

The Penylan Surgery

The Penylan Surgery
72 - 74 Pen-Y-Lan Road
Cardiff CF23 5SY

Meddygfa Penylan
72 - 74 Heol Pen-Y-Lan
Caerdydd CF23 5SY

029 2049 8181 (24 Hours)

029 2048 8299 (Appointments Only)

029 2049 1507 (Fax)

www.penylansurgery.co.uk



Patient Information Booklet

Dr H W Davies Dr A J Triggs Dr T De Souza Dr E J Williams
Dr C M Williams Dr P Macdonald Dr R Gamanya

WELCOME TO The Penylan Surgery

We hope that you will find this booklet useful and keep it in a safe place for future reference.

The aim of this practice is to provide you, the patient, with the best possible service for your health needs.

ABOUT THE PRACTICE

The area covered by the practice includes Roath, Penylan, Llanedeyrn, Lisvane, Llanishen, Cathays, Pentwyn, Birchgrove, Heath and Cyncoed.

We are fully computerised.

The building has access through the car park at the rear for disabled patients.

THE DOCTORS

Dr Huw W Davies	(M)	BM MRCGP DTM&H (Southampton 1987)
Dr Angharad J Triggs	(F)	MB MRCGP DCH DRCOG (Wales 1998)
Dr Thomas De Souza	(M)	MBBCh MRCGP (Wales 2005)
Dr Emily J Williams	(F)	MBBCh (Wales 2006)
Dr Catherine M Williams	(F)	BM MRCGP (Southampton 2007)
Dr Peter Macdonald	(M)	MBChB MRCGP DPD DOccMed (Aberdeen 2000)
Dr Rufaro Gamanya	(F)	MBChB (Zimbabwe 1987)

This is not a limited partnership.

We are not a teaching practice.

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

THE STAFF

Practice Manager

Mr Philip Yee

Nurses

Sister Monica Evans - RGN Diploma in Respiratory Health

Sister Alison Williams - RGN

Sister Elvie Varghese - RGN

Administration

The administrative staff consist of a medical secretary and two clerks.

Reception

Morning

There are four receptionists on duty during the morning session (8.30am - 1.00pm)

Afternoon

There are three receptionists on duty during the afternoon session (1.00 - 6.00pm)

District Nurse

Health Visitor

Midwife

Counsellor

The practice has the services of these healthcare professionals.

My Health Online

Please register for My Health Online. This will give you access to book and cancel appointments and order repeat prescriptions.

Please follow this link or ask at the surgery for more information.
<https://www.myhealthonline-inps.wales.nhs.uk>

OPENING HOURS

The Building Is Open:

Monday - Friday 8.30am - 6.00pm

Consultations

Consultations are by appointment only during the following times:

Monday - Friday 8.30 - 10.00am 4.00 - 5.00pm

Saturday/Sunday Closed

You may occasionally be offered an appointment outside of the above times.

The practice is closed on Saturday, Sunday and during all public holidays.

Visit our website on: www.penylansurgery.co.uk



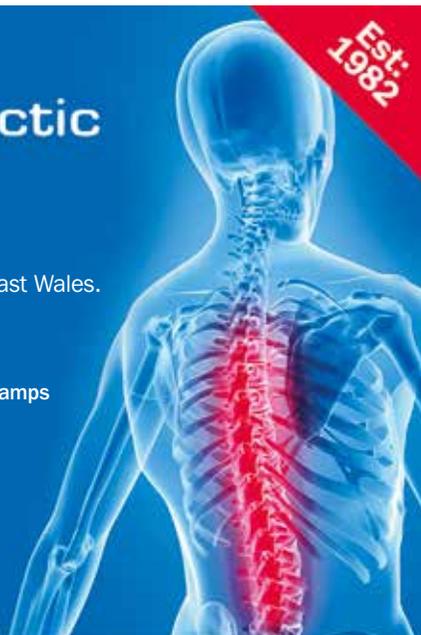
**Cardiff
Chiropractic
Clinic**

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?

38 million days are lost each year through 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.

Chiropractic is an independent branch of medicine which specialises in mechanical disorders of joints, particularly the spine. 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.

For cases of persistent, non-specific lower back pain, the National Institute for Health and Clinical Excellence (NICE) recommends that patients should consider a course of manual therapy including spinal manipulation, spinal mobilisation and massage. These treatments can be provided by a range of specialist professionals including Chiropractors who have had specialist training.

All Chiropractors should be registered with the General Chiropractic Council whose job it is to ensure high standards of practice in the Chiropractic profession. Contact a local Chiropractor today so see if Chiropractic treatment will help you.

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

CONTACTING THE SURGERY ~ MAKING APPOINTMENTS

ARRANGING HOME VISITS ~ OUT OF HOURS

General

Every effort will be made to provide you with an appointment with the doctor of your choice at a time within the appointment system, convenient to you. However, it may be necessary for you to see another doctor if the matter is one of urgency and the doctor of your choice is not available.

