Gwrych Medical Centre

Cae Eithin, Abergele

DRS EVANS, CLARKSON
DROMEY, McCORMACK, HONEYBUN & AZIM
SALARIED GPS: DRS SHETTY, BERTALOT & STONE

Tel: 01745 824111
www.abergele-surgery.co.uk

Doctors Evans, Clarkson, Dromey, McCormack, Honeybun & Azim
Salaried GPs: Doctors Shetty, Bertalot & Stone

Main Surgery
Gwrych Medical Centre, Cae Eithin, Abergele LL22 8LJ
Tel: 01745 824111 Fax: 01745 822490

Dispensing Branch Surgery
Meddygfa Cae Glas, Cae Glas, Llanfairtalhaiarn, Abergele
Tel: 01745 822277 Fax: 01745 828959

Surgery Hours

Gwrych Medical Centre
Surgery premises open: Monday, Tuesday, Wednesday, Thursday & Friday 8.30am-6.00pm
GP consulting hours: Monday to Friday 8.30-10.30am & 2.30-5.30pm

Llanfairtalhaiarn Surgery
Surgery premises open: Monday, Tuesday, Thursday & Friday 8.30am-5.30pm, Wednesday 8.30am-1.00pm GP consulting hours: Monday to Friday 9.00-10.00am, Monday, Tuesday, Thursday & Friday 3.00-5.30pm
This is a dispensing branch surgery and 48 hours' notice is required for repeat prescriptions.

Welcome To The Practice

To register at the practice please come to reception where you will be requested to complete a registration form and allocated a doctor. If you have a preference we will endeavour to comply but if we are unable to comply an explanation will be given.

You will soon receive a new medical card that will show the name of your new doctor.

This booklet tells you about the practice and the services that we offer, therefore please read it carefully. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference.

The doctors run their own personal patient lists. This means that, whenever possible, we will try to ensure that you are seen by your own doctor. When your doctor is not available you will be seen by one of the partners.

The doctors will also deal with matters not covered under the National Health Service, eg medical examinations for HGV licences, accident and insurance claim forms, Provident Association claims, etc. A list of fees is displayed in the waiting room.

The General Practitioners

The doctors practise together as a non-limited partnership.

- Dr Jonathan David Aneuryn Evans — MB BCh (Cardiff) 1978
- Dr Nigel Charles Clarkson — BSc MB BCh (Leeds) 1977
- Dr John Finbarr Dromey — MB BCh BAO (Cork) 1981
- Dr John Gerard McCormack — MB BCh BAO (Dublin) 1986 FPC DCH DObs MRCGP MFSEM (IRL) MFSEM (UK) MScSEM (Bath)
- Dr Jeremy Julian Honeybun — BSc MBBS (London) FRCGP DFSRH
- Dr Azim — MBBS MRCGP

Practice Staff And Primary Health Care Team

Practice Manager
Mrs Paula Lamont is the practice manager.
She is responsible for the administration of the practice. Please contact her with any general comments you may have on the practice.

Practice Nurses
Sisters Gwyneth Prichard, Becky Johnson, Emily Harman and Patricia Garvey are our practice nurses. They hold various clinics Monday to Friday by appointment, when they are available to see patients for treatment and offer professional advice.

Ancillary Staff
The practice employs nine receptionists and the deputy manager works alongside them. They will make appointments for you to see your doctor, answer questions and offer help and assistance at all times. The admin team includes a finance officer and two secretaries. The practice also employs a phlebotomist who runs a daily clinic for the taking of blood samples requested by the doctors at the surgery, a health care assistant and two part-time phlebotomist/health care assistants who hold clinics for monitoring blood pressure, spirometry and new patient clinics.
Other members of the Primary Health Care Team employed by the Local Health Board are assigned to the practice, although they are not necessarily based on practice premises.
Mrs Fiona Jones is a pharmacist and holds clinics for patients who are referred by their GP. She also acts as pharmacy support to the practice. She is based here one day a week.
Joy Stagg and Teresa Bushell are pharmacy technicians; who work alongside Fiona and carry out prescribing audits for the practice and are also based here one day a week.

- **The Community Midwives** enable the practice to provide shared antenatal care with the local hospital. They hold a weekly antenatal clinic at the medical centre and will visit you at home. They are your link with the hospital services and may be involved with delivering your baby. They always visit you at home after the birth.
- **The Health Visitor** offers advice to mothers, children and those with disabilities. She is available to visit at home on request and can be contacted at Abergele Clinic – 01745 832746.
- **The District Nurses** work in co-operation with the doctors to provide nursing care in your home. Their work ranges from the smallest dressing to comprehensive nursing care and support to the very ill and their family. They are available to visit housebound patients and

can be contacted at Abergele Clinic – 01745 823746. They are also responsible for holding specific clinics for our patients, such as removal of sutures and changing dressings, etc. Please contact our receptionists should you require any of these services and they will give you full information.

- **Community Psychiatric Nurses** are based in Colwyn Bay and are attached to the practice, holding a clinic here once a week.

How To See Your Doctor

At The Surgery

All surgery consultations at the main surgery in Abergele are by appointment only. You are usually offered an appointment on the same day that you contact us if this is between 8.30am and 10.30am; we also offer a limited number of appointments that are bookable up to two weeks in advance. If you feel your problem is extremely urgent and cannot wait, please inform the receptionist. If you cannot keep your appointment please let us know as soon as possible so that the time can be allocated to another patient.

Home Visits

Please do not ask the doctor for a home visit unless the patient is too ill to attend or is housebound. Whenever possible telephone before 10.00am and give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

It does NOT harm children with a temperature to be brought out (they would have to go outside if they were ill enough to go to hospital), and they will not have to wait in the waiting room if you telephone the surgery before coming.

