

Meddygfa Victoria Surgery

practice information

Telephone: (01407) 762713

Monday to Friday 8.00am until 6.30pm

Out of Hours

(Weekdays 6.30pm until 8.00am, Saturdays, Sundays & Bank Holidays)

0300 123 5566



Main Surgery

Victoria Surgery
Victoria Road, Holyhead, Anglesey LL65 1UD

Tel: (01407) 762713 Fax: (01407) 765052

•

Branch Surgeries

Bodedern Surgery
Brór Ysgol, Bodedern, Anglesey LL65 3UR

Tel: (01407) 740242 Fax: (01407) 742388

Valley Surgery
London Road, Valley, Anglesey LL65 3DP

Tel: (01407) 740706 Fax: (01407) 741754

www.meddygfavictoriasurgery.co.uk

welcome to OUR SURGERY

MEDDYGFA VICTORIA SURGERY GROUP PRACTICE

This booklet is produced to welcome and inform patients. Please accept this copy for your information. We would advise you to keep the booklet near your telephone for easy reference. If you require further information or advice about its contents, please ask our reception staff for help.

The General Practitioners
(a non-limited partnership)

Dr David Thomas Williams

MBBS London 1982, MRCP, DRCOG

Dr Martyn Glyn David Petty

MBChB Manchester 1986, DRCOG, BSc

Dr Sharon Wyn Bertorelli

MB, ChB Cardiff 1988

Dr Gareth Ford

MBChB, Cardiff 1990, MRCP

Dr Ruth Johnson

BSc 1996, MBChB Liverpool 1997, MRCS Glasgow 2002, MRCP 2005, DFFP 2006

Dr Safia Akram

MBBS Islamabad 1990, MRCP 2007, DFFP 2008

PRACTICE STAFF

Our staff work with the GPs to provide patients with help and advice, but their work can sometimes be difficult.

Please remember that if you are kept waiting or seem to be asked irritating questions our staff are carrying out our instructions to ensure the practice is run smoothly.

The practice employs approximately 24 staff members who can be identified by their uniforms. Our staff may vary as the practice needs change. Presently staff are as follows:

PRACTICE MANAGER

Mr Kevin Edwards manages the day-to-day activities of the practice and has financial responsibility for practice accounts.

RECEPTIONISTS

We have receptionists at the three surgeries whose role is to assist patient services and administration. Their duties include making appointments, arranging repeat prescription collection, filing and retrieval of medical records.

RECEPTIONISTS/DISPENSERS

These staff members work from our Bodedern and Valley surgeries and provide administrative, reception and dispensing support to the partners, patients and primary health care team.

SECRETARIES

Our secretaries provide a full range of secretarial support to the practice together with general administration work for clinics.

PRACTICE NURSES

Our nurses are recognised by their blue nurses' uniforms and provide a range of valuable services including running clinics, arranging vaccinations, offering health advice and blood testing. Their names and qualifications are as follows:

Bethan Hughes RGN, Registered Midwife

Angela Rylance RGN

Ira Spencer SEN, RGN

Jane Rylance RGN

Glenys Williams Health Care Assistant

ATTACHED STAFF (EMPLOYED BY BETSI CADWALADR UNIVERSITY HEALTH BOARD)

HEALTH VISITORS

Telephone: (01407) 766000

Health visitors based at Ysbyty Penrhos Stanley also attend our three surgeries. Their duties include visiting all families with children under five years and running Child Immunisation Clinics.

COMMUNITY NURSES

Telephone: (01407) 766000

Community nurses are based at Ysbyty Penrhos Stanley and provide nursing care to patients who are unable to attend the surgery.

MIDWIVES

Telephone: (01407) 766000

Midwives run our antenatal clinics at Ysbyty Penrhos Stanley and also visit mothers before and after delivery. They care for the baby for the first two weeks of life.

COUNSELLOR

The counsellor attends weekly to help patients who need counselling. Appointments are made via the GPs.

DIETICIAN

The dietician attends every two weeks to give advice. Appointments are made via the GPs or practice nurses.

OUR APPOINTMENTS SYSTEM EXPLAINED

Whilst it is impossible to have an appointment system which suits everyone, we feel that our current system provides patients with the flexibility to see a doctor of their choice wherever possible, and ensures that all patients who contact the surgery with an urgent medical problem are guaranteed to be seen on the same day.

URGENT APPOINTMENTS

The need for an urgent appointment is defined as a medical problem which cannot wait until a routine appointment is available. If you require an urgent appointment please contact reception. You may be asked for a brief detail of your problem – this is to assess if you need to see a nurse and a doctor or just a nurse. If you have a suspected urine infection – the receptionist will advise you to bring a urine sample with you to the appointment.

Urgent appointments are available for booking from 8.00am – if you contact the surgery before lunchtime you will be given an appointment in the morning. If you contact the surgery after lunch then you may be asked to ring back at 3.00pm when the afternoon duty doctor's appointments are released, you will then be provided with an appointment for that evening with the duty doctor. All our doctors take turns to cover the duty doctor post, however we cannot confirm which doctor is on duty when.

ROUTINE PRE-BOOKABLE APPOINTMENTS

You can book an appointment with a GP of your choice up to four weeks in advance (allowing for annual leave etc). If you require a routine appointment, please contact reception and the staff will be happy to book the earliest available for you.

As there is a high volume of calls first thing in the morning for urgent appointments, we ask that you wait until after lunch to ring and book a routine appointment.

TO MAKE AN APPOINTMENT

Please telephone	Holyhead	(01407) 762713	} see
	Bodedern	(01407) 740242	} opening
	Valley	(01407) 740706	} hours

Appointments can also be made via our internet service. Please ask at any of our practice receptions for details.

If you are unable to attend an appointment, please inform us as soon as possible.

SURGERY OPENING HOURS

Victoria	Monday to Friday	8.00am – 6.30pm
Bodedern	Mon/Tue/Wed/Thurs/Fri	9.00am – 1.00pm
	Mon/Wed/Fri	3.40 – 6.00pm
Valley	Mon/Fri	1.00 – 4.30pm
	Tuesday	1.00 – 4.00pm
	Thursday	2.00 – 6.00pm

WHEN THE SURGERY IS CLOSED

In an emergency please telephone Holyhead 762713. Your call will be answered or a message given from the out-of-hours service. They will require your name, address and telephone number.

Out of hours is defined as from 6.30pm to 8.00am on weekdays plus all day and night Saturday, Sunday, Bank and Public Holidays. The out-of-hours service is for patients who need to see a doctor urgently during the out-of-hours period and who cannot wait until the surgery is next open. When you call the out-of-hours telephone number the call will be answered by one of the out-of-hours call-handlers at NHS Direct who will prioritise your call as one of the following: Emergency – Urgent – Less Urgent. They will give advice or contact the doctor on duty. You may be requested to attend the out-of-hours centre at Ysbyty Penrhos Stanley, Holyhead on Saturdays and Bank Holiday mornings, or Meddygon Menai Doctors, Bangor at other times.

TELEPHONE ADVICE (WHEN THE SURGERY IS OPEN)

If you wish to speak to a doctor by telephone, please contact the surgery as soon as you can in the morning, the reception team will then pass the message to the relevant GP. The doctor, however, is unlikely to respond to any telephone message until approximately lunchtime depending on their workload. If you need to speak to a doctor urgently – please tell the receptionist and provide her with details in order that your call can be passed to the right person.

