



RADYR MEDICAL CENTRE

Dr Helen Lawton · Dr Huw Thomas · Dr Jamie Boyce ·
Dr Lucy Dolman · Dr Laura Harrison · Dr Rebecca Wren

Radyr Medical Centre Patient leaflet

Rectory Close, Radyr, Cardiff, CF15 8EW

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www.radyrmedicalcentre.nhs.uk

Welcome to Radyr Medical Centre. We hope this booklet will give you all the information you require about the facilities available from our practice. We trust you will find it helpful and informative.

The aim of the practice is to provide you, the patient, with the best possible service for your health needs.

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

[*] against an item denotes reference to another document in the library



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DOCTORS

Dr Helen Lynne Lawton (f)

MB BS (1988 London) DCH DRCOG MRCGP (Partner)

Dr Lawton has worked as a partner at the health centre since 1993. She has particular interests in women's health and diabetes. In addition to her work in the practice she works for Cardiff and Vale University Health Board (UHB) in service development. She also does regular sessions in the out-of-hours service.

Dr Huw Daniel Thomas (m)

MB BCh (1998 Wales) MRCGP DCH (Partner)

Dr Thomas joined the practice in 2006. He has lived around Cardiff for most of his life and trained at the University Of Wales College Of Medicine – qualifying in 1998. He has an interest in minor surgery and performs minor skin operations and joint injections at the medical centre. Away from work he has a young family to keep him busy and enjoys running and mountain biking. Dr Thomas is a Welsh-speaker.

Dr Jamie Boyce (m)

Mb BCh (1999 Wales) MRCGP MRCS DRCOG DOHNS (Partner)

Dr Boyce joined the practice in 2008. Having spent the early part of his career in hospital as a surgical trainee he made the switch to General practice and trained in Cardiff. His surgical skills continue to be utilised by performing minor surgery. He has a keen interest in ear, nose and throat problems. Outside work, he is an avid football supporter.

Dr Lucy Jane Dolman (f)

MB BCh (2004 Wales), MRCS, DCH, MRCGP (2009), DFFP (Partner)

Dr Dolman did her medical training in Cardiff. She qualified as a doctor in 2004, and completed her GP training in Radyr from 2008-2009. After a few years working as a locum GP locally, she joined the practice again in 2011. She has an interest in child health and family planning, and fits contraceptive implants and intra-uterine devices. She is also involved in undergraduate medical student teaching.

Dr Laura Harrison (f)

Dr Harrison has been a partner at the surgery since August 2015. She did her GP training in Cardiff, including spending some time as Radyr's GP Registrar. Dr Harrison is currently on maternity leave, and is due to return in late December 2017.

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Dr Rebecca Wren (f)

Dr Rebecca Wren is now a Partner at the Practice and will be continuing to work 2 days a week as well as covering Dr Lucy Dolman's maternity leave.

NURSING STAFF

Sister Debbie Lavin (f)

RGN

Debbie has worked at Radyr Medical Centre since 2003 and has more than 25 years practice nurse experience. She has an interest in respiratory health (asthma/COPD/spirometry), childhood immunisations, lifestyle advice (weight management/smoking cessation) and travel health.

Sister Louise Williams (f)

RNA (Cardiff 2007) BSc (Hons) SPQ GPN

Louise joined the team at Radyr in 2010. She runs the practice monitoring clinics (Warfarin/Methotrexate/Lithium). Her interests include health promotion, lifestyle advice, diabetes management, respiratory health (asthma/COPD/spirometry).

Helen Davies (f) – Health Care Assistant

Tara Press (f) – Health Care Assistant

PRACTICE MANAGEMENT

Mrs Hannah Bird (f)

Mrs Hannah Bird joined our team as our practice manager in December 2016. She has lots of health experience, having worked for the Cardiff University Health Board for some 10 years before her appointment in Radyr.

The practice manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The practice manager supports the GPs and other medical professionals with delivering patient services and helps to develop extended services to enhance patient care.

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Mrs Lucy Sainsbury – Assistant Practice Manager

Mrs Lesley Mcdonald – Reception Manager

Ms Andrea Jones – Office Manager

Practice Management team are supported by the Administrative / Reception staff

OPENING HOURS

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Weekend	<i>Closed</i>

APPOINTMENTS

GP and nurse appointments are bookable up to 6 weeks in advance. We start surgeries at 8am, and consult until 5.30pm.

DOCTORS' APPOINTMENTS

EMERGENCY APPOINTMENTS - These are **same day** appointments with the duty GP or appropriately trained nurse for matters, which cannot wait until the next available routine appointment.

If you require an emergency appointment, please try to telephone the surgery **before 10am** to ensure you are seen that morning.

You will be given an approximate appointment time. Due to their nature, emergency surgeries are unpredictable, and there may be a wait to be seen. We will always see you if you are concerned.

Please be aware that the clinician will only be able to deal with your emergency issue in this review.

ROUTINE APPOINTMENTS can be booked up to 6 weeks in advance. You can book routine appointments by telephone, calling into surgery, or **online** by registering for a *MHOL* (my health online account).

