

# Ashfield Surgery

Merthyr Mawr Road, Bridgend CF31 3NW



Telephone for appointments: 01656 652774

Telephone for emergency: 01656 652774

[www.ashfieldsurgerybridgend.co.uk](http://www.ashfieldsurgerybridgend.co.uk)

# Welcome To The Practice

## Your Doctors



**Dr Clare Hughes**  
MB BCh 2000 Cardiff



**Dr Neil Geraghty**  
MB BCh 2001 Cardiff



**Dr Angela Evans**  
MB BCh MRCGP



**Dr Sarah Thomas**  
MB BS MRCGP BSc



**Dr Kate Burns**  
MB ChB MPharm DFSR DRCOG

## Practice History

Ashfield Surgery is the oldest established family practice in Bridgend. The present generation of doctors endeavour to maintain the high standard of care for which Ashfield Surgery has been known.

The present premises were built in 1990, adjacent to the original surgery, on the retirement of Dr Peter and Dr Margaret Williams. These provide purpose-built facilities to carry the surgery forward to the next century. Many of the patients from 1948 remain under our care, often with their children, grandchildren - even great grandchildren!

## Practice Team

### Practice Manager: Janet Edwards

She is responsible for the overall co-ordination of surgery staff and business affairs. She will be pleased to help with any complaints, suggestions or queries.

### Receptionists

The receptionists are your first contact with the surgery and they try to be as helpful as possible in often quite difficult circumstances.

They will need a limited amount of information (which is kept in full confidence) in order to arrange appointments.

Please be a PATIENT patient.

## Secretaries And Computer Operators

We employ a number of staff who work behind the scenes helping with the day-to-day hospital referrals and lab results etc.

## Repeat Prescriptions

Please allow 48 hours for our fully computerised repeat service; we regret that no request for repeat prescriptions can be made by telephone. Please include a stamped, addressed envelope if you wish a prescription to be sent to you.

Please do not ask doctors to issue repeat prescriptions in surgery as this considerably lengthens consultation times.

If you wish to order repeat medication online you will need to register first - please collect a form from reception.

## Opening Hours

The surgery is open **Monday to Friday from 8.00am – 6.30pm everyday except Bank Holidays.**

## Telephone Lines

These are available from 8.00am - 6.30pm, Monday to Friday. To make an appointment please telephone from 8.00am every weekday morning.

## Appointment Times

**Mornings: 8.00 - 11.55am Monday - Friday**

**Afternoons: 2.30 - 6.00pm Monday - Friday**

We have updated our appointment system. Appointments are now available online via the My Health Online website - patients have to register with the practice to access the system - please ask at reception for the paperwork.

This system now offers patients an appointment on the day they telephone, or they may book up to four days in advance (these appointments are limited).

It is the patients' responsibility to cancel any appointment (they can be cancelled online even if they were not booked online) not required. If anyone has any questions about the appointment system or any other queries, please ask to speak to the practice manager.

We would like to thank you for your co-operation in this matter.

## Appointments

Appointments are available with every doctor every day (except during holiday periods). Please make the receptionist aware which doctor you wish to see. If that doctor has no free appointments, you will be offered an appointment with one of the other doctors.

## House Calls

Please telephone between 8.30 - 10.30am. These are only for conditions where the illness stops the patient going out. If the patient has a temperature or a rash, coming to the surgery will do no harm; always inform the receptionist if a patient has a rash as they can then be put in isolation.

## Emergencies - Accidents

In case of medical emergencies after morning surgery, please contact reception. The receptionist or nurse will take brief details about the complaint in order for the duty doctor to assess the urgency.

# Brackla Chiropractic Clinic

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**Telephone 01656 767588**

**or visit [www.brackla-chiropractic.co.uk](http://www.brackla-chiropractic.co.uk)**

## Best Of Care

WHEN Dr Jamie Townsend and Dr Sarah Worrall took over the running of Bridgend's well-established Brackla Family Chiropractic Clinic in 2004, they were proud to continue a tradition of personal care and attention stretching back over many years.

"It's a tradition we maintain to this day, offering a highly effective, all round chiropractic service to clients of all ages," said Jamie.

Chiropractic is a gentle, manipulative therapy which can be of benefit to a number of complaints and conditions of the musculoskeletal system, helping to restore balance and well-being to the spine and nervous system.

