

Tonyfelin Medical Centre

Bedwas Road, Caerphilly CF83 1XP



Doctors

Dr R Jones (male)

Dr K Ling (female)

Dr E Lloyd (female)

Dr Z Hargest (female)

Dr W Rahman (male)

Dr S Thickers (female)

Dr I B Paul (male)

Dr B Scourfield (female)

Dr Afzal (male)

Tel: (029) 2088 7831 Fax: (029) 2086 9037

www.tonyfelinmedicalcentre.com

Welcome To Tonyfelin Medical Centre

Please use this booklet, along with assistance from the reception staff and the information on our practice website, to find out about the services available to you.

ABOUT THE PRACTICE

The practice is located in the centre of Caerphilly, close to the castle. All the facilities for patients are on the ground floor with access and toilets available for the disabled. A small car park is available with sections reserved for disabled, staff and doctors and patients are requested not to use these. In addition, the practice is a teaching practice, teaching first and third year medical students on a regular basis. The practice also participates in research studies, where we believe our participation will result in benefits to patients.

SURGERY HOURS

The practice is open between 8.00am and 6.30pm Monday to Friday.

HOW TO SEE THE DOCTOR

Routine appointments

Patients can see the doctor by making a routine appointment in the morning or afternoon. Routine appointments are available for booking up to four weeks ahead. Appointments can be made by telephone, by calling at the surgery or on-line by registering for our on-line services. Doctors' appointments are available in the mornings between 8.40 and 11.40am and in the afternoons between 2.00 and 5.50pm. If you wish to see a particular doctor or have a non-urgent problem, please make a routine appointment. Please note that it is not always possible to see the doctor of your choice on the date of your choice as the GPs work on varying days. We will, however, do our best to accommodate your request.

Please let us know as soon as possible if you are unable to keep an appointment as someone else may need it. You can cancel your appointment by telephone, in person or via our website. To book appointments by telephone please ring (029) 2088 7831.

Please note that our practice nurses can deal with a number of issues, which will save you making an appointment with a GP:-

- Medication reviews for chronic disease conditions - asthma, COPD, diabetes, CHD and hypertension
- Ear syringing
- Pill, HRT and coil checks
- Travel immunisations and advice

Emergency appointments

In an emergency during surgery opening hours, please call the surgery number – (029) 2088 7831 or NHS Direct - 0845 46 47. Only dial 999 if an emergency requires an ambulance.

If you are requested to come to the surgery for an emergency consultation, please note that the consultation is only to discuss the emergency condition and not to discuss any ongoing problems. You will need to make a routine appointment to discuss anything other than your emergency problem.

A doctor will be available for emergency consultations at the times stated below. Phone lines are open from 8.00 to 10.30am for morning appointments and from 3.30 to 5.00pm for afternoon appointments. You will be asked for brief details of why you need to see a doctor and will be asked to come to the surgery and wait to be seen. Patients are seen in order of urgency and consultation times vary per patient. Depending on the number of patients attending for emergency consultations, there may be a long wait.

Telephone advice

The duty doctor is available for telephone advice within consulting hours. We will normally take your details and ask the duty doctor to ring you back.

NHS Direct Wales have a helpline available 24 hours a day for telephone advice on 0845 4647.

NHS Direct also have a website www.nhsdirect.nhs.uk which patients may find helpful for many health issues. Our website also includes health advice and advice on treatment of minor ailments.

Home visits

If you are too ill to come to the surgery, a home visit can be requested by telephone. Please make requests for home visits before 11.30am on (029) 2088 7831. If, however, there is a degree of urgency, please make this clear to the receptionist.

House calls are for emergencies or for patients whose illness prevents them from attending the surgery. The place of consultation is decided by the doctor not the patient and transportation difficulties are not an automatic entitlement to a home visit. Please note that it is practice policy that children who are unwell are seen at surgery.

Emergencies (when the surgery is closed)

The surgery is covered out of hours by Gwent Urgent Primary Care. This means there is always a doctor "on-call" outside surgery hours in cases of emergency. If you need a doctor urgently, ring the surgery on (029) 2088 7831 day or night, out of office hours. The doctor you see will not be a doctor from this practice.