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HOME VISITS. Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. 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 11am.**

Your request will be assessed by the on-call doctor, and if deemed medically necessary you will normally be visited between 12:00 – 14:00

GP Appointment Times (Monday to Friday)		
Monday	08:00 – 11:30	13:30 – 17:30
Tuesday	08:00 – 11:30	13:30 – 17:30
Wednesday	08:00 – 11:30	13:30 – 17:30
Thursday	08:00 – 11:30	13:30 – 17:30
Friday	08:00 – 11:30	13:30 – 17:30

NURSING APPOINTMENTS

Nursing appointments are normally 10 minutes long. However, this varies depending on the nature of the appointment.

The nurses offer general health screening and advice and work alongside the doctors in providing treatment for asthma, diabetes, contraception, HRT, dietary needs and smoking cessation.

They also run a travel clinic where all commonly used travel vaccines are available, including Yellow Fever. The nurses organise the annual 'flu immunisation campaign, and are happy to provide some information and general advice over the telephone daily during the hours of 12:00 – 12:30.

Nurse /HCA Appointment Times (Monday to Friday)	
Morning Appointments	Afternoon Appointments
08:00 – 12.30	13.30 – 17:30

Please note that Radyr Medical Centre is a training practice for both GP Trainees (GP Registrars) and Medical Students. On occasions, you may be asked whether you mind a medical student observing your consultation. If you would rather this not, please do not hesitate so say.

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OUT OF HOURS SERVICE

Out of hours calls are for emergencies only. Please ring the normal surgery number where you will hear a recorded message, which will provide you with the Cardiff and Vale UHB Out of Hours contact telephone number. Remember you can also call NHS direct on **0845 46 47**.

CHOOSE WELL

There are many places to seek medical advice if you are unwell. It is sometimes difficult to decide which service you need.

Helping you to decide which service you need



Choose well will help you decide if you need medical attention if you get sick. It explains what each NHS Service does, and when it should be used.

Choosing Well means that you and your family will get the best treatment. It also allows busy NHS services to help the people who need them most.

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's 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

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Maternity Services • Vaccination and Immunisation • 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.

OTHER CLINICS

Antenatal	Health Visitor	Minor Surgery
Thursday and Friday Appointment only (with midwife attached to the practice)	Wednesday morning Drop-in clinic, no appointment needed	Usually one clinic per month, waiting list as per discussion with a GP

Phlebotomy	
Tuesday	08:30 – 11.00am
Wednesday	08:30 – 11.00am
Thursday	08:30 – 11.00am

Please do not book a blood test without a form.

Please note samples are collected from the practice by a courier at 11am 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

Practice premises are wheelchair accessible, practice has lift installed to enable patients with poor mobility to access clinical rooms on first floor.

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

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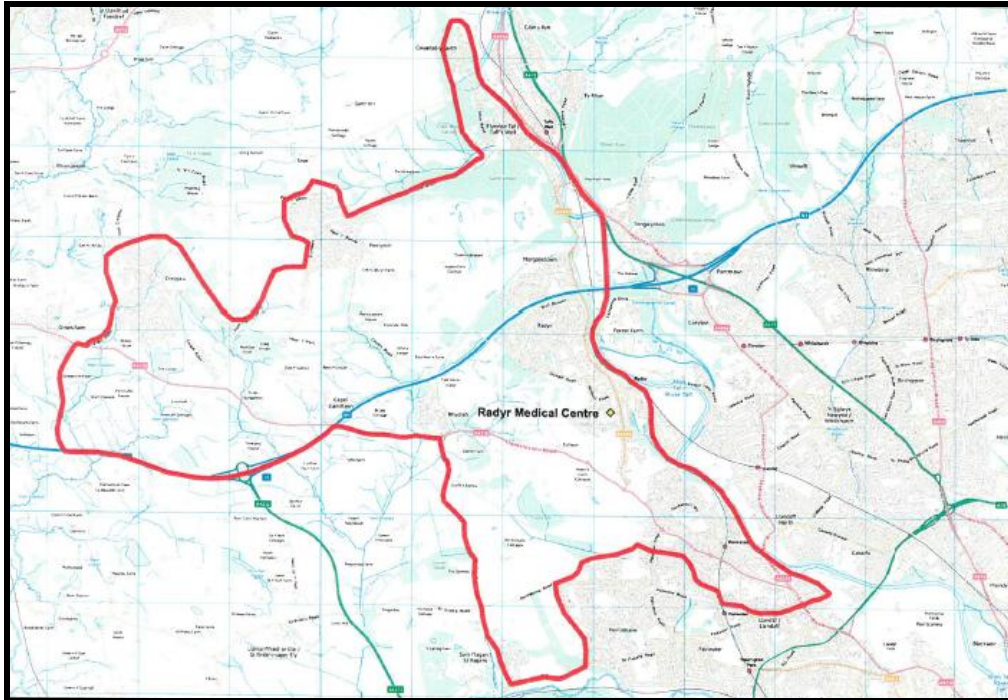


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PRACTICE CATCHMENT AREA

The practice area covers:



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 GMS1 registration form and a New Patient Health Questionnaire available at reception. Patients are registered with the practice, rather than 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 you **NHS number** when registering. If you are unsure of this, you can request this from your previous surgery.

