



# North Cardiff Medical Centre

**Tel: (029) 2076 4444**

**Website: [www.northcardiffmedicalcentre.co.uk](http://www.northcardiffmedicalcentre.co.uk)**

**NHS Direct (Call 24 hours) 0845 46 47**

# NORTH CARDIFF MEDICAL CENTRE

## Excellence in Patient Care

### Welcome To The Practice

Our General Practice Partnership dates back to 1955. We operate from two sites - Excalibur Drive and 67 Thornhill Road. Our practice takes a team approach to its work and involves its entire complement of highly trained clinical and administrative staff in the development and delivery of high quality modern healthcare.

### Premises Facilities And Access

Our Excalibur Drive site was destroyed by fire in 2007. Following an extensive planning and re-build programme, we moved into the new surgery in May 2010. Our Thornhill Road site is a converted residential property which has been extended and refurbished to high standards. Both surgeries are fully computerised which provides for a "paper-light" environment, with all consultations entered onto computer and clinical correspondence scanned into individual patient records. The practice is involved in GP training, nurse training, undergraduate and post-graduate medical education, research and providing healthcare in the workplace.

Either surgery can be easily accessed by bus, car or on foot. The Excalibur Drive site enjoys shared parking with Sainsbury's supermarket and the Thornhill Road premises has a car park at the rear. Dedicated parking facilities for disabled patients are provided close to the entrance of both buildings.

#### Do You Wear A Hearing Aid?



If the answer is YES, we have an induction loop system at our Excalibur Drive site and a portable system at Thornhill Road. If you wish to utilise the portable facility, please advise when telephoning or attending reception.



### An Outstanding Purpose Built Nursing Home Offering Professional 24 Hour Nursing Care

- A beautiful home on the border of Lisvane and Llanishen, Cardiff
  - 24 hour nursing care
  - Personal telephone in every room
  - En suite facilities in every room
    - Nurse call system
- Registered with CSSIW (Care and Social Services Inspectorate Wales)

For further details please telephone:

**029 2074 7575**

or email [info@tycoch.com](mailto:info@tycoch.com)

105 Station Road, Llanishen, Cardiff CF14 5UW

**You are welcome to visit our nursing home and see for yourself the excellent facilities and standard of professional care we offer**

### Home from home feeling

At Ty Coch Nursing Home, established over 20 years ago by Steve Williams, the experienced team pride themselves on the high standards of care they provide to each of their residents.

"We're noted for our friendly, personalised care for everyone who lives here," said Paul Clarke, one of Ty Coch's management team.

"We treat each resident as an individual, and our aim is to make Ty Coch feel like a home away from home."

With 48 bedrooms, all of which are en suite, and plans for an extension that will add over 20 new state-of-the-art rooms, Ty Coch is a vibrant community in which residents are free to join in as much or as little as they wish.

"All of our rooms have a telephone and a nurse call point, and we encourage residents to bring their own possessions and small items of furniture with them to personalise their room," said Paul.

"Food is prepared on the premises from, where possible, locally sourced produce. All our food is cooked fresh, and our menus reflect all tastes. Special dietary requirements are catered for."

For rest and relaxation, Ty Coch has a sun lounge overlooking the picturesque, landscaped gardens. "We also have an activities coordinator who visits three times a week to make sure there's always something going on," added Paul.

Ty Coch was one of the first Welsh nursing homes to be awarded the prestigious ISO 9001-2000 quality management standard.

For more information call Jan Cruwys at Ty Coch Nursing Home on 029 2074 7575.