The experienced nurses on duty at NHS Direct also give advice 24 hours a day and are contactable on 0845 46 47.

VISITS (WHEN THE SURGERY IS OPEN)

If you need a non-urgent home visit please contact us before 10.00am as this will help prevent unnecessary delays.

For Holyhead visits telephone (01407) 762713.

For Anglesey visits telephone (01407) 740242.

Doctors routinely carry out home visits once the morning clinic has finished, therefore if your request is urgent and cannot wait until lunchtime, please make sure you inform the receptionist.

Remember

- Give clear directions to your house, especially for remote areas.
- State the degree of urgency.
- Give the receptionist an indication of the problem.
- Visits are for those who are unable to attend surgery due to medical reasons.

SICK CHILDREN

Children will always be seen as soon as possible if brought to the surgery (this may be quicker than a home visit). If you are in doubt about bringing your child out, please telephone the surgery first and the doctor can advise.

PRESCRIPTIONS

- Prescription requests are not taken over the telephone.
- For those on regular medication, computerised prescription slips are used; these are in use at all three surgeries.
- Repeat prescriptions - YOUR SLIP MUST BE LEFT IN THE SURGERY FOR TWO WORKING DAYS BEFORE THE PRESCRIPTION IS COLLECTED.
- Repeat prescriptions can also be ordered via our internet service. Please ask at any of our practice receptions for details. AGAIN, PLEASE ALLOW TWO WORKING DAYS BEFORE THE PRESCRIPTION IS COLLECTED.
- The pharmacies all operate a very convenient collection system for repeat prescriptions – please ask your Chemist.
- If you require an item that is not on your repeat list you must see a doctor.

DISPENSING

For patients living in a rural area and using Bodedern and Valley surgeries we offer a dispensing service of the most commonly used medications. Medication can be obtained by using your repeat prescription slip, a letter and via our internet service (but not telephone requests) within normal surgery opening hours.

However in cases of emergency we will always endeavour to accommodate a patient in need.

Outside normal surgery hours please contact NHS Direct (0845 8501362) for details of your nearest pharmacy.

SPECIAL CLINICS

ANTENATAL AND CHILD SURVEILLANCE/IMMUNISATION CLINICS

Appointments only (for times see surgery hours).

CERVICAL SMEARS

These are performed by our practice nurses daily by appointment and are carried out every three years. This is an important screening service – PLEASE DO NOT IGNORE your reminders.

If you wish to be excluded from the National Cervical Screening programme, please write a letter to North Wales Health Authority, Preswylfa, Hedy Road, Mold CH7 1PZ.

EMERGENCY CONTRACEPTION

If emergency contraceptive advice is required, an appointment can be given that day with a nurse, if a doctor is unavailable. This is a most confidential service – the receptionists will be helpful and understanding. Alternatively, a pharmacist will be able to advise.

MINOR OPERATIONS

See the doctor for assessment first.

LIQUID NITROGEN

This is available for certain skin lesions and held on the 2nd and 4th Wednesdays at Holyhead; see the doctor first.

TRAVEL ADVICE AND VACCINATION

Please arrange an appointment with one of the practice nurses for travel advice well in advance of any foreign travel so that your requirements can be assessed. Some vaccine schedules can be complex and need to be planned at least eight weeks prior to departure in order to receive the optimum disease protection.

Safe travel advice is important so try to plan ahead. Last minute holiday travel bookings do not constitute an emergency and can put an unnecessary strain on a busy practice when free appointments are limited. If immediate help cannot be given at the surgery, details regarding the nearest private travel clinic can be provided. Victoria Surgery is the local Yellow Fever Centre.

Please note: there will be a charge for some vaccinations that are not available on the National Health Service.

SMOKING CESSATION

We have a dedicated Smoking Cessation Advisor who can arrange free nicotine replacement therapies (patches, gum etc) and can also offer one to one counselling support. Please ask for details at reception.

INFLUENZA CLINICS

Annual influenza vaccinations usually take place during the month of October. Those patients who are within an “at risk” group will receive an invitation by post. You may also ring for an appointment for one of the sessions. If you believe that you should receive a vaccination please enquire at reception. If you belong to an “at risk” category and you do not wish to have the vaccination please inform reception staff.

PNEUMONIA VACCINATIONS

The Chief Medical Officer has now recommended that all patients aged 65 and over, as well as those in “at risk” groups, should be vaccinated against pneumococcal disease. This vaccination is a single injection which can be given at any time of the year.

You only need one injection; it is not given annually like a flu vaccination. Ask for details at reception.

Our practice holds annual review clinics for those with asthma, heart disease, chronic airways disease and diabetes.

The nurses provide an important service to you by monitoring your condition annually and addressing possible changes to your needs.

You will be invited to the clinic by letter and may be required to have blood and urine tests prior to your appointment.

Should you not wish to attend a clinic, then please write to your doctor so that this wish can be recorded.

CHANGE OF ADDRESS/TELEPHONE NUMBER

The practice has occasionally encountered problems in contacting patients regarding health matters because the address or telephone number we have on record is out of date. Patients are required to inform us of any change in these details as soon as possible.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception.

CAR PARKING

The patients' car park at the Victoria Surgery is situated at the rear of the building. This is a small car park and we would ask that cars are not left there other than when attending the surgery. There are certain spaces reserved for the doctors. Please do not obstruct the entrance as it is used by emergency vehicles.

FACILITIES FOR THE DISABLED

All our surgeries have ramps and wide doors to allow easy access for disabled patients. All our surgeries are equipped with toilets suitable for disabled patients.

GENERAL PRACTITIONER TRAINEES/STUDENTS

Our practice is a training/teaching practice. Our trainee doctors are fully qualified and have a great deal of hospital experience. Trainee doctors are attached to our practice for six to twelve months and patients find their fresh, enthusiastic approach adds to the health care we provide. The trainee doctors usually become General Practitioner partners after completing their training, and are at all times encouraged to seek advice when required from the practice partners.

When booking an appointment you may be asked if you would like to consult with one of our trainee doctors. Our trainees are excellent doctors, appointed by the practice. We are confident that they will give our patients modern, effective and caring treatment.

We are fortunate to also have medical students attached for short periods to our practice. With the patient's consent, they may be present at consultations with the partners and learn about general practice.

Student nurses are also attached to the nursing staff at times.

HOW TO REGISTER

To register with our surgery, please approach the reception staff at any one of the three branches. They will request your medical card or supply you with a registration form if your card has been misplaced. Under our present NHS contract, you will be registered with the Victoria Surgery and not an individual GP. You can see any one of the partners when you need to see a doctor, appointments allowing.

THE PRACTICE PATIENT'S CHARTER

The practice makes every effort to provide a high standard of patient care and is continually looking for ways to improve patient services. We have listed below standards of service that you can expect from this practice. In return we ask you to co-operate with us by treating staff courteously.

STANDARDS OF CARE

As an NHS patient registered with our practice you are entitled to:

Courtesy and respect from the staff.

Privacy and confidentiality when speaking to any member of staff.

Be given an appointment the same day if you need to see the doctor urgently or as soon as possible.