Telephone

As a rule the doctors prefer not to take telephone calls whilst they are consulting. The exception to this is when matters of an urgent nature arise. Such matters are referred immediately to the practice duty doctor. Staff will take messages for doctors and nurses and may suggest that the caller telephones at the end of surgery.

Appointments

To make an appointment telephone 029 2049 8181 during opening hours or call in personally at reception. Appointments can also be booked using My Health Online. You will be required to register to use this facility. Please ask reception for details.

Home Visits

Patients who require home visits should, whenever possible, contact the surgery between 9.00 and 10.00am daily. For this service please telephone or get someone to telephone on your behalf, 029 2049 8181, or get someone to call at the surgery to arrange for a doctor to call. The receptionists may ask for some information but it does help the doctors to plan their visits. Unless it is an emergency, all house calls are made after the end of surgery.

Out of Hours

If you require a doctor out of the normal working hours, then telephone 029 2049 8181 at any time during the day or night. When you telephone out of hours your call is automatically transferred to an out-of-hours service.

Patients between the ages of 16-75 who have not been seen at the surgery for a period of 3 years may request a consultation with a GP, at which any appropriate enquiries and investigations will be made. Consultations can also be requested by patients over 75, who have not been seen at the surgery for 12 months or more. Consultations for the over 75s will take place at home if appropriate.

Primary Care Medical Services

Details of Primary Medical Services and services not commissioned by The Penylan Surgery is the responsibility of The Cardiff & Vale Local Health Board. These details can be obtained from:

Primary Care Team
Cardiff & Vale LHB
PCIC Offices
Cardiff Royal Infirmary
Glossop Terrace
Cardiff CF24 0SD

Visit our website on: www.penylansurgery.co.uk

Cope
—
opticians

Helping you see things clearly

Helen and Ben Cope have been providing eye care in the local community for over 30 years.

Cope Opticians are a family run, community based practice. We provide all aspects of sight care both through the NHS and privately. We offer NHS eye examinations to all eligible patients...

Our services include:

- ❖ Free NHS sight tests
- ❖ Fully WEHE (Welsh Eye Health Examination) accredited
- ❖ Transitions lenses
- ❖ Prescription sunglasses
- ❖ Contact lenses
- ❖ Children's eye care
- ❖ Lighter and thinner spectacle lenses

Cope Opticians - Ely
128 Cowbridge Road West,
Ely, Cardiff CF5 5BT
029 2056 1145

Cope Opticians - Fairwater
3 Chestnut Road,
Fairwater, Cardiff CF5 3HR
029 2055 5139

Email: info@copeopticians.co.uk www.copeopticians.co.uk

Sight – Don't lose it!

The gift of sight is most precious and one we need to take special care of. As with many things in life we don't realise the importance of our sight until we begin to lose it. It is natural for eyesight to change over the years, and these changes are rarely for the better. When you consider the frightening consequences of failing vision it is amazing how many people do not bother to have their eyes checked regularly.

Your local optician does not just perform a 'sight test' but also tests for various disorders and minor eye problems, which means that any potential problems can be diagnosed and treated at the earliest possible stage. So it is always better to get your eyes fully checked by a qualified optician rather than purchase over the counter spectacles, which are available without the need for an eye test.

Opticians usually have a wide selection of spectacles and contact lenses and are happy to advise on the best solution for you. For instance, disposable contact lenses may be the ideal answer for spectacle wearers who want the freedom of lenses for occasional use or to wear for a day then throw away.

An eye examination is completely painless and includes a discussion about any history and symptoms you may have and a check of any glasses or contact lenses you may already be wearing. So don't take unnecessary risks with your eyesight – one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns regarding your vision, contact them today.

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

CANCELLED APPOINTMENTS

Please let us know as soon as possible if you need to cancel an appointment. This will enable us to give the appointment to another patient.

REPEAT PRESCRIPTIONS

If you are on continuous medication, the doctor may authorise you to obtain repeat prescriptions without having to be seen by a doctor each time you require medication. You will be issued with a computer produced slip which will list the items that the doctor has authorised. You simply tick the item(s) that you require and either send or bring the slip to the surgery.

You should always allow 48 hours for your request to be actioned.

By Post

Enclose a stamped addressed envelope with your request. First class post advised.

By Hand

Leave your request at the surgery and your prescription will be available for you to collect 48 hours later.

Online

Repeat prescriptions may now also be ordered using My Health Online. You will be required to register to use this facility. Please ask reception for details.

**Prescriptions may not be collected by persons under the age of 16 years.
Nor will we accept telephone requests for prescriptions.**

TESTS AND RESULTS

Tests and results are usually available after five working days, although this will vary, longer or shorter, depending on the type of test being carried out. You may telephone for results after 2.00pm Monday - Friday. This is to give the doctor time to check the results and for them to be filed into your record. Please note that the reception staff may only give out results to the patient concerned and only if the doctor has indicated that the results can be given out.

NEW PATIENTS

Generally we will only accept patients living in our defined practice area; details are available in reception. New patients registering with the practice will be asked to complete a 'Health Questionnaire' and will be invited to have a simple medical examination.