Please listen carefully; you will hear the following recorded message:

"The surgery is now closed. If you require urgent medical treatment and cannot wait until normal surgery opening times, 8.00am - 6.30pm Monday to Friday, please contact the emergency Out-of-Hours Service on 0845 600 1231. If you require healthcare advice, please ring NHS Direct on 0845 46 47. In case of emergency please ring 999."

Once again, the out-of-hours number for urgent treatment is 0845 600 1231.

On-line services

You can register to use our on-line services, which include being able to book an appointment on-line and requesting repeat prescriptions. We offer a service, which has been developed nationally in Wales, My Health Online. This service may extend to being able to view your health record in the future and, as such, you need a secure user ID and password in order to use the service. Please request an application form from the practice and bring with you a form of photo-ID. You will be provided with a user code and will need to log-in and create your ID and password.

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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

REPEAT PRESCRIPTIONS

Because some medications require you to have an annual blood check or other tests done during the year, it is important that we monitor your prescriptions. You can order your repeat prescription from the surgery, via the pharmacy or our website. You can order from the surgery in one of the following ways:

- Via My Health Online (MHOL)
If you are not registered for this service, please contact the practice for more information.

- Bring your tear-off repeat prescription re-ordering slip into the surgery

- Post it through the letterbox if we are closed

- Send it to us in the mail.

If you do not have your re-ordering slip, you will be asked to complete a repeat prescription order form.

Please remember to give 48 working hours' notice when ordering your prescription and arranging for its collection with the surgery or 72 working hours if ordering through a local pharmacy. To assist the receptionist, tick the items you require on your re-ordering slip.

Please note that requests for repeat prescriptions are NOT taken over the telephone.

Once you have ordered your repeat prescription you may either:

- Call into the surgery to collect it

- Arrange with a local chemist to collect it for you

- Enclose a stamped addressed envelope with your request and we will post it back to you.

Repeat dispensing

For patients taking certain long-term medication, we are able to offer repeat dispensing, whereby your repeat medications will be authorised for periods of six or twelve months. Your prescriptions will be held by your choice of pharmacy, where you can collect your medication without having to return to the surgery every month to submit your repeat request. It is only for those patients who are stable on their medication over a period of time. Please discuss this with the practice pharmacist or GP if you are interested in this service.

Other long-term medication

Whereas repeat prescriptions are usually issued for one month's medication, we provide repeat prescriptions for longer periods of up to 12 months for certain medication such as contraceptive pill.

TEST RESULTS

Test results are available by ringing the surgery between 12 noon and 2.30pm, when the surgery is less busy and your results can be provided confidentially.

DOCTORS

Dr R Jones (male) MB BS (London 1977) MRCS LRCP MRCGP FP Cert
Dr Jones is the practice's senior partner. He has a special interest in acupuncture.

Dr K E Ling (female) MB BCh (Cardiff 1995) MRCGP Dip Family Planning
Dr Ling works part time in the practice. She has a special interest in diabetes, women's and child health. She also runs the coil clinics with Dr Lloyd.

Dr W Rahman (male) MB BCh (Cardiff 1977) DRCOG FP Cert Dip Child Health
Dr Rahman runs the practice's minor operations clinic with Dr Afzal and also has an interest in dermatology.

Dr S Thickens (female) MB BCh (Cardiff 1999) MRCGP DFFP DRCOG
Dr Thickens works part time in the practice. She is the honorary clinical tutor for undergraduate students for Cardiff Medical School. She has an interest in respiratory medicine and acupuncture.

Dr E Lloyd (female) MB BCh (Cardiff 1995) MRCGP DFFP DRCOG
Dr Lloyd works part-time. She has a special interest in women's and child health. She also runs the coil clinic with Dr Ling.

Dr I B Paul (male) MB BS BSc (London 2003) MRCGP DFSRH MRCS
Dr Paul runs joint injection clinics and has a special interest in orthopedic medicine.

Dr Z Hargest (female) MB BS BMedSci MRCGP DSH DRCOG DFFP
Dr Hargest runs a coil clinic with Dr Ling and Dr Lloyd.

Dr B Scourfield (female) MB BCH DCH DRCOG DFSRH
Special interest in women's and child Health. Also family planning - contraceptive implants.

Dr Afzal (male) MB BCH DFSRH MRCGP
Does minor operation clinics with Dr Rahman. He also does joint injections

PRACTICE STAFF

All staff are aware of the importance of the confidentiality of your records and will not therefore discuss results with relatives or others, and may require confirmation of your identity before releasing details.