- A clear explanation of any treatment proposed for you by our practice team.
- Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions.
- Be referred to a Consultant, acceptable to you, when your GP thinks it is necessary and to be referred for a second opinion if both you and your family doctor agree that this is desirable.
- Have access to your health records, as allowed by the Data Protection Act. Please write to the practice manager if you would like to see these or have copies made. There may be a small charge for this service.
- Have your telephone enquiries answered promptly and dealt with efficiently.
- Be informed of test, x-ray and outpatients results upon request by a doctor or nurse. Unfortunately the receptionists are not permitted to give results of tests etc to patients, although they can inform you if your results have been received by the surgery and arrange for a doctor or nurse to telephone you to discuss the results.

We will attempt to accommodate all appointment requests from patients. In addition:

- Registered patients aged 16-74 who have not been seen for three years may request a consultation.
- Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation. If you are unable to attend the surgery for this consultation because of your medical condition, a home visit may be arranged.

HOW YOU CAN HELP US TO HELP YOU

- By treating all our staff with courtesy.
- By giving the doctor all the relevant information about your condition and past medical history.
- By letting us know when you move address or change telephone number - we need to keep our records up to date.
- By keeping appointments or giving as much notice as possible if you have to cancel.
- By using your appointment for one person only.
- By not expecting a prescription every time you see the doctor - implementing our advice can be far more effective than drugs.
- By giving two working days' notice before collecting repeat prescriptions.
- By remembering if you need a home visit to make your request before 10.00am.
- By calling the doctor (out of hours) only in an emergency and not for routine treatment, appointments or prescriptions.

You can help us by letting us know when you are not happy with the services we provide or if you have useful comments about how they can be improved.

VIOLENT PATIENTS

The practice will not tolerate violence (physical or verbal) AND HAS THE RIGHT TO REMOVE PATIENTS from the list with immediate effect in order to safeguard practice staff, patients and other visitors. The patient will be informed in writing about the removal from the list and it will be recorded in the patient's medical records with the particular circumstances leading to it. The Local Health Board is then responsible for providing further medical care.

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our complaints procedure, drawn up to respond to patient grievances.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Local Health Board.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know by putting the complaint in writing. We operate a practice complaints procedure as part of a NHS wide system for dealing with complaints. Our system meets the national criteria.

Complaints should be addressed to the Practice Manager. It will be a great help if you are as specific as possible about your complaint.

We will acknowledge your complaint within two working days and aim to have looked into your complaint within fourteen working days of the date when you raised it with us. We shall then be in a position to offer you a written explanation, or a meeting with the people involved. When we look into your complaint, we shall:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed to authorise you to complain on their behalf.

We believe it is important to deal with complaints swiftly, occasionally it may take longer, but we will keep you informed throughout. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

CONFIDENTIALITY

Your medical records are held in the strictest confidence. Information is not passed on without your consent unless it is within the confines of the NHS, by legal framework, or is in the public interest. Certain anonymised patient data may be shared for the purposes of public health and audit, research, teaching and training. This practice is registered under the Data Protection Act. It is a practice and legal requirement that all staff maintain confidentiality of patients' records.

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.

IMPORTANT TELEPHONE NUMBERS

Betsi Cadwaladr University Health Board

Ysbyty Gwynedd

Penrhosgarnedd

Bangor

Gwynedd

LL57 2PW (01248) 384384

NHS Direct 0845 46 47

Ysbyty Gwynedd, Bangor (01248) 384384

Ysbyty Penrhos Stanley, Holyhead (01407) 766000

Holyhead Police Station (01407) 762323

Holyhead Citizens Advice Bureau (01407) 762882

Samaritans (Bangor) (01248) 354646

Isle of Anglesey County Council, Llangefni (01248) 750057

Community Drug Centre (Town Hall) (01407) 760652

Remember.....

If you keep active

Watch your weight

Don't smoke

Only drink alcohol in moderation

And don't worry too much

Then you probably won't need us at all!



Make the most of your Chemist...

...for dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

...for minor ailments

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. Like doctors, pharmacists have a professional code which means all personal information you give them will be treated in the strictest confidence. All the more reason to make the most of your local chemist!



**Transplants
save lives**

**Join the
NHS Organ Donor
Register**

0300 123 2323
www.organdonation.nhs.uk

**Tudur Owen Roberts
Glynne & Co**
Solicitors/Cyfreithwyr

- *Personal Injury*
- *Conveyancing*
 - *Criminal*
 - *Litigation*
 - *Probate*
- *General Legal Work*

Tel: 01407 762374/764016
6-8 Stanley Street, Holyhead LL65 1HG

**Your Solicitor - A Friend
in Deed!**

In the normal course of our lives there may be several times when we require the help, guidance, reassurance and representation of a solicitor.

It is vital that you feel happy and confident with your solicitor since they are going to act on your behalf. To assist with this many firms offer the first consultation free of charge so that they can assess if they are able to help you. It also gives you the opportunity to make sure you feel comfortable with them.

Your local solicitor will be able to act on your behalf in a whole range of circumstances, from house purchase to making a Will, inheritance or probate enquiries and personal injury.

Over the last few years there have been a number of large national firms springing up, who specialise in one specific area of law. However, it is worth first contacting a local firm, with local knowledge, to see how they can help you.

Remember, your local solicitor is there to act on your behalf and advise you, and will be happy to advise what is best for you on all legal matters.

ADVERTISING FEATURE

**O.R. JONES & Co
J.M. WALSH & M.L. WALSH**

O.R. JONES & Co is a small family run business established in the early 1900s.

John, Marilyn and their son Matthew are here to help and advise whatever way they can. Dedicated professionals who provide a personal service and whose attention to the family is everything. As members of the National Association of Funeral Directors, they follow a code of practice and look for ways and services that will improve and help, to lift the burden the family suffers during their bereavement.

When the funeral has taken place they can assist with the choice of a new memorial from the selection of memorials in stock with an inscription or renovation of an existing memorial.

Having celebrated 28 years as funeral directors, it is an honour and a privilege to be entrusted with the funeral arrangements of a loved one.

ADVERTISING FEATURE

O.R. JONES & CO
*Funeral Directors & (J.M. & M.L. Walsh)
Monumental Masons*


Family run business you can depend on serving all of Anglesey

<p>John M. Walsh "Caledfryn" Porthyfelin Road, Holyhead 07779 353546</p>	<p>Matthew J. Walsh "Penrhyn" Longford Road, Holyhead 07770 524370</p>
---	---



- *Private Chapel of Rest*
- *Agents for Pre-Paid Funeral Plans*
- *24 hrs Caring and Personal Service*

Penrhyn Yard, Holyhead
01407 762136



www.orjoneswalshfuneraldirectors.co.uk

**Let our practice
publications
promote your
business
for you!**



**To place an eye catching
advertising feature in our vitally
important Practice Booklets and
our indispensable Appointment
Cards and Website
simply phone Jenny Mellenchip
now on **0800 612 1516.****



**Generate more business
with a Pay - Monthly
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £22.50 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call
0800 612 1408
or email us at payasyougo@opg.co.uk**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 30 YEARS**

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

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

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

ADVERTISING FEATURE

PRACTIS GRWP MEDDYGFA VICTORIA

Cynhyrchwyd y llyfryn hwn i groesawu cleifion a rhoi gwybodaeth iddynt. Derbyniwch y copi hwn er gwybodaeth. Rydym yn eich cyngori i gadw'r llyfryn wrth ymyl eich ffôn fel ei fod yn hwylus wrth law. Os ydych angen rhagor o wybodaeth neu gyngor ynglyn â chynnwys y llyfryn gofynnwch i'r staff yn y dderbynfa am gymorth.