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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.

To register as a temporary patient, you must be staying at the registered address of one of our existing patients. If you are staying with somebody who is not registered at our practice, you must seek to register at his or her surgery.

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.

Guide to GP Services

The Royal College of General Practitioners has produced a useful guide for patients about the services on offer at GP Surgeries and how to access them. You can download the guide via the link below;

http://www.radyrmedicalcentre.nhs.uk/help/rcgp_ityp_full_booklet_web_version.pdf.

PATIENT EXPECTATIONS

Please help us by:

- Being on time for your appointment
- Letting us know as far as possible in advance if you need to cancel your appointment. Your appointment maybe 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
- Telling us if you feel you problem need to 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 appointment
- 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 11:00
- Requesting repeat prescriptions in plenty of time before your medication runs out

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- 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 noses, diarrhoea and headaches.

The practice takes a zero tolerance approach to any incidents of rude, aggressive or violent behaviour towards any member of staff or patient. If such 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 be 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 cause 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.

REPEAT PRESCRIPTIONS

Repeat prescription can be requested in a number of ways

My Health Online	Sign up to the online repeat prescription request service, by asking at reception for a sign up letter and instructions
By post	Complete the request form on the right hand side of the prescription form together with a stamped addressed envelope, so the prescription can be returned
By hand	A written request using the right hand side of the prescription form can be placed in the prescription box situated in reception or through letterbox if surgery is shut. Alternatively, prescription request forms are available at reception
By fax	Please ensure that the request to be faxed is clear and legible and send it to 02920 842507
Via pharmacy	The pharmacy can request your prescriptions on your behalf. Please discuss with you usual pharmacy for full details.

Please note we have a minimum processing time in line with the national standard of 2 working days. Prescriptions can be collected from the practice after that time. **It is your responsibility to request prescriptions within the expected timeframes.**

FOR SAFETY PURPOSES, WE DO NOT TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE.

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PUTTING THINGS RIGHT

Our aim is to provide the very best care and treatment and it is important that we welcome comments and learn from people's experiences. Sometimes things might not go as well as expected and, when that happens, we need to look at what went wrong so that we can improve our service.

If you have a concern about the service you have received from the doctors or staff working at this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your concern cannot be sorted out in this way, please let us know **as soon as possible**. You can take up to 12 months to let us know. If a longer time has passed and there are good reasons for a delay, please tell us anyway, as we may still be able to deal with your concern.

You can raise your concern with the practice manager

- **by speaking to him / her in person**
- **by phone on 02920 842507**
- **or by letter to Radyr Medical Centre, Rectory Close, Radyr, Cardiff, CF15 8EW**

If you wish to speak with someone independent of the Practice or if you would like support with processing your concerns you may wish to speak with

Cardiff and Vale Community Health Council

Telephone number 029 2037 7407

Alternatively, if you would prefer to speak to someone outside of the practice please contact

Cardiff and Vale University Health Board Concerns Team

Telephone number 029 2074 4095 or 029 2074 3301

You send a concern or compliment by email to [concerns @wales.nhs.uk](mailto:concerns@wales.nhs.uk)

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CONFIDENTIALITY AND DATA PROTECTION

The practice complies with data protection and access to medical records legislation. This privacy notice explains why Radyr Medical Centre collects information about you, how we keep it safe and confidential and how the information may be used. The practice complies with General Data Protection Regulations and access to medical records legislation.

A detailed privacy notice is available in surgery on request, or via our website. We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role, we may collect information about you, which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may also contain more sensitive information about your health and information such as outcomes of needs assessment.

We maintain our duty of confidentiality to you always. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), or where the law requires information to be passed on.

Confidential patient data will be shared within the health care team at the practice, including nursing staff, admin staff, secretaries and receptionists, and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise.

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed.

Radyr Medical Centre sometimes undertakes accredited research projects. Where this involves accessing identifiable patient information, we will only do so with your explicit consent of the individual and Research Ethics Committee approval. You have the right to opt-out (or object) to ways in which your information is shared, both for direct medical care purposes (such as the national NHS data sharing

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schemes) i.e. primary uses of your information, or for purposes other than your direct medical care so called secondary uses.

We are registered as a data controller and our registration can be viewed online in the public register at: http://ico.org.uk/what_we_cover/register_of_data_controllers

ACCESS TO MEDICAL RECORDS

In accordance with the General Data Protection Regulations and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through Office Manager and Reception. No information will be released without the patient consent unless we are legally obliged to do so.

FREEDOM OF INFORMATION

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

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 Health Board Headquarters
University Hospital of Wales
Heath Park
Cardiff
CF14 4XW

Tel: 02920 74 7747
Fax: 02920 74 6406

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