# CAPITAL CABS



# 02920 777 777

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

**To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards**

simply phone  
**Veronica Smith**  
 now on  
**0800 612 1516**



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

## Contact Details

<b>North Cardiff Medical Centre</b>	<b>Excalibur Drive</b>	<b>Thornhill Road</b>
<b>Opening Hours:</b> Monday - Friday	8.15am-6.30pm	8.15am-6.00pm
<b>Address</b>	Excalibur Drive Thornhill Cardiff CF14 9BB	67 Thornhill Road Llanishen Cardiff CF14 6PE
<b>General/Appointments</b>	(029) 2076 4444 Telephone lines open at 8.00am	Fax (029) 2074 1888
<b>Home Visit Arrangements</b>	(029) 2076 4444 Call before 10.00am please	
<b>Emergency Treatment</b>	(029) 2076 4444 or dial 999 When the surgery is closed, the answerphone will inform you of the contact details for the out-of-hours service.	
<b>NHS Direct</b>	0845 46 47	
<b>Website:</b>	<a href="http://www.northcardiffmedicalcentre.co.uk">www.northcardiffmedicalcentre.co.uk</a>	

## Registering As A Patient

Please refer to the Practice website for details of our Practice area. If you live within the Practice area you are able to register as a patient. Please complete the on-line registration form or visit reception for details. You will be asked to complete a 'new patient health questionnaire' and to make an appointment with a health care assistant at your earliest convenience, to complete the new patient health check.

## How To Access Your NHS Services

Primary Medical Services in the area are commissioned by Cardiff & Vale University Health Board:  
Cardiff and Vale University Health Board  
Primary, Community & Intermediate Care Offices  
Cardiff Royal Infirmary  
Cardiff  
CF24 0SZ  
Tel: (029) 2183 4515

### Appointments

#### Booking routine appointments – Phone us between 9.00am and 6.00pm

Our appointment system gives you the opportunity to book an appointment in advance, subject to availability. To book a routine appointment simply call us on (029) 20 76 4444 between 9.00am and 6.00pm. We will assist you with your appointment date, time and clinician choice. We are aware that continuity of care is important to all and we will assist you with an appropriate alternative clinical team member should your clinician of choice be unavailable.

#### Acute or Urgent appointments – Phone us from 8.00am

These will be available on the day and will be assessed by the duty team of Nurses, Nurse Practitioners and GPs. Patients may receive telephone advice or be seen at the medical centre as directed by the clinician on that day or if appropriate on another day with the most appropriate clinician. Our reception team is available to assist you from 8.00am and throughout the day until 6.30pm.

### Telephone Consultations

When you contact the surgery you will be offered the opportunity to have a telephone consultation instead of an appointment in the surgery. Telephone consultations are available each day or bookable in advance and will deal with such matters as medication reviews and test result queries.

If it is felt necessary, the clinician will book you an appointment to be seen by the most appropriate healthcare professional.

### Home Visits

Home visits are recognised as an important aspect of modern general practice in the UK. Requests for home visits will be assessed by the clinical team and should a visit be considered appropriate, then a member of the team (doctor, district nurse, midwife or health visitor) will visit.

### Emergency Treatment - Surgery Hours

Please telephone (029) 2076 4444. After taking brief details the receptionist will contact the duty doctor. If appropriate and it is medically possible for you to attend the surgery, you will be given an appointment by the doctor. **Should there be any delay or difficulty in contacting the surgery and the patient is unconscious, suffering heavy blood loss, severe breathlessness or chest pain you should dial 999 and request an ambulance.**

### Emergency Treatment - Out of Hours

'Out of hours' is defined as that period between 6.30pm - 8.00am on weekdays, plus all day at the weekends, Bank Holidays and other public holidays. The out-of-hours service is intended for patients who need immediate medical attention outside of normal surgery hours and who cannot wait until the practice is next open. This service is commissioned by Cardiff & Vale University Health Board. Please telephone (029) 2076 4444. A recorded message will provide you with the contact details for the out-of-hours service.

**If you are in any doubt about whether emergency treatment is appropriate, please contact NHS Direct (0845 46 47) for advice.**

## The Patient Charter

### As a patient of the practice you have a right to:

- Be treated as an individual, with courtesy, respect and dignity at all times.
- Be given the names of people involved in your care.
- Be offered a health check appointment on registering with the practice.
- Be seen, under normal circumstances, within 30 minutes of your appointment or be given the reason for the delay and have the right to make another appointment.
- Receive advice or action that you can take to promote good health.
- Be given the most appropriate care by suitably qualified people and no care or treatment will be given without your informed consent.
- Be referred to a consultant acceptable to you when the doctor feels it is necessary.
- Choose whether or not to take part in medical research or to receive medical advice over the telephone.
- Have access to your health records subject to any limitations in the law.
- Have access to suitably qualified clinical personnel at all times for emergencies.
- Expect a complaint to be handled in accordance with health service guidelines.
- Obtain a copy of the practice booklet online, which will give you details of all practice services etc that are available to you.
- Request an appointment for a review if you have not been seen at the practice for more than three years.