Y MEDDYGON TEULU

(partneriaeth anghyfyngedig)

Dr David Thomas Williams

MBBS Llundain 1982, MRCP, DRCOG

Dr Martyn Glyn David Petty

MBChB Manceinion 1986, DRCOG, BSc

Dr Sharon Wyn Bertorelli

MB, ChB Caerdydd 1988

Dr Gareth Ford

MBChB, Caerdydd 1990, MRCP

Dr Ruth Johnson

BSc 1996, MBChB Lerpwl 1997, MRCS Glasgow 2002, MRCP 2005, DFFP 2006

Dr Safia Akram

MBBS Islamabad 1990, MRCP 2007, DFFP 2008

STAFF Y PRACTIS

Mae ein staff yn gweithio gyda'r Meddygon Teulu i ddarparu cymorth a chynghori i'r cleifion ond weithiau gall eu gwaith fod yn anodd.

Os byddwch yn gorfod aros am hir neu'n cael eich blino gan gwestiynau, cofiwch fod ein staff yn gweithredu'n unol â'n cyfarwyddiadau ni er mwyn gwneud yn siwr fod y practis yn cael ei redeg yn effeithiol.

Mae'r practis yn cyflogi tua 24 o staff, a byddwch yn eu hadnabod oddiwrth eu gwisg. Gall ein staff amrywio fel y bydd anghenion y practis yn newid. Dyma'r staff ar hyn o bryd:

RHEOLWR Y PRACTIS

Mr Kevin Edwards sy'n rheoli gweithgareddau'r practis o ddydd i ddydd, ac mae ganddo gyfrifoldeb ariannol am gyfrifon y practis.

DERBYNYDDION

Mae gennym dderbynyddion yn y tair meddygfa, a'u gwaith yw cynorthwyo gyda'r gwasanaeth i'r cleifion a'r gwaith gweinyddu. Mae eu dyletswyddau'n cynnwys gwneud apwyntiadau, trefnu casglu amalbresgripsiynau, ffeilio ac adfer cofnodion meddygol.

DERBYNYDDION/DOSBARTHU MEDDYGINIAETHAU

Mae'r staff hyn yn gweithio o'n meddygfeydd ym Modedern a'r Fali, ac maent yn darparu cefnogaeth i'r partneriaid, y cleifion a'r tîm gofal iechyd sylfaenol gyda gweinyddu, gwaith derbynfa a dosbarthu meddyginiaeth.

YSGRIFENYDDION

Mae ein hysgrifenyddion yn darparu gwasanaeth llawn o gefnogaeth ysgrifenyddol i'r practis yn ogystal â gwaith gweinyddol cyffredinol i'r clinigau.

NYRSYS Y PRACTIS

Byddwch yn adnabod ein nyrsys oddi wrth eu gwisg nyrs glas. Maent yn darparu, gwasanaeth gwerthfawr gan gynnwys rhedeg clinigau, trefnu brechiadau, rhoi cyngor ar iechyd, a rhoi profion gwaed. Dyma'u henwau a'u cymwysterau:

Bethan Hughes	RGN, Bydwraig Gofrestredig
Angela Rylance	RGN
Ira Spencer	SEN, RGN
Jane Rylance	RGN
Glenys Williams	Cynorthwydd Gofal Iechyd

STAFF CYSYLLTIOL (CYFLOGIR GAN BWRDD IECHYD PRIFYSGOL BETSI CADWALADR)

YMWELWYR IECHYD

Ffôn: (01407) 766000

Bydd Ymwelwyr Iechyd sydd wedi eu lleoli yn Ysbyty Penrhos Stanley yn dod i'n tair meddygfa hefyd. Mae eu dyletswyddau'n cynnwys ymweld â'r holl deuluoedd sydd â phlant o dan bump oed, a rhedeg Clinigau Imiwneiddio Plant.

NYRSYS CYMUNEDOL

Llinell uniongyrchol: (01407) 766000

Mae'r Nyrsys Cymunedol wedi eu lleoli yn Ysbyty Penrhos Stanley ac maent yn darparu gofal nyrsio i gleifion sy'n methu mynd i'r feddygfa.

BYDWRAGEDD

Ffôn: (01407) 766000

Mae'r bydwragedd yn rhedeg ein clinigau cynenedigol yn Ysbyty Penrhos Stanley, ac maent hefyd yn ymweld â mamau cyn ac ar ôl geni. Byddant yn gofalu am y babi am y pythefnos gyntaf o'i bywyd.

CYNGHORYDD

Bydd Cyngorydd yn dod i'r feddygfa'n wythnosol i helpu cleifion sydd angen cwnsela. Trefnir apwyntiadau trwy'r Meddygon Teulu.

DIETEGYDD

Bydd Dietegydd yn dod i roi cyngor bob pythefnos. Trefnir apwyntiadau trwy'r Meddygon Teulu neu Nyrsys y Practis.

GWYBODAETH AM EIN APWYNTIADAU

SUT MAE'R APWYNTIADAU YN GWEITHIO.....

Dydi ddim yn bosibl i gael apwyntiadau sydd yn gweithio i bawb, rydym yn teimlo fod y ffordd yma yn rhoi dewis o feddyg i'r claf os ydi'n bosibl, ac hefyd yn gwneud siwr fod cleifion gyda phroblemi brys yn cael ei gweld ar yr un diwrnod.

APWYNTIAD BRYD

Rydych angen apwyntiad brys os oes gennych broblem sydd methu aros tan yr apwyntiad arferol nesaf. Os ydych angen apwyntiad brys, cysylltwch a'r derbynyddion. Byddant yn gofyn am fanylion o'ch salwch, mae hyn yn sicrhau os oes angen i chwi weld y meddyg na'i ynteu fuasai nyrs yn gwneud. Os oes gennych broblem gyda'ch dwr, fydd rhaid dod a sampl dwr gyda chwi, os oes gennych boen yn y frest fydd rhaid i'r nyrs wneud profiad calon arnoch.

Mae apwyntiad brys yn cael ei gynnig o 8 y bore, os cysylltwch cyn 12 dydd fe gewch apwyntiad cyn cinio. Os ydych yn cysylltu ar ol 12 dydd, byddwn yn ymfyn i chwi ffonio a'r ol 3 y pnawn pan fydd rhagor a apwyntiadau brys yn cael ei gollwng, cewch apwyntiad y pnawn/noswaith honno. Mae ein meddygon yn cymeryd ei tro i wasanaethu'r feddygfa brys, yn anffotunus ni fedrwn adael i chwi wybod enw y meddyg.

APWYNTIAD ARFEROL

Fedrwch wneud apwyntiad arferol gyda feddyg o'ch dewis i fyny at bedair wythnos o flaen llaw, (os ydi gwyliau yn caniatáu). Os ydych angen apwyntiad arferol cysylltwch a'r derbynyddion, a byddant yn hapus i roi apwyntiad nesaf i chwi.

Mae yna nifer o alwadau ffon peth cyntaf yn y bore am apwyntiadau brys, felly rydym yn gofyn i chwi gysylltu ar ol cinio am apwyntiad arferol.