"Chiropractic can help relieve the symptoms of back, neck and shoulder pain, headaches, sciatica, and joint stiffness and discomfort, among others," said Jamie.

"We treat each person holistically, taking into account not just the presenting condition but their lifestyle and medical history, as well. It's great for all the family, too, from kids through to grandparents."

In fact, chiropractic can help with a number of conditions in children, including infantile colic and digestive problems.

"We're a friendly and welcoming family practice, and can help no matter what age the client," added Jamie.

"We have worked in the past at the British & Welsh Open Beach Volleyball Championships as on-court chiropractors, which was good fun and a great experience."

Sarah is qualified to offer animal chiropractic and works with all types of small animals. She visits your pets at home to offer chiropractic help.

To book a consultation please call (01656) 767588, e-mail [brackla-chiropractic@hotmail.co.uk](mailto:brackla-chiropractic@hotmail.co.uk) or visit [www.brackla-chiropractic.co.uk](http://www.brackla-chiropractic.co.uk)

## Practice Nurses

Services include blood pressure, dressings, travel and routine vaccinations, ear syringing and suture removal. Appointments can be booked in advance. Ashfield Surgery is a designated Yellow Fever vaccination centre, the charge is £70.00 per injection.

## District Nurses

The community nurses liaise closely with the doctors and provide skilled nursing in the patient's home.

## Health Visitors

These are specially trained nurses who work closely with newborn babies, children under five and the elderly.

## Clinics Available

These clinics are by appointment only:

### Monday

#### INR Clinic

9.00am - 12.30pm

### Tuesday

#### Well Baby Clinic

1.00 - 2.30pm

### Thursday

#### INR Clinic

9.00am - 12.30pm

Asthma and Diabetic patients can now be seen throughout the day; appointments are available from 8.30am to 5.30pm. Nurses are now available from 8.30am to 6.00pm.

## Family Planning

This takes place in normal surgery.

## Training

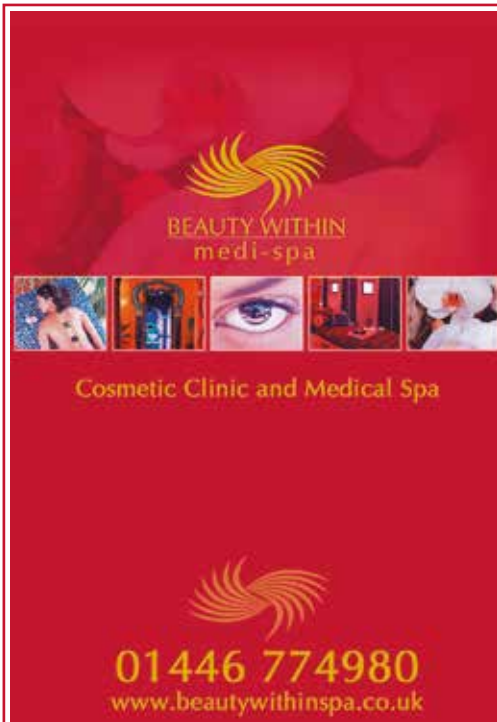
Emergency cover from 1.00pm on training days (telephone the surgery and you can access the emergency telephone number or dial direct 0330 123 9180). Dates of closure are on the front door of the surgery.

## Prevention

We are keen to prevent illness: every three years you should have your blood pressure checked, have your urine checked for sugar, get weighed and update routine tetanus and polio vaccinations.

## Health Promotion

If you are over 75 years we recommend you have a health check annually. If you are aged between 16 - 74 and have not been for a health check for three years we also recommend you make an appointment to visit our practice nurse.



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  - Jessana/Jessica Nails
    - CACI
    - Nora Bode
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  - Laser/IPL
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  - Acne Rosacea
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## Non-NHS Services

Certain services are not covered by the NHS, such as:

Private sickness certificates - Medical examinations for pre-employment - HGV licence - Elderly drivers - Private medical forms - Passport counter signature - Travel and sporting activities requiring medical reports. Please ask at reception for details about appointments.

