

PRACTICE POLICIES

PATIENT CONFIDENTIALITY

The Practice recognises the right of every patient to have information about themselves kept secure and private. Any information given to any member of staff will remain confidential and will not normally be disclosed without the patient's permission.

Full details of our Confidentiality Policy (including details of those persons/organisations who may have access to patient information) are available from our Website.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 gives the public a right of access to all types of information held by Public Authorities, including the Health Service.

As required by the Act, Crickhowell Group Practice maintains a Publication Scheme, which is a guide to the classes of information we intend to routinely make available.

Please ask at reception if you require a copy of the Publication Scheme. Please note there will be a small charge for any information provided under the Act.

COMPLAINTS PROCEDURE

The doctors and staff aim to offer a high standard of service to our patients and hope you will never have cause for serious complaint. If, however, there are occasions where you feel you need to make a complaint, please contact the Practice Manager or their deputy. If you would like a copy of our Practice Complaints Procedure, please ask at Reception.

VIOLENCE & ABUSIVE BEHAVIOUR

For patients visiting and staff working at the Health Centre we aim to provide a safe, comfortable and welcoming environment. If any patient feels they have been treated unfairly or inappropriately, they should ask to speak to the Practice Manager.

However, violence (including shouting or swearing) directed at other patients or Practice staff will not be tolerated under any circumstances. Offenders will be asked to leave the building immediately and may also be removed from the Practice List.

MOBILE PHONES

Please ensure that mobile phones are switched off when in the surgery building as they may interfere with sensitive medical equipment.

HOW TO REGISTER AS A PATIENT

If you have moved into our Practice area, you can register as a patient by completing a New Patient Registration Form, supplies of which are available from the Reception Desk and on the surgery website.

All newly-registered patients are encouraged to participate in a New Patient Health Check.

RIGHTS & RESPONSIBILITIES

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

OUR RESPONSIBILITY TO YOU:

- ❖ You will be greeted courteously.
- ❖ You have a right to confidentiality.
- ❖ You have the right to see your medical records subject to the limitations of the law.
- ❖ You will be seen the same day if your problem is immediately necessary.
- ❖ You will be informed if there will be a delay of more than 20 minutes for your appointment.
- ❖ You will be referred to a consultant when you and your GP agree that it is necessary.
- ❖ You will be given the result of any test or investigation on request or at your next appointment.
- ❖ Your repeat prescription will be ready for collection within 5 working days of your request.
- ❖ Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly.

YOUR RESPONSIBILITY TO US:

- ❖ Please treat all surgery staff with courtesy. Remember they are working under doctors' orders.
- ❖ Do not ask for information about anyone other than yourself.
- ❖ Tell us of any change of name or address, so that our records are accurate.
- ❖ Only request an immediately necessary appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery.
- ❖ Please attend appointments on time or give the Practice adequate notice if you wish to cancel. Someone else could use your appointment.
- ❖ An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- ❖ Please book one problem per appointment. If you have multiple medical issues you may need to book more than one appointment. This is to ensure the GP has adequate time to assess your situation and to prevent a delay in the appointment times for patients later in the day.
- ❖ Please allow sufficient time for your consultant's letter or the results of any tests to reach us.
- ❖ Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due.

You can help us by letting us know when you are not happy with the services we provide or if you have useful comments about how they can be improved. A suggestion box is available for your contributions to improving our service.

USEFUL TELEPHONE NUMBERS

HOSPITALS

Nevill Hall, Abergavenny 01873 732732
Brecon Hospital 01874 622443
The Grange University Hospital 01633 493100
Royal Gwent, Newport 01633 234234
University Hospital of Wales 029 2074 7747
Velindre 029 2061 5888

CHEMISTS

Boots Pharmacy, Crickhowell 01873 810268
Williams, Gilwern 01873 830647
Waitrose, Abergavenny 01873 850702

OTHER NUMBERS

NHS Direct 111
NHS Direct website www.nhsdirect.wales.nhs.uk
Social Services - Powys People Direct 01597 827666
Social Services - Monmouthshire switchboard 01633 644644
Powys Local Health Board 01874 711661
*Glasbury House, Bronllys Hospital
Bronllys, Brecon, Powys. LD3 0LS*
Aneurin Bevan University Health Board 01633 436700
*Headquarters, St Cadoc's Hospital, Lodge Road
Caerleon, Newport, NP18 3XQ*
Ty Illtyd Mental Health
Resource Centre (Powys) 01874 615050
Community Health Council/
Focus on Health Group 01874 624206
Powys LHB non-emergency transport
Powys 0300 1232303
Gwent 0300 1000012
Powys Drug & Alcohol Centre - Kaleidoscope 01874 622333
Pavo Community Connectors -
Duty Officer 01597 828649
ASSIST (Adult Social Service Info. Support Team) 0345 602 7050
Crickhowell Voluntary Bureau 01873 812177