Practice manager

Debra Tucker

Debra is responsible for the overall running of the practice. She welcomes comments and suggestions from patients about the services provided and will always make time that is mutually convenient to meet patients or discuss any concerns other than those which should be discussed with the doctor.

The need for privacy and discretion is recognised and patients, who wish to speak confidentially to Debra, should inform a receptionist.

Administrative staff

Julie Evans Practice Supervisor

In the absence of the practice manager Julie will assist with any problems/complaints.

Helena Thomas Secretary

The practice secretary, Helena Thomas, processes GP referrals to secondary care. If you have any queries about your referral or letters, please speak to Helena.

Receptionists

The practice has eight receptionists.

The reception staff deal with patients presenting to reception as well as with patients phoning the practice, and they need to balance the needs of both. Please bear with them if they ask you to wait either on the telephone or in a queue whilst they are dealing with another patient. They aim to manage the time that patients are kept waiting to an acceptable standard but please let Julie Evans know if you feel that we are not achieving that aim.

NURSING STAFF

Patients wishing to see a practice nurse should make an appointment. The treatment suite is not a casualty department, so for minor injuries please attend the minor injuries unit at Ystrad Fawr Hospital.

Sister Beth Chapman RGN BSc (Hons) Diploma in Respiratory Care

Beth Chapman is the lead nurse in the practice and specialises in respiratory medicine, running regular asthma and chronic obstructive pulmonary disease (COPD) clinics.

Sister Jenny McFall SEN RGN Diploma in Community Care Diabetes CHD and Dermatology

Jenny McFall specialises in diabetes, coronary heart disease (CHD) and runs the practice's regular diabetes clinics.

Sister Sian Davies

Sian Davies specialises in respiratory medicine and runs regular clinics at the practice for asthma and chronic obstructive pulmonary disorder (COPD).

Sister Julie Curran

Julie Curran specialises in coronary heart disease (CHD) and diabetes and runs regular clinics. Our practice nurses offer the following services in addition to their chronic disease and specialist clinics:

dressings for cuts and wounds, ear syringing, travel immunisations, tetanus courses, pill, HRT and coil checks, medication reviews for chronic diseases - diabetes, CHD, hypertension, asthma and COPD. They also organise and assist in all health promotion, family planning, antenatal and cytology clinics.

Healthcare assistant

Tracy Harley

Tracy runs clinics for phlebotomy, blood pressure and health education. She records ECGs and undertakes dressings, suture removals, data collection and measurements (ie height and weight) for chronic disease clinics.

Phlebotomist

Alastair Britton

Alastair provides phlebotomy and blood pressure services at the practice, offering early morning fasting appointments and regular blood test appointments.

ATTACHED STAFF

(Employed by the Health Board and working with us)

Community midwives

There are a number of midwives attached to the practice. They are part of the Caerphilly team of midwives. They hold an antenatal clinic here on a Tuesday by appointment, and will look after your delivery and postnatal care.

Community nurses

There is a team of district nurses attached to the practice. The district nurses are available to visit you in your home if you are unable to come to the surgery for dressings, injections and other nursing care.

Should you require a district nurse, please contact the surgery on: (029) 2088 7831, where messages will be recorded for the district nurses, who will assess your needs and arrange a home visit.

Health visitors

Also attached to the practice is a health visitors team. These are experienced registered nurses who have undergone extra training to work within the community. Their role is offering parents problem solving support, family health information, child development assessment, child surveillance and referral on the other services.

To contact the health visitors please call (029) 2085 2806 or (029) 2088 8728.

The drop-in well baby clinic is held on Wednesday morning at Denscombe clinic between 9.30 and 11.00am and on Thursdays between 1.30 and 2.30pm at Tonyfelin. No appointment is needed for these clinics.

Practice based pharmacist - Sally Western

Works closely with the GPs to help maintain a high standard of prescribing. Also supporting the GPs by undertaking patient medication reviews and any prescription queries.

Practice based social worker - Melissa Jenkins.

Helps improve communication and team working between general practice and social services.

CLINICS AT TONYFELIN MEDICAL CENTRE

Minor surgery clinic

This practice has all the facilities for the performance of minor operations which are usually carried out by Dr Rahman and Dr Afzal. He is registered with the local health board for minor surgery. Please make an appointment for minor surgery assessment with the receptionists and, if appropriate, we will give you an appointment for your minor surgery.

