not urgent for the same day you, you are following up previously received treatment or we have requested you book an appointment with a doctor for a review; you can book routine appointments for a date in the future. These can be face to face or over the telephone depending on the nature of the issue you wish to discuss.

Please note that these appointments are often booked up several weeks in advance.

Nursing appointments are normally 15 minutes long. However, this varies depending on the nature of the appointment. Appointment times are as follows:

Nurse Appointment Times (Monday to Friday)		
Early Morning Appointments	Later Morning/ Early Afternoon Appointments	Early to Late Afternoon Appointments
08:45 – 10:15	11:00 – 13:00	14:00 – 17:00

Please note, we do not offer same day nursing appointments.

The admin.fairwaterhc@wales.nhs.uk can also be used for non-urgent, non-clinical queries. The Practices aims to respond to requests within 3 working days.

Out of Hours Service

Out of hours calls are for emergencies only. The out of hours service is provided by NHS 111, which is commissioned by Cardiff and Vale Health Board. You can contact them by calling **111**.

NHS direct
0345 4647
www.111.wales.nhs.uk/

CAV 24/7 03001020247 should only be used for A&E not OOH.

Dental emergency helpline: 03001020247.

House calls

If you are too ill or have mobility problems that would prevent you from attending the Practice, you can request a house call by telephone before 11:00. Your request will be assessed by the duty doctor and if deemed medically necessary you will normally be visited between 12:00 – 14:00. When you request a house call, one of the doctors may call you to discuss your request as it maybe something that can be dealt with over the telephone.

Services Provided

The Practice offers the general care of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of the condition, including health promotion advice and appropriate referral, reflecting patient choice wherever practicable. Other NHS General Medical Services provided include:

- Management of chronic disease in the manner determined by the Practice, in discussion with the patient
- Child health surveillance
- Cervical screening
- Maternity services
- Vaccination and immunisations
- Care of patients who are terminally ill
- Contraceptive services

The Practice also provides a number of non-GMS services i.e. private medical reports, adult immunisation and yellow fever vaccination. Charges apply to these services and a full list is available on request.

Please note that you can also access basic health advice at your local Pharmacist. If you are having trouble with your eyes or mouth, we recommend that you contact a local optician or dentist respectively.

Other Clinics

Antenatal	Well baby	Childhood immunisations
Thursday 09:00 – 12:30 Appointment only (with midwife attached to the practice)	Monday 14:00 – 15:30 Invitation to appointment via letter	Monday 14:00 – 15:00 Practice nurse, invitation to appointment via letter
Health Visitor (baby weighing)	Diabetic	Cryotherapy
Wednesday 13:00 - 14:45 Drop-in clinic, no appointment needed	Tuesday & Thursday 14:00 – 15:30 Invitation to appointment via letter	Usually one clinic per month, waiting list as per discussion with a GP

Phlebotomy	
Monday	09:00 – 12:00
Tuesday	08:30 – 10:00
Thursday	08:30 – 09:45
Friday	09:00 – 12:00

Samples are collected from the Practice by a courier at 12pm daily; if you have been asked to provide a sample, please ensure it is returned to us before that time, otherwise you may be asked to repeat the test.

Access and disabled patients

All patient services are located on the ground floor of the Practice, and the premises are wheelchair accessible. Where patients have a particular difficulty, Practice staff may be able to assist.

A visual display system is used to call patients from the waiting room in to the consulting rooms. Patients with visual impairment can be called via the intercom system in the Practice. If patients require this, they should speak to the receptionist, who will be able to mark their clinical notes accordingly.

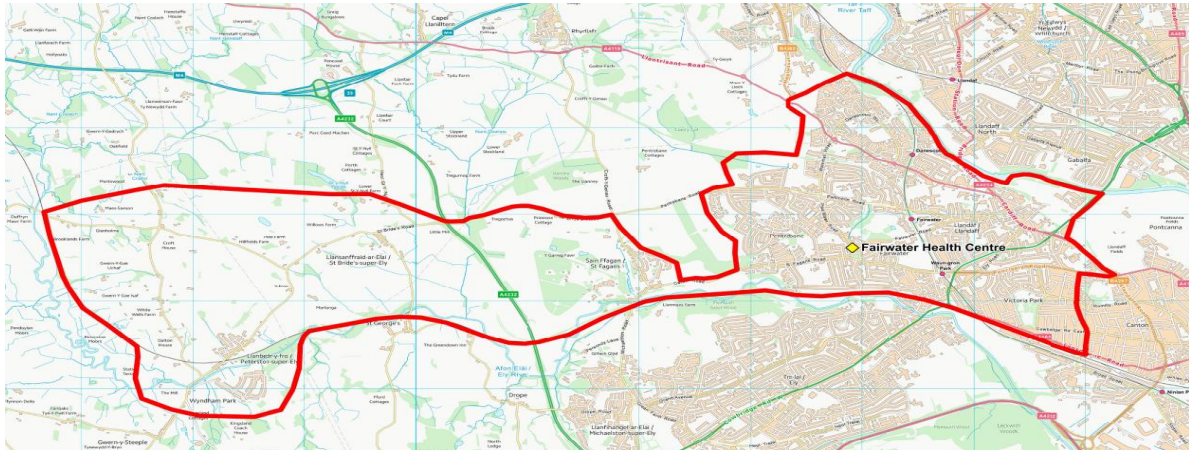
This leaflet is produced in large print format and other documents can be made available in large print.