LACK OF TRANSPORT OR CONVENIENCE ARE NOT ACCEPTABLE REASONS FOR HOME VISITS. FOLLOWING THESE GUIDELINES WILL ENABLE US TO PROVIDE AN EFFICIENT SERVICE FOR ALL PATIENTS.

Out of Normal Surgery Hours

Out-of-hours cover during weekday nights and throughout weekends and bank holidays is provided by the Morfa Doc GP Co-operative.

If you require urgent advice or attention when the surgery is closed, please telephone Morfa Doc on **0300 123 5566** or Abergele **01745 824111**.

A recorded message will give full details as to how you can contact the out-of-hours service.

Please advise us if you change address and telephone number as soon as possible.

Temporary Residents

You are entitled to see a doctor anywhere in the UK if you are away from home and in need of medical help. You can do this by asking to see the nearest doctor as a temporary resident. We are happy to see your relatives or friends staying with you if they need a doctor and can supply a prescription for no more than two weeks.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. You can order over the internet for convenience, ask the receptionists for further details.

They may be obtained by:

The chemists in Abergele provide a service whereby you hand them your repeat slip and they will request the prescription from the surgery for you, then collect your medication from the chemist. They also provide a prescription collection service (which is free of charge). You should hand in your prescription request to the surgery (nominating which chemist should collect it from us). The chemist will then pick up the signed prescription, make up your medication and have it ready for you in the shop.

- Ticking your requirements on the computer-issued repeat slip which is attached to your
- prescription and placing it in the designated box in reception. Unmarked requests cannot be processed. We have also recently introduced the facility to order prescriptions via the internet; please ask at reception for details.
- Posting the request, including a stamped addressed envelope.
- If you are housebound the chemists also offer a medication delivery service, which again is free of charge.

If you require further information on collection/delivery please contact our receptionist, who will give you full details.

The practice requires AT LEAST 48 WORKING HOURS' NOTICE for your prescription to be ready for collection. This will also apply if you use either the collection or delivery service. **We do not accept telephone requests for repeat prescriptions because of the potential danger of misinterpretation.**

Your medication requirements will be regularly reviewed.

Tests And Investigations

Specimens to be sent to the hospital laboratory for testing should be placed in the designated box in reception before 10.30am, as this is the time the collection service calls at the surgery.

If you are unable to hand in your specimen by this time, you may take it to Glan Clwyd Hospital personally between 9.00am and 4.00pm.

The practice will not routinely telephone you with the result of a test, particularly if it is normal. Rather, we advise our patients to telephone for results. However, they do take time to reach us, so please do not telephone earlier than you have been advised and please only ring between 11.00am and 3.00pm Monday to Friday. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

Clinics (By Appointment Only)

The following clinics are held at our main surgery in Abergele:

New Patient Clinic: This clinic is for patients who have recently registered with the practice. You will be offered an appointment when you register. If you are on repeat medication prescribed by your previous doctor, you may need to see your new GP before a prescription can be issued.

Antenatal Clinic: Patients are seen by the community midwife at a weekly clinic held here at the medical centre.

Cervical Cytology Clinic: Weekly clinics are held in Abergele and also the Llanfair TH branch surgery, for patients who attend there.

Childhood Surveillance Clinic: A fortnightly Friday clinic is held by one of the doctors in the practice, who is assisted by the practice nurse.

Childhood Immunisation Clinic: This clinic is held fortnightly on a Friday afternoon by one of the doctors in the practice, who is assisted by the practice nurse.

Hypertension Clinic: Our health care assistants hold these clinics weekly.

Diabetic Clinic: These clinics are held a few times a week; one is run by a doctor and the rest by Sister Harman. We also hold one a month in Llanfair TH.
Asthma Clinic: These clinics are held a few times a week and run by Sister Johnson.
Minor Surgery: Dr Dromey has an interest in this area and provides regular clinics. Liquid nitrogen treatment, cautery and some excisions are done within the practice.
IUCD Clinic: Dr Honeybun holds a monthly clinic with the assistance of one of the practice nurses. He is available for IUCD (coil) fittings and annual checks and also Nexplanon contraceptive implants.
Flu Vaccination: An influenza vaccination is currently recommended for everyone over 65 years of age, and also particularly recommended at any age for patients with heart, lung or kidney disease, diabetes, and residents of nursing and rest homes. Please contact the reception in September for an appointment to attend the clinics held by the practice nurses.
INR Clinic: These are held twice weekly by the practice nurses and are for patients who are on anti-coagulation medication.

Change Of Details

Please advise us as soon as possible if you change your address or telephone number.

Comments And Suggestions

We are very happy to accept any comments and suggestions from our patients. Please write to the practice manager, Mrs Lamont.

Complaints Procedure

Whilst you are registered with this practice we will endeavour to give you the best service possible at all times. However, there may be occasions when you feel you wish to express dissatisfaction. The practice therefore offers an informal in-house procedure to deal with any dissatisfaction you may have about the services we provide.
Please contact Mrs Lamont, our practice manager.

Disabled Access

Wheelchair access to our main surgery in Abergele is via the main entrance. Patient services are all conducted on two floors and there is a lift in operation.
There is a WC specially adapted for disabled patients sited in the main surgery.

Confidentiality And Access To Your Medical Records

Your medical records are confidential and will not be discussed with anyone else without your permission. The practice complies with the Data Protection Act.

We ask you for information about yourself so that you can receive proper care and treatment.

We keep this information, together with details of your care, 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 protect the public generally and to see the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information; for example, to notify a birth.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain medical information.

Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. Law strictly controls the sharing of some types of very sensitive personal information.

Anyone who receives information from us is also under a legal duty to keep it confidential.

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 routinely makes available and is available from reception.

Chaperone Policy

There are occasions when patients need to be examined by a doctor which may involve intimate examinations. It is usual for another person - a chaperone - to be present at these times to safeguard the doctor and the patient. The doctor will usually ask if the patient wishes this, although you may decline. At any time, if you wish a chaperone to be present please do not hesitate to ask the doctor. It may not be possible for a chaperone to be provided immediately and you may have to return for the examination to be carried out at a mutually convenient time, or you may wish to ask a relative or friend to accompany you.