### What We Expect From You

- To attend the surgery instead of requesting a home visit, when at all possible, to gain benefit from the facilities available. Home visits will normally be made only in true medical emergency situations, where for medical reasons, the patient is unable to attend surgery. Please note that under current NHS regulations should the doctor consider that the most clinically appropriate place for assessment is at the surgery or at our out-of-hours centre, then a home visit will not be made.



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*Profits are  
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*For Compassionate & Caring Service Call Now*  
**Cardiff 029 2075 5555**  
33 St Isan Road, Heath, Cardiff CF14 4LU

**Newport 01633 855350**  
Pillmawr Road, Newport NP20 6WN

**Dinas Powys 029 2051 4627**  
21a Station Road, Dinas Powys  
CF64 4DE



**Many Funeral Companies are run by large businesses,  
others are family owned.  
*We are family centred.***

**We are solely owned by the Trustees of the Cardiff YMCA,  
however we are managed and run independently by a staff  
dedicated to caring for your needs and those of your family.**

***Serving you first, and then the community.***

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

## Family-Centred Funerals

At Green Willow Funerals Limited, we can carry out any traditional funeral followed by interment or cremation. However, we can also offer an integrated funeral which is in keeping with personal requirements in terms of content and cost.

Our family-centred funerals are tailored to meet individual wishes. We sit with the family and discuss the full range of options available - be it a religious service held at church, cremation or graveside, or a non-religious celebration. If members of the family wish to contribute with poetry, readings, or specific requests, we can provide a person to set the framework for the service. Alternatively, our officiant, having gathered details of the deceased, will plan a service directly related to his or her life.

We also have a number of Ministers and Priests of different denominations, both men and women, who work with us in providing these services. Having said that, we are of course willing to work with any Minister or lay officiant of the family's choice.

Our aim is to provide a funeral that the family requests. Our funeral staff receive no commission, so there is no incentive to add unnecessary costs. Uniquely, Green Willow Funerals annually donates its profits to a local charity.

We know that we are unable to take the pain away following the loss of a loved one. We can, however, offer comfort and support by letting people know they are not alone. If we can go some way to making the situation better, we will have some satisfaction in knowing that we have done well.

Advertising Feature



Our services include:

- Lasting Powers of Attorney
- Wills & Estate Planning
- Estate Administration
- Court of Protection Applications

Our offices are open six days a week and we are also happy to visit you at home or in hospital on request.

To discuss your requirements please contact us  
**029 2061 6002** [www.emyrpierce.co.uk](http://www.emyrpierce.co.uk)  
1 Heol y Deri, Rhiwbina, Cardiff, CF14 6HA

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- To ask for emergency/night (out-of-hours) medical attention only when it is truly necessary and attend the emergency treatment centre if requested.
- To be on time for an appointment, or let us know as soon as possible if you cannot attend.
- To treat all the staff with courtesy and understanding. If you fail to do this or act aggressively or violently towards any members of staff, the police will be called and you will be removed from our patient list.

## Medical Advice

**NHS Direct** is a free medical telephone advice service. It is available 24 hours a day, every day of the year and should be used whenever you have a concern about your health or a health related matter, but are unsure what action to take.

Telephone: 0845 46 47 Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## The A-Z of Practice Services

The services we offer attempt to prevent illness and ensure patients are given the opportunity to stay well and live more healthily, as well as providing treatment and advice relating to specific or ongoing illnesses and conditions.

### • *Antenatal Clinic*

Midwifery-led clinics are held at both surgery sites.

### • *Cervical Cytology/Screening*

These are three-yearly checks for which you will receive a reminder letter. Advice is also given on breast examination techniques.