We welcome suggestions from people with access difficulties of any kind on how we might improve our services.

The Practice Catchment Area

The Practice area covers:

Peterson-Super-Ely, St. Brides-Super-Ely, St. Fagans (North of the railway line), Pentreban, Fairwater, Danescourt, Riversdale Llandaff (not Llandaff North), and Canton (as far as Cowbridge Road East, Clive Road and Pencisely Road).



We can accept anyone living within this area as a new patient. If you move out of this area, we regret that you must register with another practice. You are unable to continue using a family address to stay registered if you are not resident.

Patient Registration

New patients can register at the Practice by completing a registration form available at reception. Patients are registered with the Practice, rather than an individual GP. As a result, you may not always see the same GP.

Patients are able to express a preference of a GP. The Practice will try to comply with this request, but it might not always be possible.

You must provide your NHS number when registering. If you are unsure of this, you can request this from your previous surgery.




If you are staying temporarily in the area, you may be registered as a Temporary Resident. This may take the form of an Immediate and Necessary registration (which would cover your care for one day only), up to 15 days, or up to 3 months.

If you are a student and are going to university, and will be away from home during term time, you must register fully with your university doctor. You will still be able to be seen at this Practice as a temporary patient during non-term times. Should you move back with your family on completion of university, you are welcome to re-register as a regular patient.

When you register, you can express preferences about your care such as what language you would prefer to use, if you would like someone else to be able discuss health matters on your behalf or to have healthcare from a particular GP either generally or for a specific condition. We will endeavour to comply with these preferences, but especially in relation to provision of healthcare preferences it may not always be possible to meet these preferences (emergency situation or unavailability of your preferred GP).

Repeat Prescriptions

Repeat Prescriptions can be requested in a number of ways:

NHS Wales app	Sign up to the online repeat prescription. Visit: https://app.nhs.wales/login	
By post	Complete the request form on the right hand side of the prescription together with a stamped addressed envelope, so the prescription can be returned.	
By hand	Either use the right hand side of the prescription form and put it in the letterbox inside the front door during opening times, or in the letterbox on the gate if the surgery is shut. Alternatively, blank prescription request forms are available at reception.	
By email	Send full details to prescriptions.account@wales.nhs.uk – or scan the QR code to the right.	
Via website	Visit www.fairwaterhealthcentre.co.uk (or scan the QR code to the right), select Repeat Prescriptions from the left-hand menu and complete the form.	
Via pharmacy	The pharmacy can request your prescriptions on your behalf. Please discuss with your usual pharmacy for full details.	

Please note the processing time is a **minimum of 2 working day** in line with NHS standards. Prescriptions can be collected from the practice after that time.

If you wish to ring to check a prescription is ready before coming to collect it, please only call after 11:00. Alternatively, you can arrange for your prescription to be sent directly to a community pharmacy as outlined above.

It is your responsibility to request prescriptions within the expected timeframes.

For safety reasons, we do not take prescription requests over the telephone or handed to receptionists.

Patient expectations

Please help us by:

- Treat the staff with courtesy as they are trying to help you, but are not always in a position to do so. If this is the case, please do not pressure the staff to get what you want.
- Being on time for your appointment
- Letting us know as far as possible in advance if you need to cancel your appointment. Your appointment could be given to someone else.
- Briefly telling the receptionist the nature of your problem, so you can be given the most appropriate type of appointment. You may be signposted onto other services where appropriate. This will be either instead of or in addition to the services provided by the Practice.
- Telling us if you feel your problem needs urgent attention.
- Telling us if more than one person in your family needs to be seen, so we can give you a longer appointment or book back-to-back appointments.
- Requesting a home visit **only if you cannot come to the surgery due to illness or mobility problems** and by calling before 11:00.
- Ringing for test results after 2pm.
- Requesting repeat prescriptions in plenty of time before your medication runs out.
- Requesting new sick notes and similar documents in plenty of time before they run out (this includes booking a follow-up appointment with your GP to discuss a continuation sick note).
- Please be aware that your local pharmacy can provide help for and advice for minor ailments such as coughs, runny nose, diarrhoea and headaches.

The Practice takes a zero tolerance approach to any incidents of rude, inappropriate, aggressive or violent behaviour toward any member of staff or patient. If such an incident occurs, you will be warned by a letter from the Partners. If there is a repeat of this behaviour, we will exercise our right to request that you are removed from our patient list. Other behaviour such as being intoxicated in the surgery will similarly not be tolerated.