GWNEUD APWYNTIAD

Ffoniwch	Caergybi	(01407) 762713	} gweler
	Bodedern	(01407) 740242	} yr oriau
	Y Fali	(01407) 740706	} agor

Mae yn bosib gwneud apwyntiad ar y we. Cysylltwch am fwy o wybodaeth. Os na allwch gadw apwyntiad, a fydddech ogystal â rhoi gwybod i ni cyn gynted ag y bo modd os gwelwch yn dda.

ORIAU'R FEDDYGFA

Victoria	Llun - Gwener	8.00yb - 6.30yh
Bodedern	Llun/Mawrth/Mercher/Iau/Gwener	9.00yb - 1.00yh
	Llun/Mercher/Gwener	3.40 - 6.00yh
Y Fali	Llun/Gwener	1.00 - 4.30yh
	Mawrth	1.00 - 4.00yh
	Dydd Iau	2.00 - 6.00yh

PAN FYDD Y FEDDYGFA AR GAU

Mewn argyfwng ffoniwch Caergybi 762713. Bydd eich galwad yn cael ei hateb neu byddwch yn derbyn neges gan y gwasanaeth y tu allan i oriau. Rhowch eich enw, eich cyfeiriad a'ch rhif ffôn.

Mae'r cyfnod tu allan i oriau yn golygu rhwng 6.30yh a 8.00yb yn ystod yr wythnos, a thrwy'r dydd a'r nos ar ddydd Sadwrn, dydd Sul, Gwyl y Banc a Gwyliau Cyhoeddus. Mae'r gwasanaeth tu allan i oriau ar gyfer cleifion sydd angen gweld Meddyg, ar frys, yn ystod y cyfnod tu allan i oriau, ac sy'n methu disgwyl tan bydd y feddygfa ar agor nesaf. Pan fyddwch yn ffonio'r rhif Tu Allan i Oriau, bydd eich galwad yn cael ei hateb gan un o'r dderbynyddion Tu Allan i Oriau, yn Galw lechyd Cymru a fydd yn penderfynu pa fath o alwad yw eich galwad chi - Argyfwng - Brys - Llai o Frys.

Byddant yn eich cyngori neu'n cysylltu â'r Meddyg a fydd ar ddyletsydd. Efallai y gofynnir i chi fynd i'r ganolfan Tu Allan i Oriau yn Ysbyty Penrhos Stanley yng Nghaergybi ar ddydd Sadwrn ac ar foreau Gwyl y Banc, neu i Feddygon Menai ym Mangor ar adegau eraill.

CYNGOR DROS Y FFÔN [PAN FYDD Y FEDDYGFA AR AGOR]

Os ydych angen siarad gyda meddyg ar y ffon cysylltwch a'r Feddygfa cyn gynted a phosibl yn y bore, fydd y staff yn rhoi eich neges i'r meddyg, cofiwrch fydd y meddyg ddim yn cysylltu tan ar ol cinio, ac yn derbynnu ar faint o waith sydd gennynt. Os ydych angen siarad gyda meddyg ar frys, dywedwch wrth y staff a mi ddywedant wrth y meddyg yn syth.

Mae Nyrses profesiynol NHS Direct yn medru rhoi gwybodaeth 24 awr o'r dydd ar 0845 4647.

YMWELIADAU CARTREF [PAN FYDD Y FEDDYGFA AR AGOR]

Os ydych angen ymweliad cartref heb fod yn achos brys, a fydddechystal â chysylltu â ni cyn 10.00yb gan y bydd hyn yn osgoi oedi diangen.

Ar gyfer pob ymweliad ar Ynys Gybi ffoniwch (01407) 762713

Ar gyfer pob ymweliad ar Ynys Môn ffoniwch (01407) 740242

Mae y meddygon yn gwneud ymweliadau cartref ar ol Meddygfa y bore, os ydi'r alwad yn un ar frys, dywedwch wrth y staff.

Cofiwch

- Rhowch gyfarwyddiadau clir ynglyn â sut i gyrraedd eich ty, yn enwedig mewn ardaloedd anghysbell.
- Nodwch pa mor ddifrifol yw'r broblem.
- Eglurwch i'r derbynydd beth yw natur y broblem
- Mae'r ymweliadau cartref ar gyfer y bobl sy'n methu mynd i'r feddygfa am resymau meddygol.

PLANT SÂL

Bydd plant yn cael eu gweld cyn gynted ag y bo modd, os byddwch yn dod â nhw i'r feddygfa (gall hyn fod yn gynt na chael ymweliad cartref). Os nad ydych yn siwr a ddylech ddod â'ch plentyn allan, ffoniwch y feddygfa gyntaf a gall y Meddyg eich cyngori.

For the latest information click to: www.meddygfavictoriasurgery.co.uk

PRESGRIPSIWN

- Ni fyddwn yn derbyn cais am bresgripsiwn dros y ffôn.
- I'r rhai sy'n derbyn meddyginiaeth yn reolaidd, defnyddiwch y slip pwrpasol.
- Ailbresgriptiwn - BYDD ANGEN GADAEI DAU DDIWRNOD GWAITH CYN CASGLU
- Gallwch drefnu presgripsiwn ar y we. Gofynnwch am fanylion pellach. GADEWCH DDAU DDIWRNOD GWAITH CYN CASGLU.
- Mae bob fferyllfa'n gweithredu system casglu hwylus iawn ar gyfer amlbresgripsiynau - gofynnwch i'ch Fferylllydd.
- Os ydych eisiau eitem sydd ddim ar eich rhestr adnewyddu dylech weld y Meddyg.

I'r cleifion sydd yn byw mewn ardal wledig, ac yn defnyddio Meddygfa Bodedern neu Y Fali rydym yn cynnig gwasanaeth presgreibio o'r meddyginiaeth cyffredin. Gellir archebu meddyginiaeth drwy ddefnyddio eich presgripsiwn rheolaidd/neu drwy lythyr/neu ar y we (ond dim drwy alwad ffon) o fewn oriau agor y feddygfa.

Fodd bynnag, mewn argyfwng gwnawn ein gorau i'ch helpu os oes angen.

"Oriau Tu Allan" cysylltwch a NHS Direct am fanylion eich Fferyllfa agosaf (0845 8501362).

CLINIGAU ARBENNIG

CLINIGAU CYNENEDIGOL, ÔL-ENEDIGOL, AC AROLYGU/IMIWNEIDDIO PLANT

Trwy apwyntiad yn unig (gweler oriau'r feddygfa).

PRAWF CEG Y GROTH

Gwneir y profion hyn bob dydd gan Nyrsys y Practis trwy apwyntiad, a byddant yn cael eu gwneud bob tair blynedd. Mae hwn yn wasanaeth sgrinio pwysig - PEIDIWCH AG ANWYBYDDU eich llythyr atgoffa.

Os byddwch yn dymuno peidio â chael eich cynnwys yn y rhaglen Sgrinio Serfigol Cenedlaethol, ysgrifennych lythyr at eich Adran lechyd, Preswylfa, Hendy Road, Mold CH7 1PZ yn datgan eich bod yn derbyn cyfrifoldeb llawn am eich dymuniad i beidio â chael eich cynnwys.

DULLIAU ATAL CENHEDLU BRYs

Os byddwch angen cyngor ynglyn â dulliau atal cenhedlu brys, gellir gwneud apwyntiad ar y diwrnod hwnnw gyda nyrs, os na fydd meddyg ar gael. Mae hwn yn wasanaeth hollol gyfrinachol - bydd y derbynydd yn deall ac yn barod iawn i helpu. Neu gallwch gael cyngor gan fferylllydd.