Zero Tolerance

We fully accept when people are unwell, and possibly anxious, they may well be more short-tempered than usual. However, there is no reason why our dedicated and loyal staff should tolerate unprovoked, blatant rudeness, aggression and unreasonable demands. This policy is designed to protect the GPs and the staff at the surgery from the small minority of patients who are constantly rude, aggressive and demanding. We will have no hesitation in removing from our list patients who cannot demonstrate good manners and reasonable behaviour to our employees.

For the latest information click to: **www.abergele-surgery.co.uk**

Useful Telephone Numbers

NHS Direct....................0845 4647

Glan Clwyd Hospital....................01745 583910

Genito Clinic....................01745 534455

Abergele Hospital....................01745 832295

Royal Alexandra Hospital, Rhyl....................01745 343188

North Wales Health Authority....................01286 672451

Abergele Clinic (District Nurses & Chiropody)....................01745 823746

Drug Addiction Service, Rhyl....................01745 338868

Relate (formerly Marriage Guidance)....................01492 533920

Social Services, Colwyn Bay....................01492 532184

Stroke Association - ext. 3997....................01745 583275

Women's Aid, Colwyn Bay....................01492 534705

Chemists:

- Boots Pharmacy, Rhyl....................01745 353070
- Bodelwyddan Pharmacy....................01745 583862
- Lloyds Chemist, Abergele....................01745 824778
- Towyn Pharmacy....................01745 342001
- Morrisons Pharmacy....................01492 534313
- Alliance Chemist, Abergele....................01745 832135

Macmillan Nurse, Colwyn Bay Hospital....................01492 515218

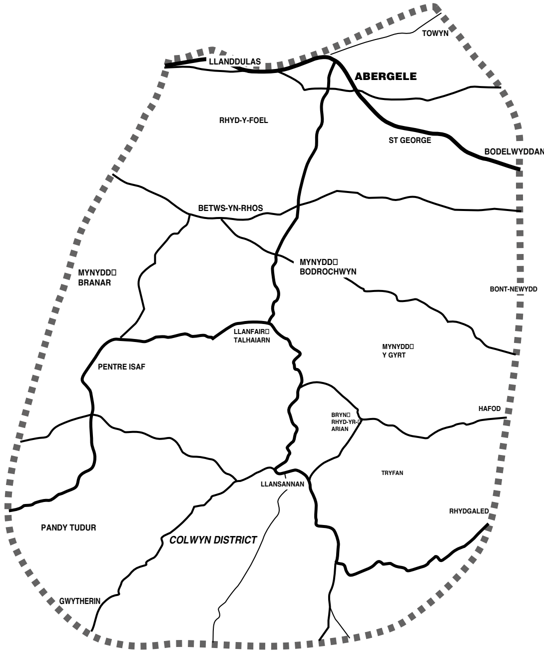
St Kentigern Hospice....................01745 585221

British Red Cross, Llandudno....................01492 877886

Family Planning Clinics:

- Rhyl....................01745 344287
- Colwyn Bay....................01492 530020

Practice Area



Do you have aches and pains that have built up over time?
A physiotherapist is trained to help reduce pain, correct postural damage and bring flexibility back into your life.
Contact a qualified local physiotherapist today to see how they can help you.

To encourage our patients to become your clients or customers, advertise your business now through our practice booklets, appointment cards and website. Simply call 0800 612 1516 for more information.

Property values are rising suggesting that this could be a great time to sell.

FOR SALE

If you are thinking of selling, you are invited to test the professional services of a local estate agent by calling for a free valuation of your property.

Do you or a family member need care and want to stay in your own home?

This type of decision can be difficult for families.

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- Mobility & manual handling, including hoists
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- Companionship & sitting services
- Household Tasks - Laundry, Ironing & Shopping

Call 01745 824162 www.ocscare.co.uk

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- Free eye examinations for over 60yr olds
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Bridge St, Abergele LL22 7HA
(01745) 825198
www.allportopticians.co.uk

Migraines, Dyslexia and Visual Stress

What is Dyslexia?

"Dyslexia" is a term used to refer to reading problems and is often associated with spelling difficulty.

Visual Stress is not the same as dyslexia but is more common in those who are dyslexic. Once Visual Stress has been treated, the remaining problems are more easily dealt with. Visual Stress can occur in non-dyslexics. Those most likely to benefit from coloured lenses will often show some or all of the following symptoms:

- Print appears to be blurred, moving, flickering or fading
- Appearance of patterns in the print ("rivers" or "worms")
- Headaches during or after reading
- Watery, sore or red eyes
- Rubs eyes or blinks frequently when reading
- A tendency to fidget when reading
- Using a finger to follow a line of text
- A marked sensitivity to light (photophobia)

Precision Tinted lenses can help in many of these cases.

Photosensitive Migraines

Migraine attacks have many triggers, including stress. About 40% of migraine attacks may be visually induced by flickering light, patterns or reading. These attacks may be reduced by the use of precision tinted lenses.

For more information see - http://www.allportopticians.co.uk/colourimetry

Advertising Feature

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

St. George
Private Day Nursery

Set in 17th century purpose converted in grounds of some twelve acres; St George Private Day Nursery offers first class childcare in a first class setting. Situated only 3 minutes from the A55 expressway and close to Glan Clwyd Hospital, we offer the standards of care and levels of experience that you expect for your child.

For an informal discussion regarding your childcare requirements through the medium of Engish or Welsh.