Phlebotomy

The phlebotomist runs a clinic every morning between 8.10am and 1.00pm and 1.30 and 2.20pm Monday to Friday. Appointments between 8.10 to 10.00am are for fasting blood tests.

Smear (cytology)

This is an appointment-only service run by the nurses. We advise all women over 20 years of age to have a smear test every three years and women over 45 years of age to have a smear every five years. You should ring for a smear appointment on (029) 2088 7831 once you have received your invitation letter from Cervical Screening Wales.

If you wish to opt out of the cytology process (although we would not advise you to do so in the normal course of events), please contact Cervical Screening Wales, 18 Cathedral Road, Cardiff CF11 9LJ or on 029 2078 7910.

Contraception appointments

These are run by our practice nurses who can provide advice on contraception, perform annual pill checks and advise on the morning-after pill.

Coil fitting clinics

These are run regularly by Dr Ling, Dr Lloyd and Dr Hargest. You will need to make an initial assessment appointment with either of these doctors before your appointment to have a coil fitted.

There is also a contraception clinic run at Denscombe in Caerphilly. For full details of this service, telephone (029) 2088 4160.

Unwanted pregnancies

Gwent Healthcare provides free confidential help and advice. Telephone 01633 623718 between 8.30am and 4.30pm (answer phone after hours).

Antenatal clinic

This is run by the midwives. Once you have booked in at the surgery this information will be passed onto the midwives who will contact you when you are around 10 weeks to book your hospital bed. Subsequently, you will be asked to attend an antenatal clinic at the surgery on Tuesdays. Please note that you do not need to have a pregnancy test confirmed by the hospital if you have had a positive pregnancy test from the chemist.

The midwives will also look after your postnatal care.

Young child immunisation clinic

These are held on a Thursday between 1.30 and 2.30pm. Please ensure that your child has had a 6-8 week check and is registered with the practice prior to their first immunisation at 8 weeks.

Counselling service

Counsellors are attached to the practice. They provide an adult counselling service three times a week. Your doctor will arrange for you to be referred to this service if it is appropriate.

Smoking cessation clinic

Gwent Health Board provides a free local service to help you stop smoking. The practice holds a smoking cessation clinic every Thursday at 11.30am, it is a seven week course. To make an appointment please call 0800 085 2219 or ask your GP. Nicotine replacement therapy may be prescribed to you after you have attended this course.

Chiropody clinic (private)

A private chiropody clinic is run on a Tuesday morning by Keith Thomas. Please ring (029) 2088 7831 to arrange a chiropody appointment.

Seasonal flu immunisations

Flu injections are available to those patients over 65 years of age, and to those under 65 years of age who are at risk (i.e. diabetics, asthmatics, those with coronary heart disease, COPD, etc). Pneumovax injections are available to those over 65 years of age. Please ask a practice nurse for details or contact the practice from the beginning of September each year to book yourself in for an appointment at one of our clinics.

Travel immunisations

We advise anybody going abroad to be fully immunised. Please make an appointment with the practice nurse at least eight weeks before your departure. We provide a full range of travel vaccinations at the practice and are a registered yellow fever centre. You will be required to complete a travel questionnaire covering your travel itinerary, health information and details of previous vaccinations. Please note that some vaccinations take time to become effective and require a course of treatment. Please also note that travel vaccinations are not within the services covered by the NHS and that fees will be charged for those vaccinations not covered.

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HOW TO JOIN THE PRACTICE

New patients who live within our practice area may register to join the practice. A map of our practice area is shown towards the back of the practice booklet.

As it often takes some time for records to be forwarded from your former practice, all new patients will be asked to complete a brief health questionnaire.

In addition, we require proof of identity and address, in order to confirm that you are resident within the practice boundary. You will need to bring in when you register:

- Utility bill
- Photo identity
- Driving licence or passport

In the case of new babies being registered, we will require the baby's red book or hospital discharge notification. Please can you arrange to register your baby with the practice at least a week before attending for baby's 6 to 8 week check.

If you are staying temporarily (less than three months) within our practice area and cannot attend your normal GP surgery, you may register as a temporary patient for a period not exceeding three months.

If you are looking to move to this practice from another local practice, we prefer only to register patients where there has not been a breakdown in the relationship with their previous GP.

Medical treatment is available from the date of registration. Please contact reception for further information.