MÂN DRINIAETHAU

Ewch i weld y Meddyg i gael eich asesu yn gyntaf.

HYLIF NITROGEN

Ar gyfer rhai briwiau i'r croen. Ar yr ail a'r pedwerydd dydd Mercher yng Nghaergybi - ewch i weld y Meddyg yn gyntaf.

CYNGOR YNGLYN Â THEITHIO A BRECHU

Gwnewch apwyntiad gyda un o Nyrsys y Practis er mwyn cael cyngor ynglyn â theithio a hynny mewn da bryd cyn i chi fynd dramor er mwyn i'ch gofynion gael eu hasesu. Gall rhai amserlenni ar gyfer brechu fod yn gymhleth ac mae'n rhaid eu cynllunio o leiaf wyth wythnos cyn mynd dramor er mwyn cael yr amddiffyniad llwyrhaf rhag haint.

For 24 hour information click to: www.meddygfavictoriasurgery.co.uk

Mae cyngor ynglyn â theithio'n ddiogel yn bwysig felly ceisiwch gynllunio ymlaen llaw. Nid yw archebu gwyliau ar y funud olaf yn cael ei ystyried yn argyfwng a gall roi pwysau diangen ar bractis prysur pan fydd amser ar gyfer apwyntiadau yn brin. Os na allwn roi cymorth yn syth yn y feddygfa, gallwn roi manylion am y clinig teithio Preifat agosaf. Meddygfa Victoria yw'r Ganolfan Dwymyn Felen leol. Sylwer: mae tâl am rai brechiadau sydd ddim ar gael gan Wasanaeth Gwasanaeth Iechyd Gwladol.

ATAL YSMYGU

Mae gennym gyn'ghorwraig arbennig i'ch helpu roi gorau ysmegu-trwy gyngor neu feddyginiaeth.

CLINIGAU FFLIW

Gan amlaf bydd brechiadau ffliw blynyddol yn cael eu gwneud ar ddiwedd mis Medi. Bydd y cleifion sydd yn y grwp "mewn perygl" yn derbyn gwahoddiad trwy'r post. Hefyd gallwch ffonio i wneud apwyntiad ar gyfer un o'r sesiynnau hyn. Os ydych yn meddwl y dylech gael brechiad, gofynnwch yn y dderbynfa. Os ydych yn perthyn i "gategori mewn perygl", ac nad ydych eisiau cael brechiad rhowch wybod i staff y dderbynfa.

BRECHIADAU NIWMONIA

Mae'r Prif Swyddog Meddygol wedi argymhell y dylai pob claf sy'n 65 oed neu'n hyn, yn ogystal â'r rhai mewn grwpiau "mewn perygl", gael eu brechu rhag haint niwmococol o 1^{af} Ebrill 2005 ymlaen. Un pigiad yw'r brechiad hwn a gellir ei roi ar unrhyw adeg o'r flwyddyn.

Dim ond un pigiad y byddwch ei angen; nid yw'n cael ei roi'n flynyddol fel brechiad ffliw. Gofynnwch am ragor o fanylion yn y dderbynfa.

Mae ein practis yn cynnal clinigau adolygu blynyddol i'r rhai sy'n dioddef o Asthma, Clefydd y Galon, Pwysau Gwaed Uchel, Clefydd Siwgr, a Anadlu Cronig, a Chlefydd Siwgr. Mae'r nyrsys yn darparu gwasanaeth pwysig i chi trwy fonitro eich cyflwr yn flynyddol ac yn rhoi sylw i newidiadau posib yn eich anghenion.

Byddwch yn derbyn llythyr yn eich gwahodd i'r clinig ac efallai y bydd yn rhaid i chi gael prawf gwaed neu brawf dwr cyn yr apwyntiad.

Os nad ydych yn dymuno dod i'r clinig, yna anfonwch lythyr at y meddyg fel bod eich dymuniad yn cael ei gofnodi.

NEWID CYFEIRIAD/RHIF FFÔN

Ar brydiau mae'r practis wedi cael trafferth cysylltu â chleifion mewn perthynas â materion iechyd oherwydd bod y cyfeiriad neu'r rhif ffôn sydd yn ein cofnodion yn hen a heb ei ddiweddarau. A fydddech mor garedig â rhoi gwybod i ni cyn gynted ag y bo modd am unrhyw newid yn y manylion hyn.

SYLWADAU AC AWGRYMIADAU

Rydym yn falch o dderbyn sylwadau ac awgrymiadau oddi wrth ein cleifion a rhoi ystyriaeth iddynt. A fydddech mor garedig â rhoi eich barn mewn ysgrifen yn y dderbynfa neu defnyddiwch ein blwch awgrymiadau.

PARCIO CEIR

Mae'r maes parcio ar gyfer cleifion yng nghefn adeilad Meddygfa Victoria. Mae maes parcio bychan yw hwn, ac ni ddylid gadael ceir yno ac eithrio pan fyddwch yn mynd i'r feddygfa. Mae rhai o'r lleoedd parcio wedi'u cadw ar gyfer y Meddygon. A fydddech mor garedig â pheidio â chreu rhwystr yn y fynedfa gan fod cerbydau brys yn ei defnyddio.

CYFLEUSTERAU AR GYFER POBL ANABL

Mae rampiau a drysau llydan ym mhob un o'n meddygfeydd er mwyn hwyluso mynediad i gleifion anabl. Mae toiledau addas ar gyfer cleifion anabl ym mhob un o'n meddygfeydd.

MEDDYGON TEULU DAN HYFFORDDIANT/MYFYRWYR

Mae ein practis yn bractis hyfforddi/addysgu. Mae ein Meddygon dan hyfforddiant wedi eu cymhwyso'n llawn ac mae ganddynt lawer o brofiad o weithio mewn ysbyty. Bydd Meddygon dan hyfforddiant ynghlwm wrth ein practis am gyfnodau rhwng chwe mis a blwyddyn, ac mae cleifion yn gweld bod eu dull ffres a brwdfrydig o weithredu yn ychwanegu at y gofal iechyd yr ydym yn ei ddarparu. Gan amlaf bydd y Meddygon dan hyfforddiant yn dod yn bartneriaid Meddygon Teulu wedi iddynt gwblhau eu hyfforddiant, ac maent bob amser yn cael eu hannog i ofyn am gyngor oddi wrth bartneriaid y practis pan fyddant ei angen.

Pan fyddwch yn gwneud apwyntiad, efallai y byddwn yn gofyn i chi a hoffech gael eich gweld gan un o'n Meddygon dan hyfforddiant. Maent yn Feddygon rhagorol ac wedi'u penodi gan y practis. Rydym yn hyderus y byddant yn rhoi triniaeth fodern, effeithiol a llawn gofal i'n cleifion.

Rydym yn ffodus hefyd o gael myfyrwyr meddygol ynghlwm wrth ein practis am gyfnodau byr. Gyda chaniatâd y claf gall y myfyrwyr meddygol fod yn bresennol gyda'r partneriaid er mwyn iddynt ddysgu am ymarfer cyffredinol.

Hefyd bydd Nyrsys sy'n fyfyrwyr ynghlwm wrth y Staff Nyrsio ar adegau.