### • *Childhood Vaccinations And Immunisations*

### • *Child Health Surveillance*

We run a weekly well baby clinic on Tuesday afternoons by appointment only. This clinic is run by practice nurses and health visitors and provides regular monitoring and immunisations for children from birth to five years of age.

### • *Chronic Disease Management*

Nurse-led management of chronic conditions.

### • *Contraceptive Services*

Please contact the surgery for details of the range of services provided. Our nursing team have appropriate training and experience and will be able to discuss your needs and provide suitable information leaflets.

### • *Counselling*

Referrals to the practice counsellor can be made following a consultation with a clinician.

### • *Erectile Dysfunction*

Please see Sexual Health.

### • *Family Planning*

Please see Contraceptive Services above.

### • *INR (Warfarin) Monitoring*

This service is co-ordinated by the nursing team. It monitors and offers advice to patients on all anti-coagulant medication eg warfarin. Please book an appointment at reception.

### • *Insurance Claims*

Please contact the reception team for advice. You will be notified of any charges in advance of completion by the clinician. Please complete claim forms in full.

### • *Maternity Services*

This excludes intra partum care. See Antenatal Clinic.

### • *Menopause Management*

Advice and guidance is offered including hormone replacement therapy (HRT). Please book an appointment with a practice nurse.

### • *Minor Surgery*

This includes procedures such as curettage, cautery, cryocautery of skin lesions. An appointment will be arranged following initial consultation with a clinician. This service is provided by GPs with a special interest in minor surgical procedures.

### • *Obesity*

Advice and help in losing weight is available. Please book an appointment with a practice nurse.

### • *Repeat Prescriptions*

Requests for repeat medication can be made by returning the prescription counterfoil to the box in the lobby area of both surgeries or by email to [prescriptions@gp-w97015.wales.nhs.uk](mailto:prescriptions@gp-w97015.wales.nhs.uk) Please allow us 48 hours to action your prescription. Alternatively, you can nominate a local chemist (from a list available at reception) and we will arrange for your medication to be available for collection from that chemist within three working days.



**Opticians for all your eyecare needs.**

A Primary Eye Care Clinic incorporating  
Optometrists & Ophthalmologists

Dr David A Woolf  
BSc PhD MCOptom FInstP  
Ophthalmic Optician  
WECE/PEARS accredited



**Tel: 029 2076 4963**

**Fax: 029 2075 8703**

email: davidawoolf@medi-optics.co.uk

12 Maryport Road, Roath Park, Cardiff, CF23 5JX

## A NEW VISION OF EYE CARE

Established in 2007 by experienced optometrist Dr David Woolf, Medi-Optics offer a full opticians service with a difference.

Before qualifying as an optometrist David worked as a research scientist in the Physics Department at Cardiff University. "I've spent that last decade building up the skills, experience and contacts that have enabled me to open up Medi-Optics."

Offering services for both NHS and private patients, David and his professional, welcoming team provide a complete eye care service that is as much about eye health as vision correction.

"The health of our patient's eyes is important to us, and that's why all our sight examinations are carried out using the latest state-of-the-art equipment."

Medi-Optics carries a wide range of frames to suit every style and pocket, from budget frames through to the latest designer names. "We also offer a complete contact lens and aftercare service," David said.

"Having access to consultant ophthalmologists means that many patients can be treated on the premises without needing to visit busy hospital out-patients departments."

David was keen to stress that we shouldn't just take his word for the great service offered. A selection of patient feedback includes: "We love the professional set-up at Medi-Optics, with the ease of optometrist and ophthalmologist appointments all in one place" and "this really is a one-stop clinic".

For more information or to book an appointment, call Medi-Optics on 029 2076 4963.

Requests for repeat medication may also be made via our website. This can be found at: [www.northcardiffmedicalcentre.co.uk](http://www.northcardiffmedicalcentre.co.uk) Patients using this system can also request that their prescription be collected by a local pharmacy or collected within 48 hours from the surgery (this is the quickest way to order repeat prescriptions).