The practice follows the Caldicott guidelines for patient confidentiality. Information relating to your medical conditions will not be divulged to a third party without written consent.

We do not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

MISSED APPOINTMENTS

95% of the practice's appointments per month are kept however 5% are missed due to a patient not attending and not cancelling their appointment. The effect of this is:

The appointments are wasted and represent time which could have been offered to other patients if the practice had been aware of the cancellation.

An increase in the waiting time for appointments.

Frustration for both patients, staff and GPs.

Patients' medical problems may go untreated if they do not attend their appointments.

We would ask you to make every effort to contact us to cancel your appointment if you cannot attend so that we can offer the appointment to another patient.

In order to try to resolve this problem, the practice has introduced the following policy for missed appointments:

1. If you miss two appointments within a six month period, we will write to you to ask you to let us know the reasons for missing your appointments. You may have missed your appointments through oversight or a genuine problem so we would like to give you the opportunity to explain.
2. If you miss a further appointment within the next six months, we will ask you to attend a meeting to discuss the matter. You will also be warned that a fourth missed appointment will result in you being removed from the practice list without further notice.
3. If you miss a fourth appointment, we will remove you from the practice list and you will need to find another GP.

PRIVATE MEDICALS

There are a number of private services that doctors are asked to provide that are not covered by the NHS. These include sports records, access to medical records, holiday cancellation forms, and insurance claim forms. A fee will be charged and details of these fees are available on enquiry or by visiting our website www.tonyfelinmedicalcentre.com. If you have to arrange a private medical (e.g. for employment purposes or driving medicals), you should telephone the surgery on (029) 2088 7831 and state that you require a private medical examination; this will then be arranged by the doctor at a time most convenient to you both.

FITNESS TO WORK NOTES

By law, you do not need a fitness to work note from the doctor for the first six days of sickness as you can self-certify. You should obtain a self-certification form from your employer (if you are employed) or from the DWP if you are self-employed.

OVERSEAS PATIENTS

If you are visiting the area from overseas and wish to see a doctor at the practice, the following policy applies:

All visitors from overseas are entitled to free emergency care at the practice.

In addition, visitors from countries in the European Economic Area (and Switzerland) are entitled to free care at the practice for pre-existing conditions. These visitors will however have to pay for any prescriptions.

Visitors from countries outside the European Economic Area (or Switzerland) will have to pay for a consultation at the practice as well as any prescriptions (if the treatment is not deemed by the GP to be an emergency).

The practice's policy is to charge all overseas patients for their consultation in advance and refund them if the GP determines that they should be treated free of charge based on their medical need as outlined above, once they have seen the GP.

EMERGENCY HEALTH TREATMENT WHILST ABROAD

If you are a UK resident, you are entitled to any medical treatment, which becomes necessary, free or at a reduced cost, when temporarily visiting an EU country and certain other countries. Only treatment provided under the state scheme is covered. However, in order to obtain treatment, you will need to have a European Health Insurance card (EHIC) with you. You can obtain these, free of charge, from post offices or from www.dh.gov.uk or www.ehic.gov.uk. You can also check the details for the country you are visiting.

TRANSLATORS

Translators can be booked to accompany patients in appointments. Please inform reception when you book an appointment if you need this service.

INTERPRETERS

Interpreters can be booked to accompany hard of hearing patients in appointments. Please inform reception when you book an appointment if you need this service.

CHAPERONE

You are welcome to request a chaperone to be present during your consultation or examination. This will usually be a female member of our reception team. Please let reception know that you would like this service when you arrive for your appointment.

STUDENT OBSERVERS

As we are a training practice, we have first year, second and third year students at the practice on a regular basis. These students observe or participate in patient consultations. We will ask for your consent to an observer, however you may object if you wish.

DISABLED PATIENTS

We offer the following services for disabled patients:

- Access to the building via a ramp
- Disabled parking bays
- Lower access to our prescription counter
- Disabled toilets
- All consulting rooms on the ground floor
- Access to all consulting rooms for wheelchairs
- Patient call system
- Text or email contact services
- Auditory frequency loop system in reception for easier communication.

Please speak to our receptionists, if you have any requirements, which you feel are not being met.

COMPLAINTS - PUTTING THINGS RIGHT

All comments, suggestions or complaints should be made to the practice manager; you can do this in person at a mutually convenient time or in writing.