Travel Vaccinations	Typical Cost
Hepatitis B (Course of 3)	£100
Hepatitis B (Booster)	£37.50
Japanese Encephalitis (Course of 2)	£110
Japanese Encephalitis (Booster)	£50
Rabies (Full Course of 3)	£130
Rabies (Booster)	£45
Tick Born Encephalitis	£95
Tick Born Encephalitis (Cover For 10 Years)	£50
Meningitis ACW&Y	£50 (Inc Certificate)
Forms/Reports/Letters of Authorisation	Typical Cost
Holiday Cancellation	£25 (Minimum)
Insurance Claim Form Completion	£25-£45
Jury Exemption Certificate	£60 - £105
Legal Letter	£60 (Minimum)
Letter/Report For School/Uni	£22
Sports Medical Report Only	£54
Private Consultation For Overseas Visitor	£38
Armed Forces Reports	£65
Pre Employment Verification Questionnaire	£30
Blood Tests (Exc Path Lab Fees)	£22
Fitness To Attend Gym/Exercise	£25
Report For Employer (No Examination)	£85
Report For Employer (With Examination)	£128
Private Medical Certificate/Sick Note	£20
Private Medical Ins Claim Form	£20
Typed Medical Reports From Medical Records	£80
Supplementary Report	£25

Seatbelt Exemption Certificate (Without Examination)	£45
Seatbelt Exemption Certificate (With Examination)	£50
Copy of Patients Notes To Solicitor	£50
Print Out Of Patients Notes	£10-£50
Private Prescription	£20
Fitness To Travel Certificate/Letter	£20
Various 'To Whom It May Concern'	£20
PMA Reports	£70
Letters To Local Authority (Housing Etc)	£20
Shotgun Certificate	£40
<b>Medical Examinations</b>	<b>Typical Cost</b>
Sports	£108
Fitness To Drive A Vehicle & Consultation	£100
Pre-Employment	£100
Pre Employment (With Report)	£120
HGV/PSV/Taxi Medical	£110
Cremation Fees (Cert Plus Expenses)	£82
Disability Living And Attendance Allowance Forms	£33.50

## How To Register

To register with the surgery the patient must live within the Bridgend Town and surrounding area (a map is available at reception). The patient will be required to fill in a questionnaire (listing current problems, relevant medication and previous medical history). The patient must then make an appointment with the nurse for a new patient check.

## Out Of Hours

Outside normal surgery hours (8.00am - 6.30pm) there is a recorded message on the telephone - this message gives details of the out-of-hours cover. There is a telephone number for NHS Direct (0845 4647) if you just require advice, but if you wish to speak to a doctor in the out-of-hours service, you will need to dial 0330 123 9180.

## NHS Direct

Tel: 0845 4647 or visit online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NHS Direct is staffed by nurses. It is a confidential helpline and can provide health information and advice 24 hours a day.

## Change Of Name/Address/Telephone Number

It is extremely important that you notify us of any change of details so that we can keep your medical records up to date. We require any change of details to be notified in writing - ask at reception and they can give you a form to complete.

## Chaperones

If you wish a chaperone to be in attendance during your consultation, please advise the receptionist who will inform a nurse to be present.

## Compliments And Complaints

We like to receive compliments but we also want to know if we can improve our services to you, so please let us know.

Ashfield Surgery's complaints procedure adheres to the NHS Wales Guidelines, a copy of which is available in reception. We aim to acknowledge written complaints within two working days of receipt and resolve the matter within 10 working days.

## Confidentiality

Everyone working in the NHS has a legal duty to keep information about you confidential. The practice is a data controller under the Data Protection Act 1998 and is registered with the Protection Commissioner who ensures that information is kept legally and fairly. Information about you may need to be shared with other people, eg registration details with the Business Service Centre in Swansea or Cardiff. In some instances the law requires us to pass on information eg to notify a birth. All persons receiving information from us will also have a legal responsibility to keep your information confidential.

## Rights And Responsibilities Of Patients

Every patient who makes an appointment should be aware that it is their responsibility to turn up for that appointment or to telephone the surgery to cancel if they are unable to attend. This appointment can then be offered to another patient. A wasted appointment is both inconvenient and annoying to the GP, and could be important to another person.

Please also read posters displayed in reception: '*Patient Responsibilities*' and '*Your Charter for Health*'.

## Disabled Facilities

Ashfield Surgery has designated disabled parking spaces with wheelchair access into the surgery. We also provide toilet facilities for the disabled. All our staff are fully trained to help and understand the needs of the disabled patient. We have a patient display board to call patients into the doctors' rooms as well as a PA system. We also have a hearing loop system.