Please contact: Jill Lewis

Telephone (01745) 824442

www.st-george-day-nursery.co.uk

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Canolfan Feddygol Gwyrch

Cae Eithin, Abergele

MEDDYGON EVANS, CLARKSON
DROMEY, McCORMACK, HONEYBUN & AZIM

MEDDYG CYFLOGI: MEDDYGON
SHETTY, BERTALOT & STONE

Ffôn: 01745 824111

www.abergele-surgery.co.uk

Meddygon Evans, Clarkson, Dromey, McCormack, Honeybun & Azim
Meddygon Cyflogedig: Dr V Shetty, Dr C Bertalot & Dr J Stone

Y Brif Feddygfa:
Canolfan Feddygol Gwrych, Cae Eithin, Abergele, Conwy LL22 8LJ
Ffôn: 01745 824111 Ffacs: 01745 833248

Meddygfa Gangen (sy'n dosbarthu cyffuriau):
Meddygfa Cae Glas, Cae Glas, Llanfairtalhaiarn, Abergele, Conwy,
Ffôn: 01745 822277 Ffacs: 01745 828959

Oriau Agor

Meddygfa Abergele:
Adeiladau'r Feddygfa yn agor:

Llun, Mawrth, Mercher, Iau a Gwener	8.30yb-6.00yp

Y Meddygon ar gael:

Llun i Gwener	8.30-10.30yb a 2.30-5.30yp

Meddygfa Llanfairtalhaiarn:

Adeilad y Feddygfa yn agor:

Llun, Mawrth, Iau a Gwener	8.30yb-5.30yp
Mercher	8.30yb-1.00yp

Mae y feddygfa yma yn gangen fferyllfa ac mae angen ryhbudd o 48 awr i ailadrodd prescripsiwn.

Y Meddygon ar gael:

Llun i Gwener	9.00-10.00yb
Llun, Mawrth, Iau a Gwener	3.00-5.30yp

Croeso Croeso i'r Practis

I gofrestru gyda'r Practis dewch i'r Dderbynfa, os gwelwch yn dda. Gofynnir i gleifion newydd gwblhau Ffurflen Gofrestru. Mae gennych chi'r hawl i ofyn am wasanaethau oddi wrth feddyg o'ch dewis chi yn gyffredinol neu mewn cysylltiad â chyflwr meddygol neilltuol. Fe wnawn bob ymdrech i gydymffurfio â'ch cais hyd ac y bydd hynny'n arferol bosibl. Os methwn a chydymffurfio yna fe eglurwn y rheswm am hynny.

Yn fuan wedi hynny byddwch yn derbyn eich Cerdyn Meddygol a bydd hwnnw'n dangos enw eich Meddyg newydd.

Gan fod y Llyfryn hwn yn dweud wrthych am y Practis ynghyd â'r gwasanaethau a gynigir gennym, yna darllenwch y cyfryw yn ofalus. Gobeithiwn yr ystyriwch y Llyfryn yn ddefnyddiol ac o gymorth ac awgrymwn eich bod yn ei gadw mewn man diogel ar gyfer troi ato am wybodaeth yn y dyfodol.

Mae'r Meddygon yn cynnal eu Rhestri Cleifion Personol eu hunain - sy'n golygu, pan fydd hynny'n bosibl, fe wnawn gwnawn geisio sicrhau y byddwch yn cael eich gweld gan eich Meddyg eich hun. Pan na fydd eich Meddyg chi ar gael yna cewch eich gweld gan un o'r Partneriaid.

Mae'r Meddygon yn ymdrin hefyd â materion nad ydynt wedi eu cynnwys fel rhan o'r Gwasanaeth Iechyd Cenedlaethol, er enghraifft, archwiliadau meddygol ar gyfer trwyddedau Gyrru Cerbydau Trymion (HGV), ffurflenni cais damwain ac yswiriant, ceisiadau ar ran Cwmni Yswiriant Meddygol 'Provident Association'. Mae rhestr o'r ffioedd perthnasol yn ymddangos yn yr Ystafell Aros.

Y Meddygon

Mae'r Meddygon yn y Practis hwn yn gweithredu gyda'i gilydd fel partneriaeth heb ei gyfyngu.

• Dr Jonathan David Aneuryn Evans	MB BCh (Caerdydd) 1978
• Dr Nigel Charles Clarkson	BSc MB BCh (Leeds) 1977
• Dr John Finbarr Dromey	MB BCh BAO (Cork) 1981
• Dr John Gerard McCormack	MB BCh BAO (Dulun) 1986 FPC DCH DObs MRCGP MFSEM (IRL) MFSEM (UK) MScSEM (Bath)
• Dr Jeremy Julian Honeybun	BSc MBBS (London) FRCGP DFSRH
• Dr F Azim	MBBS MRCGP

Staff y Practis a Thîm Gofal Iechyd Cychwynnol

Rheolwraig y Practis:

Mrs Paula Lamont yw Rheolwraig y Practis. Hi sy'n gyfrifol am weinyddiad y Practis a gallwch gysylltu â hi i fynegi unrhyw sylwadau sydd gennych am y Practis

Nyrsus Practis:

Gwyneth Prichard, Becky Johnson, Emily Harman a Patricia Garvey yw'r Nyrsus Practis. Maent yn cynnal Clinigau amrywiol - Llun i Gwener - trwy apwyntiad, ac ar gael i weld cleifion i dderbyn triniaeth ac i gynnig cyngor proffesiynol.

Staff Cynorthwyol:

Mae'r Practis yn cyflogi naw Derbynnydd - gyda Dirprwy Reolwraig y Practis yn gweithio ochr yn ochr â hwy - i drefnu apwyntiad ar eich rhan i weld y Meddyg, i ateb cwestiynau ac i gynnig help a chymorth bob amser.

Mae'r Tîm Gweinyddol yn cynnwys Swyddog Cyllid a dwy Ysgrifenyddes.