**We regret that telephone requests cannot be accepted.**

### Research

The practice recognises the importance of providing high quality healthcare and the vital role of research. This may take the form of a clinical trial of new treatment of a disease or perhaps a study on how we provide a particular service within the practice. These activities increase our knowledge and enable us to contribute to the wider scientific community.

### Sexual Health

These matters should initially be discussed in an appointment with a clinician. Specialist services can then be accessed and are available for certain conditions either via the NHS or privately.\*

### Sickness Certification

If you are unable to work due to illness, your employer may require sickness certification. For the first week of absence you may provide a self-certification form (SC2) obtained from your local benefits agency or your employer. You are not normally required to provide a medical certificate from your doctor unless your absence is for more than one week. However, if your employer insists on a medical certificate for an absence of less than one week, a private certificate may be issued at the doctor's discretion.\*

### Smoking Cessation

Advice is provided to assist patients to give up smoking. Please book an appointment with a practice nurse.

### Test Results

All test results are stored on our central computer system. Please telephone 029 2076 4444 after 2.00pm to obtain results.

### Vaccinations

#### Travel Health and Travel Vaccinations

Advice and immunisations are given relative to the destination. For vaccinations to be fully effective, some need to be given at least two months before travelling. Some vaccinations are not available free on the NHS - please obtain advice from one of our practice nurses. You will be notified of any charges in advance of issue or administration.

#### Yellow Fever Centre (\*)

North Cardiff Medical Centre is a recognised Yellow Fever centre for the immunisation of patients and non-patients who will be travelling abroad to countries where there is a high risk of contracting Yellow Fever. Please note that this service is not available on the NHS.



**Cardiff  
Chiropractic  
Clinic**

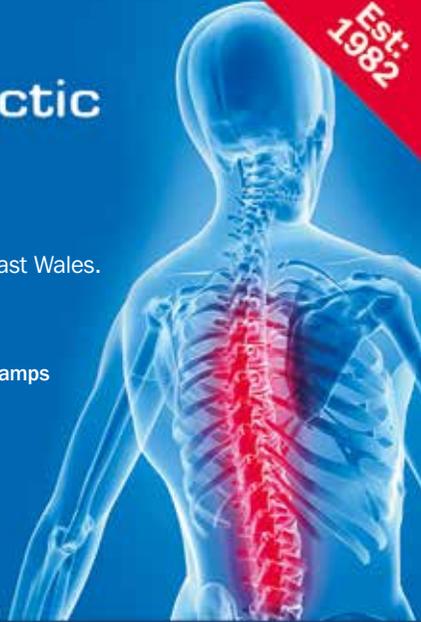
Est.  
1982

## S. Gareth Lloyd B.Sc., D.C.

The longest established chiropractic clinic in South East Wales.

### Conditions which usually respond well include:

- Back Pain, Lumbago and Associated Hip/Leg Pain
- Muscle & Joint Pains, including Muscle Spasms and Cramps
- Help with Osteoarthritis
- Neck Pain and associated Shoulder (including Frozen Shoulder), Arm Pain, Elbow Pain and Tennis Elbow
- Headaches Associated with Neck Problems
- Prevention of Migraine
- Lifestyle Advice, Including Exercises, to Relieve Tension and Aid Relaxation



154 Penylan Road, Cardiff CF23 5RE | Tel: (029) 2048 8733

## A Pain in the Back?

Four in five adults experience back pain. Yet, because the back is so complex every sufferer needs individual treatment options.

Inactivity, poor posture and the wrong sort of movement are usually at the root of 'simple' back pain. But even a minor problem can cause a lot of pain when you stand, bend or move around. Pain sometimes comes on suddenly, sometimes gradually, and usually lasts a few days or a week.

There is an independent branch of medicine which specialises in mechanical disorders of joints, particularly the spine. It is not an alternative to conventional medicine, but a complementary discipline.

Chiropractors use their hands to adjust the joints of the spinal extremities, improving mobility where signs of restriction are found and removing pain without the need for drugs. As well as using gentle manipulation, a chiropractor may use other techniques such as ice or heat treatment.