CRICKHOWELL
GROUP
PRACTICE

**War Memorial Health Centre
Beaufort Street,
Crickhowell
Powys
NP8 1AG**

Tel: 01873 810255

www.crickhowellhealthcentre.org.uk

Info.crickhowell@wales.nhs.uk

THE PRACTICE TEAM

Dr A. Poddar & Partners would like to welcome you to Crickhowell Group Practice and to introduce you to the Practice team:

DOCTORS

Partners:

Dr Apu Poddar
Dr Rachel E Summors
Dr Rachel Davies

Dr Rebekah Ferrand
Dr Hannah de Silva

Salaried GPs:

Dr Daniel Hancock
Dr Isaac Ogundele
Dr Robin Judson
Dr Isabelle Pierry

NURSING STAFF

Sister Nerys Treasure RGN
Sister Victoria Betts RGN
Sister Eirwen Turner RGN
Sister Michele Hemmings RGN
Sister Rachel Jones RGN
Jayne Charles Health Care Assistant
Jo Silcox Health Care Assistant

PHARMACY

Louisa Banning Pharmacist

PRACTICE MANAGEMENT

Tim Davies Practice Manager
John Kenely Deputy Practice Manager
Lubna Arif Operations Manager

DISPENSARY

Nicola Probert Dispensary Manager

RECEPTIONISTS/ADMINISTRATION STAFF

Reception staff have a very difficult job to do and are here to help you. Sometimes they have to ask questions, which you may think are unnecessary or intrusive. Please remember, however, that they are working to guidelines laid down by the doctors, and they only ask these questions to ensure you receive the most appropriate and safe care.

ASSOCIATED STAFF

The following professionals also work from the main surgery, usually by appointment only:-

Physiotherapist District Nurses · Health Visitor · Midwives
Community Psychiatric Nurses
Diabetic ,Respiratory and Cardiac Specialist Nurses

TELEPHONE SYSTEM

When you phone the main surgery number, **01873 810255**, in normal surgery hours, you will be greeted by a recorded message asking you to choose from 1 of 4 options:

Press No. 1 . . . For Appointments (Routine after 10am)
Press No. 2 For the District Nurses
Press No. 3 For Dispensary (after 10am)
Press No. 4 For Test Results (after 2pm)

Please note, all calls are recorded for training and monitoring purposes. This system has improved the efficiency of our switchboard operation, allowing patients to access more quickly the appropriate departments within the surgery. Between 18:00 to 8:00 (and all day on weekends and Bank and Public Holidays) you will hear a recorded message giving you the number to call for the Out of Hours service.

PRACTICE SERVICES

BOOKING APPOINTMENTS

Every effort will be made to offer you an appointment at your convenience and with the clinician of your choice but, due to the varying hours worked by these individuals, this is often not possible.

Crickhowell Practice operates a care navigation system, the receptionist will request brief details of your problem, you will then be directed to the most appropriate clinician. This is in line with the prudent health care principles of NHS Wales; making the most effective use of available resources to ensure high quality and consistent health care across Wales.

Routine appointments

Appointments are bookable 2 weeks in advance, if you are making the appointment by phone please call after 10 am.

Urgent or immediately necessary appointments

If you feel that your problem is immediately necessary and you need to be seen the same day, the receptionist will add your name to the duty doctor's triage list. You will be called back by a GP or nurse, who will assess your need for medical care and decide the most appropriate action. Please do not abuse this system as the "extra slots" are there to accommodate patients with genuinely urgent needs.

On arrival, please use the Arrivals screen in reception so that the clinician knows that you are in the building. Please ensure you arrive in time for your scheduled appointment. If you are unable to keep your appointment, please let us know as soon as possible as appointments are in great demand and another patient could be seen in your place.

Chaperone

You may request a suitably trained chaperone for any procedure, test or examination. Friends and family are not permitted to act as chaperones. Please speak to reception - either when booking your appointment or upon arrival.

Home visits

Patients requiring to see the doctor urgently, who are too ill or frail to visit the surgery, should phone our main Practice number, **01873 810255**, to request a home visit. We ask that you call as soon as possible after 9:00 and give the receptionist a brief idea of the problem so that we can prioritise the visits. *Please note that this service is not intended for patients who are well enough to attend the surgery but simply have transport difficulties.*

DISPENSARY

The practice dispensary is based at the Health Centre in Crickhowell and this service is available to all our patients who live more than a mile from the centre of Crickhowell and who are deemed (by Welsh Government) to be in a rural area.

The dispensary opening hours are currently 9:00 to 17:30 Monday to Friday, closed for lunch 12.30 - 1.30 pm

If you would like to take advantage of our dispensing service, you will need to complete a registration form, please call the Dispensary on **01873 813226** to request one.