Mae'r Practis hefyd yn cyflogi Tynnwr Gwaed (Phlebotomist) - sy'n cynnal clinig ddyddiol at bwrpas tynnu samplau gwaed ar gais meddygon y Feddygfa; Cynorthwy-ydd Gofal Iechyd ynghyd â Thynnwr Gwaed/Cynorthwy-ydd Gofal Iechyd rhan-amser sy'n cynnal clinigau ar gyfer archwilio pwysedd gwaed, materion yn ymwneud âg anadlu (spirometry) a rhestr cleifion newydd.

Mae aelodau eraill o'r Tîm Gofal Iechyd Cychwynnol sy'n gweithio i'r Bwrdd Iechyd Lleol hefyd yn gweithio yn y feddygfa, er nad ydynt bob amser wedi eu lleoli yno.

Mrs. Fiona Jones yw'r Fferyllydd a bydd yn cynnal clinigau i gleifion sydd wedi eu cyfeirio ati gan eu Meddyg. Mae hi hefyd yn gweithredu fel cymorth fferyllfa i'r Practis ac yn bresennol yma un diwrnod yr wythnos.

Joy Stagg a Teresa Bushell yw Technegyddion y Fferyllfa. Maent yn gweithio ochr yn ochr â Fiona ac yn ymgymryd â'r gwaith o archwilio'r presgripsiynnau ar ran y Practis. Mae hithau hefyd yn bresennol yma un diwrnod yr wythnos.

- Mae Bydwraig Gymunedol yn galluogi'r Feddygfa i gynnal gofal cyn-geni ar y cyd gyda'r ysbyty leol. Mae'n cynnal clinig cyn-geni wythnosol a bydd yn ymweld , â chi gartref. Hi yw eich dolen gyswllt gyda'r gwasanaeth ysbyty a gall fod yno pan fyddwch yn esgor ar eich baban. Mae hi, bob amser, yn ymweld â chi gartref yn dilyn yr enedigaeth.

- Mae'r Ymwelydd Iechyd yn cynnig cyngor i famau, plant, yr henoed ynghyd â'r anabl. Mae ar gael trwy gais i ymweld â'ch cartref a gellir cysylltu, â hi yng Nghlinig Abergele - 01745 832746.

- Bydd y Nyrsys Ardal yn gweithio ar y cyd â'r meddygon i gynnig gofal nyrsio yn eich cartref. Mae eu gwaith yn cynnwys y rhwymiad lleiaf hyd at ofal nyrsio cynhwysfawr a chefnogaeth i'r cleifion gwael iawn, ynghyd â'u teuluoedd. Maent ar gael, trwy gais, i ymweld â'r cartref a gellir cysylltu â hwy trwy' ch meddygfa neu yng Nghlinig Abergele - 01745 823746. Maent hefyd yn gyfrifol am gynnal clinigau arbenigol ar gyfer ein cleifion, megis tynnu pwythau a newid rhwymynnau a chyffelyb. Os ydych angen y gwasanaethau hyn yna cysylltwch â'r Dderbynnfa er mwyn cael gwybodaeth lawn.

- Ym Mae Colwyn y lleolir Nyrsys Seiciatrig y Gymuned ac mae ganddynt gysylltiad â'r practis - gan gynnal clinig yma unwaith yr wythnos.

Sut i Weld Eich Meddyg

Yn y Feddygfa:

Mae holl ymgynghoriadau yn y brif feddygfa yn Abergele drwy apwyntiad yn unig. Yr ydych, fel rheol, yn cael cynnig apwyntiad yr un diwrnod os byddwch yn cysylltu â ni - rhwng 8.30 a 10.30 yb. Yr ydym hefyd yn cynnig nifer cyfyngedig o apwyntiadau y gellir eu gwneud hyd at bythefnos ymlaen llaw.

Os ydych yn teimlo bod eich problem yn fater sy'n galw am sylw brys ac na allwch aros yna rhowch wybod i'r Derbynnydd, os gwelwch yn dda. Os na allwch gadw'ch apwyntiad cysylltwch â ni cyn gynted a phosib er mwyn i ni roi eich apwyntiad chi i glaf arall.

Ymweliadau Cartref:

Gofynnir yn garedig chi beidio gofyn i'r Meddyg am ymweliad cartref oni bai fod y claf yn methu dod i'r Feddygfa oherwydd ei salwch neu'n gaeth i'r tŷ. A fyddech mor garedig a ffonio cyn 10 o'r gloch

Ymwelwch ein we ar: **www.abergele-surgery.co.uk**

y bore - gan roi gymaint o wybodaeth perthnasol ag sy'n bosibl i'r Derbynnydd i alluogi'r Meddyg i drefnu ymweliadau cartref yn ol trefn blaenoriaeth. Cofiwch ei bod yn bosibl gweld nifer o gleifion yn y Feddygfa yn yr amser a ddefnyddir i wneud ymweliad cartref.

NID yw'n achosi niwed i blant gyda thymheredd i fynd allan (byddai'n rhaid mynd allan os ydynt yn ddigon gwael i fynd i'r ysbyty), ac ni fydd yn rhaid iddynt aros yn yr ystafell aros os byddwch yn ffonio'r feddygfa dymlaen llaw.

NID YW DIFFYG TRAFNIDIAETH NEU GLUDIANT YN RESYMAU DERBYNIOL DROS OFYN AM YMWELIAD CARTREF.
TRWY DDILYN Y CANLLAWIAU HYN BYDDWCH YN EIN GALLUOGI I GYNNIG GWASANAETH EFFEITHIOL I'R HOLL GLEIFION.

Tu allan i oriau arferol y Feddygfa:

Cyd-fenter Morfa Doc MT sy'n ymdrin â galwadau tu allan i oriau arferol y Feddygfa ar nosweithiau ac hefyd yn ystod y dydd ar benwythnosau a Gwyliau'r Banc.

Os ydych angen cyngor neu sylw brys pan fo'r feddygfa wedi cau yna ffoniwch Morfa Doc. Y rhif ffôn yw **0300 123 5566** neu Abergele **824111**.