When making a written complaint, please ensure that you include your name and address. All complaints will be recorded. Where possible, the complaint will be dealt with by the practice. You will receive a response as soon as possible from the practice manager, who will also investigate the complaint. If required, a meeting may be arranged with you to discuss a resolution.

Where the complaint is of a clinical nature, it will be discussed with the relevant doctor and also with Dr R Jones, the partner responsible for dealing with clinical complaints.

If you remain unsatisfied after receiving a response, you can pursue your complaint by writing to:

Primary Care Risk Facilitator, Caerphilly, Aneurin Bevan Health Board, Unit 1, Newbridge Gateway, Bridge Street, Newbridge NP11 5GH

If you wish to initiate an independent review of your complaint, if you do not believe you have achieved a satisfactory outcome, you can contact:

The Independent Review Secretariat, PO Box 21, Cardiff CF10 2ZR

Web address: www.npsa.nhs.uk

If you still remain unsatisfied with the responses to your complaint, you have the right to ask the Public Services Ombudsman for Wales to review your complaint:

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

Web address: www.ombudsman-wales.org.uk

In addition, you may want to approach the local community health council, which can help and advise you in progressing your complaint.

Aneurin Bevan Community Health Council,

Raglan House, 6-8 William Brown Close, Llantarnam Business Park, Cwmbran NP44 3AB

Tel. 01633 838516.

ACCESS TO MEDICAL RECORDS

Access to your medical records (by appointment only)

You are able to request access to your medical records. This can be done either by attending the practice and viewing your computerised records on screen (the majority of your records will be computerised) and your old paper records. A charge is made for this and you will need to be accompanied by a member of staff when accessing your records.

Copies of your records

In addition, you can request copies of your records. We can supply these on an encrypted CD, if you wish to have electronic copies, or on paper, provided that you collect the paper copies in person. We are not able to post paper copies to you. A charge will be made for this service depending on the volume of your records. Please refer to the fees attached to the non NHS services tab.

You can obtain a leaflet setting out the terms and conditions of this service and an application form to request access from the practice.

Once you have made your request, we will deal with it within 21 days. There is no facility for immediate access, however we will try to accommodate any urgent requests.

DATA COLLECTION

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data is used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

A list of published research using the THIN database can be found at:

<http://csdmruk.cegedim.com/THINBibliography.pdf> or please contact Michelle Page on telephone number 0207 554 0663 or email michelle.page@thin-uk.com for a paper copy.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Debra Tucker, Practice Manager.

HEALTH PROMOTION

We encourage all our patients to share the responsibility for their health, both in preventing disease and in treating existing diseases. Prevention really is better than cure. Most of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Please feel free to discuss general health and ask for advice. We may be able to provide books or leaflets to assist you.

Smoking

Please do not smoke on the premises. Smoking is the single largest preventable cause of ill health in this country. It is a major cause of cancer, heart attack and chest disease. If you would like advice and help in giving up, please ask.

Diet

A healthy diet not only helps control weight but also reduces cholesterol and helps prevent heart attacks. Ask the nurse for advice.

Exercise

Regular exercise helps prevent heart disease, as well as reducing weight and making you feel better. If you are overweight or out of shape, please ask for advice before starting vigorous exercise.

Blood pressure

The practice nurse holds clinics to monitor blood pressure. High blood pressure can, in the long term, increase the risk of heart attacks and strokes. Reducing blood pressure can reduce these risks. Treatment does not always require tablets. All adults are advised to have their blood pressure checked at least every five years. If you have not had yours checked recently, please ask the nurse or doctor.

SELF TREATMENT FOR COMMON ILLNESSES AND ACCIDENTS

Many ailments can be solved by advice alone and don't always need a prescription.

Antibiotics

Antibiotics only work on bacteria and are without effect on viruses. Unfortunately, this means that the common infections like coughs, colds and flu etc will not be helped by them at all. The correct treatment is the simple remedies outlined below and we only use antibiotics when they fail and we suspect there is a secondary bacterial infection. Overuse of antibiotics may lead to their not working in the future and more complications like thrush, skin rashes, etc.

Colds and flu

There is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. If you have a cough or cold, please try to wait at least seven days before attending the surgery.

Back pain

Many acute strains and sprains will respond to a few days' rest and paracetamol for the pain. Backache is eased by lying on a firm bed or even the floor and taking regular painkillers. Let us know if the pain doesn't settle in a few days.