## Other Services We Provide

- Cervical Smears
- Asthma
- Diabetic
- TIA/CVA
- Childhood Immunisations/Well Baby Clinic
- Cardiovascular
- Hypertension

## Violent And Abusive Patients

No member of staff should be the subject of verbal or physical abuse of any kind. This surgery operates a policy of Zero Tolerance. Any patient displaying verbal or physical abuse towards any member of staff will be asked to register at another surgery.

## Access To Patients' Details

Access to patient details is governed by the Data Protection Act, a copy of which is available at the reception desk in the surgery.

## Local Health Board

Your Local Health Board can be contacted at the following address: ABMU Health Board, Primary Care & Planning, Glanrhyd Hospital, Tondu Road, Bridgend CF31 4LN Tel: 01656 753818

## 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.

## Family Medicine Chest

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

### Soluble Aspirin Tablets

For adults and older children. Do not give to children under 16. Good for headaches, colds, sore throats and painful bruises.

### Paracetamol Mixture

For relief of pain or fever in young children.

### Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

### Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

### Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

### Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

### Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

### Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

### Calamine Lotion

For dabbing (not rubbing) on insect bites and stings and sunburn.

### Dressing Strips

For minor cuts.

### 3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

### Cotton Wool

For cleaning cuts and grazes.

### Thermometer

For fevers.

### Tweezers

For removing splinters.

REMEMBER THAT YOUR LOCAL CHEMIST CAN GIVE YOU ADVICE ABOUT MEDICINES.

## Useful Telephone Numbers

Emergencies .....	652774
Appointments .....	652774
Health Visitor (9.00 - 10.00am and 4.00 - 5.00pm) .....	673912

### Chemists

Cefn Glas Pharmacy.....	668214
Broadlands Pharmacy .....	660007
Boots, 8 Caroline Street.....	659221
Baileys, Brackla Centre.....	652025
Lloyds, 52 Nolton Street .....	653966
Lloyds, Riversdale .....	657933
Brackla Pharmacy .....	669802
Lloyds, Adare Street .....	645875

### Hospitals

Princess of Wales Hospital .....	752752
Neath and Port Talbot Hospital .....	(01639) 862000
Royal Glamorgan Hospital .....	(01443) 443443

### Other Useful Numbers

Social Services .....	642200
DSS .....	762000
Samaritans .....	662333
Relate.....	(01222) 229850
Citizens Advice Bureau .....	654951
Police .....	655555
Ogwr Borough Council .....	662141
Family Planning Clinic (At Bridgend General Hospital after 5.30pm Thursday) .....	752819
Princess of Wales (Private Clinic).....	752100
M.A.M.A.S. (Meet A Mum Association) .....	655436
DASH/AIDS Helpline.....	650686
South Wales Rape Crisis Line .....	(01222) 373181
Shelter.....	0800 802010
MIND (Voluntary Mental Health Organisation).....	767045
Bridgend Locality Office .....	753818
Community Health Council, Bridgend .....	657009

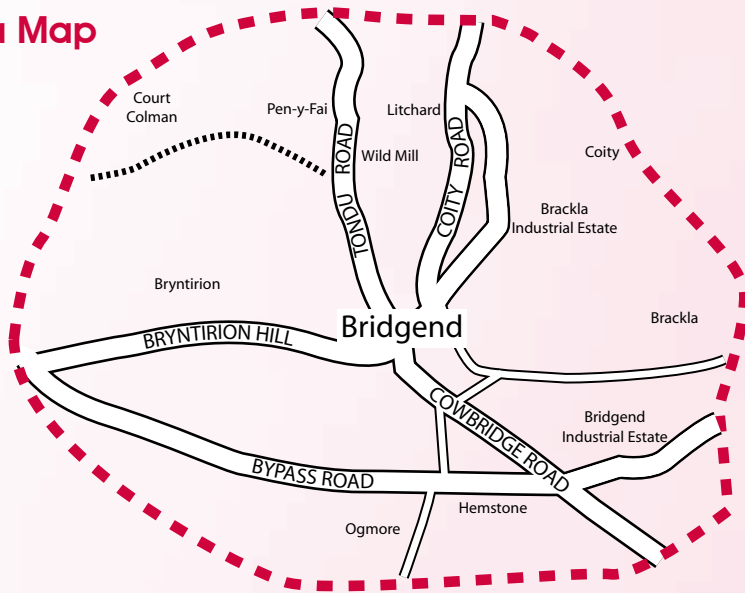
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## Practice Area Map



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Easy access for disabled patients with designated parking spaces and disabled toilet facilities

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