Bydd neges wedi ei recordio ar beiriant yn rhoi manylion llawn ynglyn â sut y gallwch gysylltu â'r gwasanaeth tu-allan-i-oriau.

Newid Cyfeiriad:

A fyddech cystal a'n hysbysu cyn gynted a phosibl os ydych yn newid cyfeiriad a/neu rif ffôn

Preswylwyr Dros-Dro:

Mae gennych hawl i weld meddyg yn unrhyw le yn y DU os ydych oddi cartref ac angen cymorth meddygol. Gallwch wneud hynny fel Preswylydd Dros-Dro trwy ofyn am weld y meddyg agosaf. Yr ydym yn hapus i weld eich perthnasau neu gyfeillion sy'n aros gyda chi os ydynt hwythau hefyd angen gweld meddyg.

Gallwn gyflenwi presgripsiwn ar eu cyfer and am gyfnod ddim hwy na dwg wythnos.

Adnewyddu Presgripsiwn:

Adnewyddir presgripsiwn yn ôl barn y meddyg, a mae hynny fel arfer ar gyfer cleifion sy'n derbyn triniaeth tymor hir. Gellir eu cael trwy:

- ymweld â'r Fferyllwyr yn Abergele. Maent yn cynnig gwasanaeth pryd y byddwch chi'n cyflwyno'r papur adnewyddu presgripsiwn iddynt hwy a hwythau, yn eu tro, yn cyflwyno'r cais i'r Feddygfa ar eich rhan fel y gallwch chwithau gasglu'r moddion oddi wrth y Fferyllfa maes o law. Maent hefyd yn cynnig gwasanaeth casglu presgripsiwn (sydd yn rhad ac am ddim). I ddefnyddio'r gwasanaeth, mae angen i chi gyflwyno'r papur adnewyddu'r presgripsiwn i'r Feddygfa (gan nodi/enwi pa un o'r Fferyllfeydd sydd i'w gasglu oddi wrthym). Bydd y Fferyllfa yn casglu'r presgrpsiwn gafodd ei arwyddo, yn darparu'r moddion a chael y cyfryw'n barod ar eich cyfer yn y Siop.
- Rhoi tic gyferbyn a'ch gofynion ar y papur adnewyddu presgripsiwn a gynhyrchwyd gan gyfrifiadur a sydd ynghlwm â'ch presgripsiwn a dodi'r cyfryw yn y blwch pwrpasol yn y Dderbynfa. Ni fyddwn yn prosesu ceisiadau sydd heb eu llenwi. Hefyd yn ddiweddar rydym wedi cyflwynoer hwylustod I'n cleifon wasanaeth archebu prescripsiwn drwy'r wê. Gofynnwch i'r derbynnydd am hyn os gwelwch yn dda.
- Postio'r cais - gan gofio cynnwys amlen hunan-gyfeiriad.
- Os ydych yn gaeth i'r ty, yna mae'r fferyllwyr hefyd yn cynnig gwasanaeth dosbarthu meddyginiaethau, sydd hefyd yn rhad ac am ddim.

- Os ydych angen gwybodaeth bellach am y gwasanaeth casglu a/neu'r gwasanaeth dosbarthu yna cysylltwch â'r Dderbynfa am fanylion llawn.

Mae angen RHYBUDD O LEIAF 48 AWR GWAITH i gael eich presgripsiwn yn barod ar gyfer ei gasglu. Mae hyn yn berthnasol hefyd os dewisiwch ddefnyddio'r gwasanaeth casglu neu ddosbarthu.

Adolygir eich anghenion moddion yn rheolaidd.

Profion ac Archwiliadau:

Dylid cyflwyno samplau sydd i'w hanfon i Labordy'r Ysbyty i'w profi yn y blwch pwrpasol yn y Dderbynfa cyn 10.30yb - gan mai dyna'r amser fydd y gwasanaeth casglu yn galw yn y feddygfa.

Os nad ydych yn gallu cyflwyno eich sampl erbyn yr amser hwn yna gallwch fynd â'r cyfryw yn bersonol i Ysbyty Glan Clwyd rhwng 9.00yb a 4.00yp

Gofynnir ichi ffonio'r Feddygfa i dderbyn canlyniadau profion. Peidiwch â chymryd yn ganiataol y bydd y Feddygfa yn cysylltu â chi gyda chanlyniadau eich profion. Eich cyfrifoldeb chi yw ffonio i holi amdanynt. Mae'r canlyniadau, fodd bynnag, yn cymryd amser i'n cyrraedd felly gofynnwn yn garedig i chi beidio ffonio'n gynharach na'r hyn gynghorwyd a chofiwch i ffonio rhwng 11.00yb a 3.00yp, Llun i Gwener yn unig.

Dylid cyfeirio unrhyw ymholiadau parthed profion a drefnwyd gan yr Ysbyty at yr Ysbyty ac nid at y Practis.

Clinigau (trwy apwyntiad yn unig)

Cynhelir y clinigau canlynol yn y brif feddygfa yn Abergele:

- **Clinig Cleifion Newydd:** Ar gyfer cleifion sydd wedi cofrestru gyda'r feddygfa'n ddiweddar. Byddwch yn cael cynnig apwyntiad pan yn cofrestru. Os ydych yn derbyn meddyginiaeth ail presgripsiwn gan eich meddyg blaenorol, efallai y bydd angen i chi weld eich Meddyg Teulu newydd cyn y gellir parhau â'r presgripsiwn.
- **Clinig Cyn-geni:** Bydd Bydwraig Gymunedol yn gweld cleifion mewn clinig a gynhelir yn wythnosol yng yma ym Meddygfa Abergele.
- **Clinig Cytoleg Cerfigol:** Cynhelir clinigau wythnosol yn Abergele a hefyd ym Meddygfa Llanfairtalhaiam - ar gyfer cleifion sy'n mynychu'r feddygfa honno.
- **Clinig Gwyliadwriaeth Plant:** Cynhelir clinig wythnosol gan un o feddygon y Practis, gyda chymorth y Nyrs Practis.
- **Clinig Imiwneiddio Plant:** Cynhelir y clinig hwn bob pythefnos ar fore dydd Gwener gan un o feddygon y Practis, gyda chymorth y Nyrs Practis.
- **Clinig Gordensiwn (Hypertension):** Cynhelir y Clinig hwn yn wythnosol gan ein Cynorthwy-ydd Gofal Iechyd.
- **Clinig Clefyd y Siwgr (Diabetes:)** Cynhelir y Clinig hwn ychydig o weithiau drwy'r wythnos. Cynhelir un gan Feddyg â'r gweddil gan Nyrs Harman.
- **Clinig Asthma:** Cynhelir y Clinig hwn ychydig o weithiau drwy'r wythnos gan Nyrs Johnson.
- **Cleifion dros Saith-deg-pump Mlwydd Oed:** Os ydych yn saith-deg-pump mlwydd oed neu hwy, a heb weld eich meddyg na nyrs y feddygfa yn ystod y flwyddyn ddiwethaf, yna gwnewch apwyntiad.

- **Mân Lawdriniaethau:** Mae gan un o'r Partneriaid - Y Meddyg Dromey - ddiddordeb yn y maes hwn, ac mae'n cynnal Clinigau rheolaidd. Mae triniaeth Hylif Nitrogen, serio a rhai toriadau yn cael eu cynnal o fewn y feddygfa.
- **Clinig IUCD:** Mae'r Meddyg Honeybun yn cynnal Clinig misol - gyda chymorth un o Nyrsus y Practis - ac ar gael ar gyfer gosod IUCD (coil) ac archwiliadau blynyddol ynghyd â mewnblannu Nexplanon.
- **Brechiad y Ffliw:** Ar hyn o bryd, argymhellir brechiad y ffliw i bawb dros 65 oed, Argymhellir yn arbennig hefyd i gleifion o bob oed sy'n dioddef o afiechyd y galon, yr ysgyfaint neu'r arennau, clefyd y siwgr, ynghyd â thrigolion cartrefi'r henoed neu breswyl. Cysylltwch â'r Dderbynfa ym mis Medi ar gyfer apwyntiad i fynychu'r clinig a gynhelir gan nyrs y feddygfa.
- **Clinig INR (Monitro Warffarin):** Fe gynhelir y Clinigau hyn ddwy waith yr wythnos gan Nyrsus y Practis a meant ar gael i gleifion sy'n cymryd moddion teneuo'r gwaed.

Newid Manylion:

Os ydych yn symud i fyw a/neu'n newid unrhyw fanylion perthnasol, rhowch wybod i'r Derbynnydd cyn gynted, a phosibl. Mae'n gymorth ni i sicrhau bod y wybodaeth a gedwir amdanoch ar ein cyfrifiadur yn gywir, a'n bod yn anfon ein llythyrau apwyntiad i'r cyfeiriad cywir.

Awgrymiadau a Sylwadau:

Yr ydym yn hapus i dderbyn unrhyw awgrymiadau a/neu sylwadau perthnasol gan ein Cleifion. I wneud hynny yna gofynnir i chi ysgrifennu at Mrs Paula Lamont, Rheolwraig y Practis.

Cwynion

Tra byddwch wedi eich cofrestru gyda'r Practis hwn fe wnawn bob ymdrech i geisio cynnig y gwasanaeth gorau bob amser. Er hynny, gall fod adegau pan fyddwch angen datgan anfodlonrwydd. Mae'r Practis, felly, yn cynnig dull anffurfiol mewnol i ymdrin â materion sy'n achosi anfodlonrwydd i chi ynglyn â'r gwasanaeth ddarperir gennym. Cysylltwch, os gwelwch yn dda, â Mrs. Paula Lamont, Rheolwraig y Prâctis.

Cyfleusterau i'r anabl

Y tu blaen i'r drws ffrynt mae ramp ar gyfer cael mynediad â i'r Feddygfa mewn cadair olwyn. Mae ymgynghoriadau'r cleifion yn cael eu cynnal ar ddau lawr ac mae lifft ar gael i'w ddefnyddio. Gan nad oes mynediad mewn cadair olwyn i Adran y Nyrsus, bydd Nyrsus y Practis - trwy gais - yn ymdrin yn y Brif Feddyfga â unrhyw glaf gydag anghenion arbennig.

Mae'r toiled syddwedi ei addasu'n bwrpasol ar gyfer anghenion cleifion anabl wedi ei leoli yn y Brif Feddygfa.

Cyfrinachedd a Mynediad i'ch Cofnodion Meddygol

Mae eich Cofnodion Meddygol yn gyfrinachol a ni chant eu trafod gydag unrhyw un arall heb eich caniatâd. Mae'r Practis yn cydymffurfio â'r Ddeddf Gwarchod Gwybodaeth.

Gofynnwn am wybodaeth amdanoch fel y gallwch dderbyn y gofal a'r driniaeth briodol. Yr ydym yn cadw'r wybodaeth hwn, ynghyd â mynylion eich gofal, gan y byddwn ei angen efallai pan yn eich gweld y tro nesaf. Fe allwn ddefnyddio peth o'r wybodaeth hwn am resymau eraill; er enghraifft, i'n cynorthwyo i ddiogelu'r Cyhoedd yn gyffredinol ac i ofalu bod y Gwasanaeth Iechyd Cenedlaethol yn gweithredu'n effeithiol, cynlluniau ar gyfer y dyfodol, hyfforddi ei staff, talu'r biliau a chyfrif am ei weithrediadau.

Efallai y bydd angen gwybodaeth, hefyd i gynorthwyo gyda'r gwaith o addysgu staff clinigol y dyfodol ac i ymgymryd â gwaith ymchwil meddygol ac iechydol er budd pawb.