Sprains

Firstly, apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply firmly a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. If pain or swelling persists, consult your local A & E.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately ten minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, visit the hospital casualty department.

Insect bites and stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

Diarrhoea and vomiting

Fluids should be taken little and often so that a large quantity can be given over the day to counter the effects of dehydration. Contact the doctor if symptoms persist for more than 48 hours.

Minor cuts and grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean dressing firmly to the wound for about five minutes. Cover with a clean dry dressing. If it is practical, leave open to the air and keep dry and clean.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If blistered, go to A & E.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Head lice

These creatures are very contagious and are not a sign of poor personal hygiene. Medicated head lotion can be bought from the chemist without prescription.

TONYFELIN MEDICAL CENTRE PATIENTS' CHARTER

All members of the surgery's primary care team are dedicated to a quality policy to achieve health services which meet the patient's requirements

Practice leaflet

All patients may request a copy of our practice leaflet and copies are available at the reception desk.

Surgery premises

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to general medical services

Patients have the right to

- Be registered with a GP
- Change doctor if desired
- Receive emergency care from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- View their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to procedures

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of our brochure; waiting room notice board or individual leaflets, giving as much notice as practical.

Repeat prescriptions

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP when possible.

Home visits

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to carry out a home visit will be at the doctors' discretion.

Referrals

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Test results

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (Results are normally available between 12 noon and 2.30pm five working days later.)

Transfer of medical records

The practice will endeavour to dispatch any medical record required by the health board within seven working days and same day if the request is urgent.

Privacy and confidentiality

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments

With a doctor

For routine consultations we will endeavour to offer patients an appointment within four weeks of the request. For medically urgent requests, you can be seen on the same day during emergency surgery.

With a practice nurse

For routine appointments we will offer an appointment within four weeks.

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

Out-of-hours emergencies

We will do everything possible to ensure that our system for contacting the out-of-hours doctor is easy to follow, reliable and effective.

Waiting times

- Surgeries will normally start on time.
- We expect patients to be seen within 20 minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment or, if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under the doctors' directions.
- Responding in a positive way to questions asked by the reception staff.
- To book themselves in at reception on arrival.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use the 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 and the medical record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours' notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (eg evenings, nights and weekends) should only be requested if they are felt to be truly necessary.
- To observe waiting room etiquette – wait to be seen until called to the desk by a receptionist, supervise young children, respect the confidentiality of other patients and respect practice property.

PROCEDURE FOR EMERGENCY APPOINTMENTS (DUTY DOCTOR)

The following procedure applies to those partners working as duty doctor or helper and seeks to ensure that the doctor reviews all patients presenting for emergency treatment in surgery. When a patient presents for emergency treatment, the reception staff will take a brief description of what is wrong as it is standard procedure for point of first contact for any emergency services, eg A&E and the out of hours GP Services. This information is put on the doctor's screen against the patient's name.

The doctor will review the information that has been left by the staff and ascertain how urgent that patient needs to be seen within that emergency session.

Patients presenting with certain medical conditions eg chest pain, shortness of breath and other medical conditions that the doctor feels is more clinically urgent will be called before patients that might have been waiting longer.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

ZERO TOLERANCE

Tonyfelin Medical Centre operates a Zero Tolerance Policy to safeguard staff and patient welfare. Our team shall always show due respect and courtesy when dealing with patients and their representatives. In turn, we request patients and their representatives to do the same when dealing with members of the practice team. No form of aggression, verbal or physical in nature, will be tolerated and any instances of such behaviour on the practice premises may result in the perpetrator being reported to the Police and removed from the practice's list of registered patients.

CCTV POLICY AND CODE OF PRACTICE

Closed circuit television (CCTV) has been installed at the practice premises for the purposes of staff, patient and premises security. Cameras are located at various places on the premises and images from the cameras are recorded.

The use of CCTV falls within the scope of the Data Protection Act 1998 ("the 1998 Act"). This code of practice follows the recommendations issued by the Data Protection Commissioner in accordance with powers under Section 51 (3)(b) of the 1998 Act.

For full details regarding our CCTV and code of practice, please read the leaflet available at reception.

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

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BOUNDARY OF TONYFELIN MEDICAL CENTRE CATCHMENT AREA