SUT I GOFRESTRU

I gofrestru gyda'n meddygfa, ewch i weld staff y dderbynfa yn unrhyw un o'n tair cangen. Byddant yn gofyn am eich cerdyn meddygol neu'n rhoi ffurflen gofrestru i chi os yw eich cerdyn ar goll. O dan ein cytundeb Gwasanaeth Iechyd Gwladol presennol byddwch yn cael eich cofrestru gyda Meddygfa Victoria ac nid gyda Meddyg Teulu unigol. Gallwch weld unrhyw un o'n partneriaid pan fyddwch angen gweld Meddyg fel y bydd y drefn apwyntiadau'n caniatáu.

SIARTER CLAF Y PRACTIS

Bydd y practis yn gwneud pob ymdrech i ddarparu gofal o safon uchel i'r cleifion, a byddwn bob amser yn ceisio gweld sut mae gwella'r gwasanaethau i'r cleifion. Yr ydym wedi rhestru'n isod safonau'r gwasanaeth y gallwch ei disgwyl gan y practis hwn. Gofynnwn i chi gydweithio gyda ni trwy ddangos cwrtseisi tuag at ein staff.

SAFONAU GOFAL

Fel claf y Gwasanaeth Iechyd Gwladol sydd wedi cofrestru gyda'n practis ni, bydd gennych yr hawl i'r canlynol:

- Cwrteisi a pharch oddi wrth ein staff.
- Preifatrwydd a chyfrinachedd wrth siarad ag unrhyw aelod o'r staff.
- Byddwch yn cael apwyntiad y diwrnod hwnnw os byddwch angen gweld y Meddyg ar frys, neu gyn gynted ag y bo modd.
- Eglurhad clir am unrhyw driniaeth a gynigir i chi gan dîm ein practis.
- Bydd eich meddyginiaethau'n cael eu hadolygu'n rheolaidd os ydych yn derbyn amlbresgripsiwn.
- Byddwch yn cael eich cyferio at Feddyg Ymgynghorol sy'n dderbyniol i chi, pan fydd eich Meddyg Teulu yn meddwl bod angen gwneud hynny, a byddwch yn cael eich hanfon i gael ail-farn os ydych chi a'ch Meddyg Teulu yn cytuno mai dyna fyddai orau.
- Mae'r Ddeddf Diogelwch yn rhoi hawl i chi gael mynediad i'ch cofnodion iechyd. Ysgrifennwch at Reolwr y Practis os ydych yn dymuno gweld y cofnodion hynny neu i wneud copïau ohonynt. Efallai y codir tâl bychan am y gwasanaeth hwn.
- Bydd eich ymholiadau dros y ffôn yn cael eu hateb yn syth, ac yn cael eu trin yn effeithiol.
- Byddwch yn cael gwybod beth yw canlyniadau profion a phelydr-x a chanlyniadau cleifion allanol pan fyddwch yn gofyn amdanynt.
- Byddwn yn ymdrechu i fodloni pob cais am apwyntiad gan gleifion. Hefyd:
 - Gall cleifion cofrestredig rhwng 16 a 74 oed sydd heb gael eu gweld ers 3 blynedd ofyn am ymgynghoriad.
 - Gall cleifion cofrestredig dros 75 oed sydd heb gael eu gweld ers 12 mis ofyn am ymgynghoriad. Os nad ydych yn medru mynd i'r feddygfa i gael yr ymgynghoriad hwn oherwydd salwch, gallwn drefnu ymweliad cartref.

SUT Y GALLWCH CHI EIN HELPU NI I'CH HELPU CHI

- Trwy fod yn gwrtais i bob aelod o'n staff.
- Trwy roi i'r Meddyg yr holl wybodaeth berthnasol am eich cyflwr a'ch hanes meddygol.
- Trwy roi gwybod i ni pan fyddwch yn symud neu'n newid eich rhif ffôn – mae'n rhaid i ni gael y manylion diweddaraf yn ein cofnodion.
- Trwy gadw apwyntiadau, a thrwy roi cymaint ag y bo modd o rybudd os byddwch yn gorfod eu ddileu.
- Trwy ddefnyddio'ch apwyntiad ar gyfer un person yn unig.
- Trwy beidio â disgwyl presgripsiwn bob tro y byddwch yn gweld y Meddyg - mae dilyn ein cyngor yn gallu bod yn llawer mwy effeithiol na chyffuriau.

- Trwy roi rhybudd o ddau ddiwrnod gwaith cyn casglu amlbresgripsiwn.
- Trwy gofio gwneud cais am ymweliad cartref cyn 10.00yb os ydych angen ymweliad cartref.
- Trwy alw'r Meddyg (y tu allan i oriau) mewn argyfwng yn unig ac nid i gael triniaeth arferol, apwyntiad neu bresgripsiwn.

Gallwch ein helpu trwy roi gwybod i ni pan na fyddwch yn fodlon gyda'r gwasanaethau a ddarperir gennym, neu os oes gennych sylwadau defnyddiol ynglyn â sut y gellir eu gwella. Mae blwch awgrymiadau ar gael ar gyfer eich sylwadau ynglyn â gwella ein gwasanaeth.

CLEIFION TREISGAR

Ni fydd y practis yn goddef trais (corfforol neu eiriol), AC MAE GENNYM YR HAWL I DYNNU ENWAU CLEIFION oddi ar y rhestr yn syth er mwyn diogelu staff y practis, cleifion ac ymwelwyr eraill. Bydd y claf yn cael gwybod mewn llythyr bod ei enw wedi cael ei dynnu oddi ar y rhestr, a bydd yn cael ei gofnodi yng nghofnodion meddygol y claf ynghyd â'r amgylchiadau arbennig a arweiniodd at hyn. Y Bwrdd Iechyd Lleol fydd yn gyfrifol wedyn am ddarparu gofal meddygol pellach.

Y DREFN CWYNO

Byddwn bob amser yn ceisio darparu'r gwasanaethau gorau bosib, ond efallai y bydd adegau pan fyddwch yn teimlo nad yw hyn wedi digwydd. Mae'r wybodaeth canlynol yn egluro ein trefn cwyno mewnol sydd wedi ei llunio i ymateb i gwynion cleifion.

Nid yw trefn cwyno ein practis yn gallu ymdrin â chwestiynau ynglyn ag atebolrwydd cyfreithiol neu iawndal. Rydym yn gobeithio y byddwch yn defnyddio'r drefn i'n caniatáu ni i edrych i mewn i unrhyw broblemau yr ydych wedi eu canfod neu gamgymeriadau sydd wedi eu gwneud a'u cywiro lle bo angen. Os byddwch yn defnyddio'r drefn hon, ni fydd yn effeithio ar eich hawl i wneud cynw yn i'r Bwrdd Iechyd Lleol.

Sylwch fod yn rhaid i ni barchu ein dyletswydd o gyfrinachedd i gleifion a bydd yn rhaid cael caniatâd y claf os na fydd cwyn yn cael ei wneud gan y claf ei hun. Os ydych am wneud cwyn, ffoniwch neu ysgrifennwch at Reolwr y Practis. Byddwn yn cymryd y manylion llawn ac yn penderfynu ar y ffordd orau i ymchwilio i'r mater.

Credwn bod yn bwysig ymdrin â chwynion yn syth, felly byddwch yn cael cynnig apwyntiad i gael cyfarfod i drafod y mater o fewn saith diwrnod. Weithiau bydd hyn yn cymerid mwy o amser ond byddwn yn cadw mewn cysylltiad â chi trwy'r amser. Gallwch ddod â ffrind neu berthynas gyda chi i'r cyfarfod.