Ar adegau, mae'r gyfraith yn galw arnom i drosglwyddo gwybodaeth; er enghraifft, i nodi genedigaeth.

Mae Cofrestr Canolog y Gwasanaeth Iechyd Cenedlaethol ar gyfer Cymru a Lloegr yn cynnwys manylion elfennol holl gleifion sydd wedi eu cofrestru gyda Meddyg Cyffredinol. Nid yw'r cofrestr yn cynnwys gwybodaeth feddygol.

Mae gan pob un sy'n gweithio i'r Gwasanaeth Iechyd Cenedlaethol ddyletswydd i gadw gwybodaeth amdanoch yn gyfrinachol.

Efallai eich bod yn derbyn gofal gan bersonau eraill yn ogystal a'r Gwasanaeth Iechyd Cenedlaethol. Er mwyn i ni oll weithio gyda'n gilydd er eich budd, efallai y bydd angen i ni rannu peth gwybodaeth amdanoch. Yr ydym bob amser ond yn defnyddio neu gyfleu gwybodaeth amdanoch os yw'r bobl sy'n gofyn amdano ac angen gwirioneddol amdano er budd eich diddordebau chi neu eraill. Pa bryd bynnag y gallwn, byddwn yn dileu gwybodaeth sy'n eich huniaethu chi. Mae'r gyfraith yn rheoli'n llym iawn rhaniad rhai mathau o wybodaeth sensitif personol.

Mae unrhyw berson sy'n derbyn gwybodaeth oddi wrthym hefyd dan ddyletswydd cyfreithiol i'w gadw'n gyfrinachol.

Rhyddid Gwybodaeth - Cynllun Cyhoeddi

Mae'r Ddeddf Rhyddid Gwybodaeth 2000 yn gorfodi'r Practis i gynhyrchu Cynllun Cyhoeddi. Mae Cynllun Cyhoeddi yn gyfeirydd i'r "dosbarthiadau" o wybodaeth mae'r Practis yn ei wneud ar gael yn rheolaidd a gellir gweld copi o'r cyfryw yn y Dderbynfa.

Polisi Cydymaith

Mae adegau pan fydd angen i'r Meddyg archwilio'r claf mewn mannau personol iawn. Mae'n arferol i berson arall fod yn bresennol ar yr adegau hynny er mwyn diogelu'r meddyg ynghyd â'r claf. Bydd y Meddyg, fel arfer, yn gofyn os yw'r claf yn dymuno hyn - ac mae hawl gan y claf i wrthod. Os byddwch, ar unrhyw adeg, yn awyddus i berson arall - cydymaith ('chaperone') - fod yn bresennol yn ystod yr archwiliad yna gofynnwch i'r Meddyg. Efallai na fydd modd trefnu ar unwaith i berson arall fod yn bresennol ac oherwydd hynny efallai y bydd angen i chi ddychweld i'r Feddygfa er mwyn i'r archwiliad gael ei gynnal ar amser sy'n gyfleus i bawb. Efallai y dymunwch i berthynas neu gyfaill weithrdeu fel cydymaith a bod yn bresennol yn ystod eich archwiliad.

Goddef Dim

Yr ydym yn deall a derbyn yn llawn pan fo person yn teimlo'n wael a phryderus o ganlyniad i waeledd y gallant fod braidd yn fyrach eu hamynedd nac arfer. Serch hynny, nid oes unrhyw reswm pam y dylai ein staff ymroddgar a theyrngar oddef trais (corfforol a/neu lafar) ymddygiad haerllug a/neu fygythiol tuag atynt nac ychwaith drafod ceisiadau a disgwyliadau afresymol.

Mae'r Polisi hwn wedi ei lunio er mwyn amddiffyn y Meddygon a Staff y Feddygfa rhag y Cleifion hynny sy'n gyson yn ymddwyn yn fygythiol, haerllug ac yn hawlio sylw afresymol. MAE GENNYM YR HAWL I DYNNU ENWAU CLEIFION oddi ar y rhestr yn syth er mwyn diogelu staff y Practis, cleifion ac ymwelwyr eraill oni bai eu bod yn medru ymddwyn yn gwrtais a rhesymol tuag at staff a gyflogir gan y Practis.

Rhifau Ffôn Defnyddiol

Galw Iechyd Cymru ('NHS Direct') 0845 4647
Ysbyty Glan Clwyd 01745 583910
Clinig Genito 01745 534455
Ysbyty Abergele 01745 832295
Ysbyty Royal Alexandra, Y Rhyl 01745 343188
Awdurdod Iechyd Gogledd Cymru 01286 672451
Clinig Abergele (Nyrsus Ardal a Gofal Traed) 01745 823746
Gwasanaeth Caethineb i Gyffuriau, Y Rhyl 01745 338868
Relate 01492 533920
Gwasanaethau Cymdeithasol, Bae Colwyn 01492 532184
Y Gymdeithas Strôc - est. 3997 .... 01745 583275
Cymorth i Fenywod, Bae Colwyn 01492 534705

Fferyllfeydd:

Fferyllfa Boots, Y Rhyl 01745 353070
Fferyllfa Bodelwyddan 01745 583862
Fferyllfa Lloyds, Abergele 01745 824778
Fferyllfa Towyn 01745 342001
Fferyllfa Morrisons 01492 534313
Fferyllfa Alliance, Abergele 01745 832135

Nyrsus Macmillan, Ysbyty Bae Colwyn 01492 515218
Hospis St Kentigern 01745 585221
Y Groes Goch, Llandudno 01492 877886

Clinigau Cynllunio Teulu:

Y Rhyl 01745 344287
Bae Colwyn 01492 530020
Bydrwagedd 01745 823746
Ymwelwyr Iechyd 01745 823746
Nyrsus Ardal 01745 823746
Morfa Doc 0844 811 8181

Aradl y Practis