REPEAT PRESCRIPTIONS

If you are on regular medication, you may obtain a repeat prescription without having to see the doctor every time. To obtain repeat medication, please indicate clearly on your repeat prescription slip what is required and then either post it to us, or drop it into the box at the reception desk. Alternatively, you can use our website <https://www.crickhowellhealthcentre.org.uk/> to request a repeat prescription, or email the request to Crickhowell.prescriptions@wales.nhs.uk

INVESTIGATION/TEST RESULTS

Following any investigations or tests, if you have been asked by the doctor or nurse to phone for your results, please phone after 14:00 unless, in the case of some INR results, you have been asked to phone on the evening of the same day that the test was carried out. Some test results can take from 4 to 7 days to come back.

IDENTIFICATION OF CARERS

Do you look after someone who is ill, frail, disabled or mentally ill? We are interested in identifying all carers, especially those people who may be caring without help or support. As a carer you are entitled to have your needs assessed by Powys Social Services (or Gwent Social Services if you are one of our Gilwern patients). If you are a carer, please ask at Reception for a Carers' Identification and Referral Form.

IDENTIFICATION OF VETERANS

We are accredited as a Veterans Friendly Practice. You may wish to inform us of your veteran status when registering with the practice or at any time if already registered.

OTHER HEALTH CHECKS

Health checks are also available to:

- ❖ Patients between the age of 16 and 74 who have not attended a consultation/clinic provided by the Practice in the last 3 years.
- ❖ Patients over 75 who have not participated in a consultation in the last 12 months.

CRICKHOWELL WEBSITE

<https://www.crickhowellhealthcentre.org.uk/>

Our website offers the opportunity to access a range of health information, you will be able to access self-help, book appointments, order repeat prescription, make general enquires, register as a patient, look up practice information, complete health reviews and keep up to date on practice news. **We recommend that you acquaint yourself with the information that is supplied on this site.**

NHS Wales App

The NHS Wales App has replaced My Health Online. The NHS App is an online service brought to you from NHS Wales and offers patients the convenience to order repeat prescriptions, update personal details including changes to address, email address and mobile telephone numbers.

If you wish to register to use the NHS Wales App please refer to our website or visit [Home - NHS Wales App](#).

PRACTICE OPENING HOURS

The Health Centre doors are open Monday to Friday 8:30 to 18:00 (excluding Bank and Public Holidays). Patients will be able to contact a doctor from 8:00 to 18:00 on these days and, if the doctor feels it is necessary, gain access to the premises between 8:00 and 8:30 and between 18:00 and 18:30.

A summary of our surgery times, by appointment only, is as follows

	GP	Nurse
Monday	08:30 - 13:00 14:00 - 18:00	08:30 - 12:30 13:30 - 17:30
Tuesday	08:30 - 13:00 14:00 - 18:00	08:30 - 12:30 13:30 - 17:30
Wednesday	08:30 - 13:00 14:00 - 18:00	08:30 - 12:30 13:30 - 17:30
Thursday	08:30 - 13:00 14:00 - 18:00	08:30 - 12:30 13:30 - 17:30
Friday	08:30 - 12:30 14:30 - 18:00	08:30 - 12:30 13:30 - 16:30

WHEN WE ARE CLOSED

If you need to contact a doctor outside Practice opening hours:

- ❖ Telephone NHS Direct on 111

Please remember that if it is an emergency you should telephone 999 without delay, e.g.

- ❖ if someone is unconscious or has difficulty in breathing.
- ❖ if someone is bleeding heavily.
- ❖ if someone has a suspected heart attack or has severe chest pains.

If you contact the Out of Hours service, brief details of your problem will be taken and you will then be called back by a qualified doctor or nurse, who will assess your need for medical care. The result of this assessment could be:

- ❖ You will be given advice over the telephone and there won't be a need for you to see a doctor.
- ❖ You may be given an appointment to see a doctor at a Primary Care Centre. Our patients will normally be given a choice of attending at either Nevill Hall Hospital or Brecon War Memorial Hospital.
- ❖ You may receive a home visit, depending on your medical condition.
- ❖ You may be advised to attend either the Accident & Emergency Department or the Minor Injury Unit at either of the hospitals mentioned above.
- ❖ If the doctor or nurse considers your need to be an emergency, they may arrange for an ambulance to collect you.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

ACCESS & CAR PARKING

At our surgery, all areas to which patients need access are on the ground floor and we have disabled toilet facilities as well as an access ramp leading to the "push-button" electronically operated main entrance doors.

Please be aware that vehicles are parked at the owners' risk. We ask patients not to use the staff car park, which is at the rear of the building. We also ask that disabled parking spaces are only used by suitably entitled patients/visitors.