Byddwn yn ceisio ymateb eich pryderon, yn rhoi eglurhad i chi ac yn trafod unrhyw weithred a fydd angen.

CYFRINACHEDD

Bydd eich cofnodion meddygol yn cael eu gadw'n gwbl gyfrinachol. Ni fydd gwybodaeth yn cael ei drosglwyddo heb eich caniatâd chi oni fydd hynny o fewn terfynau'r Gwasanaeth Iechyd Gwladol, trwy fframwaith cyfreithiol, neu os bydd yn fater o ddiddordeb cyhoeddus. Gellir rhannu rhywfaint o ddata cleifion yn ddiennw i ddiibenion iechyd cyhoeddus ac awdit, ymchwil, dysgu a hyfforddiant. Mae'n arferiad ac yn ofyniad cyfreithiol fod pob aelod o'r staff yn diogelu cyfrinachedd cofnodion cleifion.

RHYDDID GWYBODAETH -CYNLLUN CYHOEDDIAD

Mae'r Ddeddf Rhyddid Gwybodaeth 2000 yn gorfodi y Practis i gynhyrchu Cynllun Cyhoeddiad. Mae'r Cynllun yn arweinydd i'r fath o wybodaeth mae'r practis yn bwriadu rhoi ar gael yn arferol.

Mae manylion ar gael or cynllun yn y dderbynfa.

RHIFAU FFÔN PWYSIG

Bwrdd Iechyd Prifysgol Betsi Cadwalader

17 Stryd Fawr

Llangefni

LL77 7LT(01248) 751229

Galw Iechyd Cymru 0845 46 47

Ysbyty Gwynedd, Bangor (01248) 384384

Ysbyty Penrhos Stanley, Caerdybi (01407) 766000

Swyddfa'r Heddlu, Caerdybi (01407) 762323

Canolfan Cyngor Ar Bopeth, Caerdybi (01407) 762882

Y Samariaid (Bangor) (01248) 354646

Cyngor Sir Ynys Môn, Llangefni (01248) 750057

Canolfan Cyffuriau Gymunedol (Neuadd y Dref) (01407) 760652

Cofiwch.....

Os cadwch yn fywiog

Gwylw eich pwysau

Peidio ag ysmegu

Yfed alcohol yn gymedrol yn unig

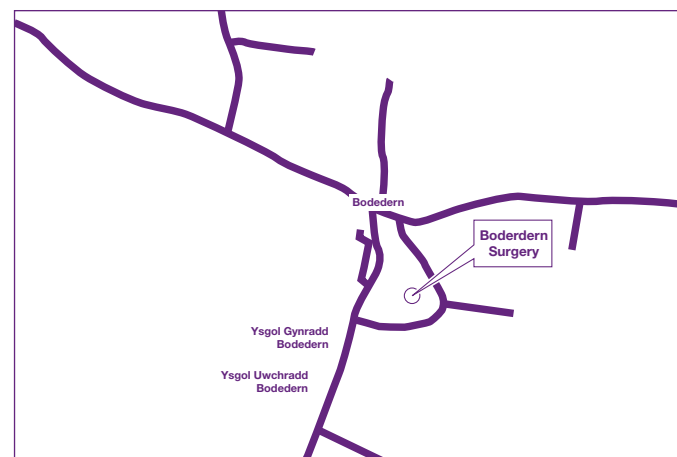
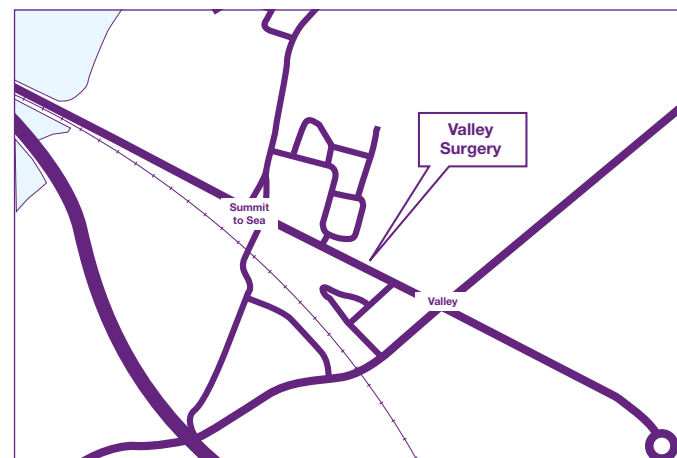
A pheidio â phoeni'n ormodol

Yna mae'n bosib na fyddwch ein hangen o gwbl!

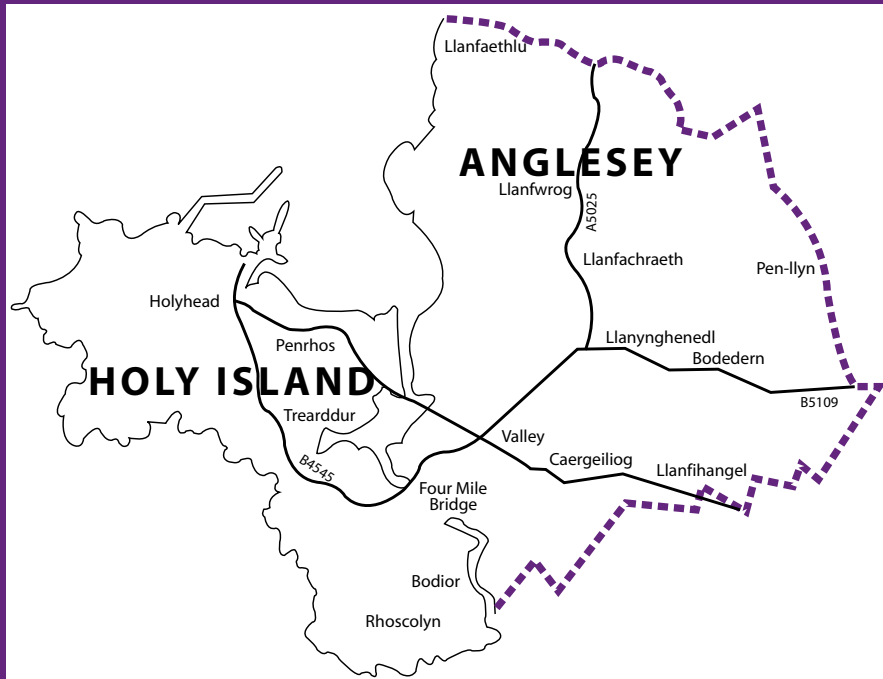
PRACTIS GRWP MEDDYGFA VICTORIA

Cynhyrchwyd y llyfryn hwn i groesawu cleifion a rhoi gwybodaeth iddynt. Derbyniwch y copi hwn er gwybodaeth. Rydym yn eich cynghori i gadw'r llyfryn wrth ymyl eich ffon fel ei fod yn hwylus wrth law. Os ydych angen rhagor o wybodaeth neu gyngor ynglyn a chynnwys y llyfryn gofynnwch i'r staff yn y dderbynfa am gymorth.

**Y MEDDYGON TEULU
(Parneriaeth anghydyngedig)**



DALGYLCH PRACTIS / PRACTICE AREA



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD
PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



Practice Booklets are published by Neighbourhood Direct Ltd. 01253 722142