Please be aware that patients missing appointments causes longer waits for appointments and costs money. If you are unable to attend your appointment, please let us know as soon as possible. Repeated failure to attend appointments will result in a warning letter from the partners and possibly further action.

The Practice adheres to the NHS Wales primary care access standards. This means that we aim to give a prompt response to all communications from patients. Where possible we will try to sort issues in one telephone call. We offer a range of options for patients to make appointments and contact the Practice. We aim to provide patients with the right care, at the right time and in a joined-up way to give continuity of care.

Comments and Concerns

We welcome your views on the service provided at the Practice. All comments are considered at regular team meetings and we will endeavour to provide a response within 30 working days.

The Practice operates a concerns procedure in line with NHS criteria. If you have a complaint, please put your complaint in writing addressed to the Practice Manager, Mr Alistair Brook or email admin.fairwaterhrc@wales.nhs.uk. You will receive an acknowledgement within 3 working days of receipt of your complaint. If you wish to discuss the complaint face to face, you can book an appointment with the Practice Manager.

Your concern will be investigated and the findings will be sent to you within 30 working days. If the complaint takes longer to investigate, you will be notified of the expected timescale.

Alternatively, you can raise your concern with the Local Health Board (contact details below).

If you wish to seek further support and advice, you can contact Llais Wales or the Public Service Ombudsman for Wales. Their details are:

Llais Cardiff
Pro-Copy Business Centre (rear)
Parc Ty Glas
Llanishen
Cardiff
CF14 5DU

Telephone: 02920 750112
Website: <https://www.llaiswales.org/>



Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
Telephone: 0845 6010987
Email: ask@ombudsman-wales.org.uk
Website: www.ombudsman-wales.org.uk



You can also contact the Local Health Board concerns team. Their details are:

www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/concerns-complaints/

- 029 218 36318
- 029 218 36319
- 029 218 36323
- 029 218 36340

E-mail the team at concerns@wales.nhs.uk or write to them: Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4HH.

The Practice Complaints Officer is **Dr Shon Phillips**.

Confidentiality and data protection

The Practice endeavours to ensure all personal and health information is kept confidential, secure and is only accessed when necessary. All staff members have signed a strict confidentiality agreement.

To ensure effective medical care, it is necessary for records about your health, treatment or any care you receive from the NHS to be stored in either written or electronic form. If you receive care from an organisation outside of the NHS, we may need to share some of the information held about you with those organisations, for the benefit of your care. We will only share information held at the practice where necessary.

The Practice website has more information of what personal information is held and why in the privacy notice on the Data Protection and Freedom of Information page. There is also information on how your data is processed in the fair processing statement, and information about your data rights, such as your right to be informed about how your data is used by the Practice, your right to object in relation to the processing of your data or the right to have inaccurate information rectified. The guide 'Your information, your rights' is published on the Practice website. Alternatively, speak to the Practice Manager for more information.

The Practice uses the Data Protection Officer service provided by NHS Wales IT Service.

Access to medical records

You have the right under the Data Protection Act 2018 to have access to your personal medical records. Please email the Practice for the attention of the Practice Manager to obtain access to your medical records.

Freedom of information

The Freedom of Information Act 2000 does not apply to individual medical records, but does relate to requests for information from public authorities and relates to recorded official information. Therefore, only information about NHS work needs to be provided. The Act gives 2 related rights:

- The right to be told whether the information exists
- The right to receive the information

The Practice has adopted and maintains the Information Commissioner's model publication schemes. Details of the publication scheme and a guide to the information available are published on the Practice website or are available on request.

An FOI request that fall outside of the publication scheme must be made in writing. It must state the name and address of the person applying for the information, and must clearly state the information requested. The request will normally be responded to within 20 days of receiving the request. A charge may apply depending on the class of request. The 20 day response period is put on hold until any such fee is paid. If the fee is not paid within 3 months of the request, it is assumed the applicant no longer wants the information.

Please visit the Data Protection and Freedom of Information page of the Practice website or you can request further information through the Practice Manager.

Accident and Emergency / 999

If, at any time of the day, you or someone else experiences the following, please go to your nearest Accident and Emergency department (Heath Hospital) or call 999.

- Severe chest pain
- Loss of blood
- Suspected broken bones
- Burns
- Signs of a stroke
- Loss of consciousness
- Signs of a heart attack

Your Local Health Board

Further details of NHS medical services in the area can be obtained from Cardiff and Vale University Local Health Board. The key role of the Health Board is to implement strategies, which will improve the health of the population. The contact details for the Health Board are:

Cardiff and Vale University Local Health Board Headquarters
Woodlands House
Maes Y Coed Road
Llanishen
Cardiff
CF14 4TT

Tel: 029 2074 7747

Fax: 02921 836130

Cav.primarycare@wales.nhs.uk

<https://cavuhb.nhs.wales>