Chiropractic treatment is suitable for everyone from newborn to the elderly and from pregnant women to sports enthusiasts. The Medical Research Council has found that treatment from a chiropractor is more effective for lower back pain than hospital out-patient treatment.

Advertising Feature

### Hepatitis B (\*)

Vaccination should be obtained by those working with blood or blood products eg doctors, nurses, carers, ambulance/police/fire personnel. Some vaccination schedules will generate a charge.

### Flu Vaccinations

These are provided during the Autumn for "at risk" patients eg those who have heart or respiratory disease, asthma or diabetes and/or aged 65 years or over.

### Pneumonia

We provide a vaccination for protection against some forms of pneumonia which is recommended for those patients at risk and aged 65+.

(\* A fee may be payable for these services.)

## Patient Compliments, Comments and Complaints

In the pursuit of continually improving services to patients we welcome any comments or suggestions that you may wish to make. Please pass your views in writing or verbally to the practice manager, Sarah Morris, direct line 02920 741880. Email sarah.morris5@wales.nhs.uk

We operate a practice complaints procedure in accordance with the NHS system of dealing with complaints, which meets national criteria. Our Patient Information Leaflet gives details of the procedure and is available from reception. Our aim is to give you the highest possible standard of service.

## Confidentiality

All clinicians and members of staff at North Cardiff Medical Centre have a duty to respect and maintain patient confidentiality. Furthermore, subject to service provision requirements, NCMC contracts with third party healthcare individuals and organisations such as locum doctors, nurses, clinical agencies and pharmacists who have a professional duty of confidentiality. If you have any concerns or objections in relation to your information being shared with other healthcare professionals, please contact the practice manager. No personal information will be passed on to any other sources without your prior consent.

All personal information held by the practice is subject to the Data Protection Act (1998) and all staff and Clinicians are trained in the Caldicott Principles and Guidelines.

## Patient Participation Group (PPG)

The practice has an active PPG who are patients at the practice and represent a cross section of the practice population. The group meets quarterly to discuss the development of the practice from a patient perspective and provides valuable feedback and information for the practice. The practice was the first in Cardiff to formally establish a PPG (2004) and the group is affiliated to the National Association for Patient Participation (NAPP). Please telephone the practice manager Sarah Morris if you wish to contact any of the PPG members

## The A-Z Of Private Services

A fee will be charged for these private services at a rate recommended by the British Medical Association. Please ask at reception for details.

- Employment certificates
- Insurance claims
- Occupational health services - this is a private service provided by those partners with a special interest and experience in this field. Services are available to both individuals and organisations and include: specialist driving medicals and reports, pre-employment medicals, on-site employee health checks, sickness absence management, medical surveillance and drug testing, executive screening, medical and biological monitoring including statutory examinations, lead, ionising radiation and asbestos, health promotion and education, COSHH, workplace risk assessment.
- Private claims
- Sickness certification
- Travel advice and vaccinations

## Who Does What...Who Is Best To See?

The practice provides a comprehensive healthcare service. Our doctors and nurse practitioner can provide a clinical diagnosis and suggest and prescribe appropriate treatments. The practice is an unlimited partnership and some doctors are partners (business owners) of the practice, thus their clinical time and availability is limited as they are also responsible for the management and planning of services. GP registrars are medically qualified and many have a great deal of hospital experience, their training in the practice being centred on the role of the general practitioner.

**North Cardiff Medical Centre is a training practice** and on occasions patients may be asked for permission to video record their consultation. Video recording will only be undertaken with the patient's consent.

**Nurse practitioners** are registered general nurses (RGNs) who have completed an additional three year Honours Degree supported by advanced clinical training. Nurse practitioners can obtain and review medical histories and perform physical examinations, diagnose and treat common health problems.

**Practice nurses** are highly trained and have a wide range of clinical skills and expertise.

**Reception staff** are trained to advise on who is best to see. Our team of reception staff will treat you in a friendly and courteous manner and do all they can to help you. When requesting an appointment, in order to assist with the assessing priority, it may be necessary for our staff to enquire as to the nature of your condition. Any information provided to our reception staff, as to any other member of the practice team, is considered to be in confidence.

## Your Healthcare Team

### Partners

<b>Dr Roya Basir</b>	MBBCh (2002 Wales), MRCGP, MRCS Special interests: minor surgery
<b>Dr Jonathon Campbell</b>	MBBCh (2004 Wales), MRCGP Special interests: pain management, diabetes, GP training (approved trainer)
<b>Dr Richard G H Jones</b> Senior Partner	MBChB, MRCGP (1996 Leicester) Special interests: mental health, occupational health and diabetes
<b>Dr Elise Lang</b>	MBBCh, MRCGP, Dip Pall Med Specialist interests: palliative medicine, child health and sexual health, education
<b>Dr Huw Lloyd Morgan</b>	MBBCh (2007 Wales) MRCGP Special interests: General Medicine, minor surgery
<b>Dr Helen Sherwood</b>	BMedSci, BMBS (1991 Nottingham), DRCOG, DFFP, MRCGP, Dip Occ Health Special interests: GP training, occupational health, women's health, family planning
<b>Dr Alison M Woolf</b>	MBBCh (1988 Wales), MRCP, MRCGP Special interests: occupational health, haematology and GP training

### Clinicians

<b>Dr Nicholas Davies</b>	Salaried GP MBBCh. (1985 Wales) DRCOG DCH MRCGP Special interests: general medicine, minor surgery
<b>Dr Charlotte Luke</b>	MBBCh (2013 Cardiff) Special interests: general medicine.
<b>Dr Haydn G Mayo</b>	Salaried GP MBBCh (1986 Wales), DRCOG, MRCGP Special interests: diabetes, dermatology & minor surgery
<b>Dr Sara Shah</b> <b>Rebecca Bullingham</b>	Salaried GP MBBCh (2013, Cardiff) RCGP Nurse Practitioner -MSC Advanced Practice, independent prescriber. Special interests: women's health, acute medicine
<b>Rachel Balchan</b>	BSc Hons (adult) Special interests: diabetes, wound care, immunisations
<b>Fiona Morse</b>	Bachelor of Nursing (adult) Special interests: Diabetes
<b>Hannah Ventrice</b>	BSc (adult) Special interests: Asthma, COPD

**Pharmacist**  
**Mark Allen** Bachelor of Pharmacy (Hons)

**Health Care Assistant – Clare Trace**

**Health Care Assistant – Nari Nasir**

### *Administrative Team*

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**Practice Manager – Sarah Morris** RGN RM MBA

**Administrator/Admin Team Leader – Diane Gray**

**Administrator – Fiona Mansel-Edwards**

**Data Administrator – Nicola Pitman**

**Administrator – Sally Griffin**

**Administrator – Cath Jones**

### *Reception Team*

---

**Sarah Harries – Reception Team Leader**

**Julie Godwin – Reception Team Leader**

**Bev Davies** Nicola Maher Sian Roberts

**Zena Gharibi** Suzanne Jones Natalie Thomas

**Suzanne Clements-Osborne** Rebecca Trott Janine Ellis Julia Sims

### *District Nurses*

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A team employed by the Community Health Trust provide nursing support at home.

The team is led by:

**Vicki Gardiner** BSc (Hons) Community Health (District Nursing), Diploma in Nursing (Adult Branch), Diploma Module Teaching and Assessing

### *Health Visitors*

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A team employed by the Community Health Trust providing child health care, health promotion and child protection via home and clinics at the surgery for under fives.

**Lowri Rizzo** RGN, RM, HV

**Amie Sykes** RGN, HV

### *Midwives*

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A team of midwives support the doctors in providing antenatal care. This is a comprehensive community maternity service. The practice does not participate in home delivery but arrangements may be made locally with other practices.

### *Social Worker*

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When patients need extra assistance at home, due to health circumstances, they will be referred to a social worker. Social workers are employed by the local authority and are no longer based within the practice. Contact details for Social Services are listed below.

Social Workers/Care (029) 2053 6444

Mobility Aids/Stairlifts (029) 2076 7404

Blue Badges (029) 2053 6259

## 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 the practice manager.

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