CHANGE OF PERSONAL DETAILS

It is essential that you keep us up to date with regard to any changes in name, address, telephone number or additions to the household. If you or a member of your household move outside the practice area, then you or they should register with a doctor in the new locality.

CONFIDENTIALITY

All our staff respect and observe the strictest rules of confidentiality. Arrangements can be made if you require to speak to any member of staff in confidence.

Visit our website on: www.penylansurgery.co.uk

Advertising Feature



A Primary Eye Care Clinic
incorporating
Optometrists & Ophthalmologists

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

12 Maryport Road
Roath Park, Cardiff CF23 5JX
Tel: 029 2076 4963
Fax: 029 2075 8703
email: davidawoolf@medi-optics.co.uk

SIGHT - DON'T LOSE IT!

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Your local optician does not just perform a 'sight test' but also tests for various disorders and minor eye problems, so any potential problems can be diagnosed and treated at the earliest possible stage.

An eye examination is completely painless and can include retinal screening, visual field assessment and measurement of intra-ocular pressure. These can help with the early detection of eye diseases.

Patients with acute eye problems, or a family history of some eye disorders, may be entitled to a more detailed examination under the Welsh Eye Care Initiative. Ask your optician if they are WECE/PEARS accredited to do these extra tests.

So don't take unnecessary risks with your eyesight - one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns concerning your vision, contact them today.

Advertising Feature

WHY DOES THE NHS COLLECT INFORMATION ABOUT YOU?

Your doctor and the team of health professionals caring for you keep records about your health and any treatment or care you receive from the NHS. This information will either be written down (manual records) or held on computer (electronic records). These records are then used to guide and manage the care you receive.

You may also be receiving care from organisations outside the NHS (like social services). If so, we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

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.

SUGGESTIONS AND COMPLAINTS

If you have any suggestions to improve our services then the doctors or any other members of staff will be glad to listen to them.

We operate a practice complaints system as part of the NHS system for dealing with complaints. Our system meets the national criteria. Our practice manager will give you further information. Our practice complaints leaflet gives details of the procedure and is available from reception.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

Help Us To Help You

In the event that we are unable to resolve a problem then you have recourse to: Business Service Centre, Cwmbran House, Ponty Pool, Gwent NP4 0XW

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourites folder today.

Visit our website on: www.penylansurgery.co.uk



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Warm, non-judgmental counselling in a safe environment. We can discuss depression, anxiety, confidence, self-esteem and more.

Contact Karen on 02921158107 or 07547402655.

£5 discount with this card

Would talking help?

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Call a private counsellor for more details now!

Simon Thorne PhD, MBACP
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Chartered Physiotherapist

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Transplants save lives

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www.organdonation.nhs.uk



CLINICS AND OTHER SERVICES

We offer a range of services over and above General Medical Services, some of which are listed here:

Maternity Medical Services

Antenatal care is provided at the surgery by the community midwife. Details of this clinic are available at reception.

Postnatal care is provided by the doctors during normal surgery hours.

Child Health Services

Doctors in the practice are qualified to carry out the appropriate development checks on children. Make an appointment with the doctor during normal surgery hours.

Baby And Childhood Immunisation Clinics

The childhood immunisations are carried out by the doctors and nurses during clinic times set aside for this purpose. Details of the clinics are available at reception. The health visitor is usually in attendance.

Programme

The recommended programme for development checks and immunisations for children is:

6 Weeks	Development check by doctor.
2 Months	Combined (Diphtheria, Tetanus, Whooping Cough, Polio, Hib) + Pneumococcal vaccine.
3 Months	Combined (Diphtheria, Tetanus, Whooping Cough, Polio, Hib) + Meningitis C vaccine.
4 Months	Combined (Diphtheria, Tetanus, Whooping Cough, Polio, Hib) + Meningitis C vaccine + Pneumococcal vaccine.
12 Months	Combined (Hib, Meningitis C vaccine).
13 Months	Combined (Measles, Mumps, Rubella) + Pneumococcal vaccine.
18 Months	Development check by health visitor.
3 Years	Development check by health visitor.
3 Years 6 Months	Pre School Booster Immunisation, Combined (Diphtheria, Tetanus, Whooping Cough, Polio) + Combined (Measles, Mumps, Rubella).
4 Year Check	Development check by health visitor.

Asthma/Diabetes

The management of asthma and diabetes has improved considerably in recent years largely due to the team approach. Our trained practice nurses have developed special skills which have proved invaluable. Please ask at reception for details of the clinics run by the nurses.

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

Well Person And Health Screening

In addition to the initial check carried out by the practice nurse when you first joined the practice, the nurses will carry out health screening on your behalf. This can include blood pressure, cholesterol, dietary advice, height/weight measurement and general lifestyle counselling.

Cervical Smear Tests

It is recommended that all women over the age of 25 have a cervical smear test every three years. The practice nurse will carry out this test during normal surgery hours.

Minor Operations

The doctors may carry out certain minor surgery procedures after consultations.

Foreign Travel

The increase in international travel has led to an increased need for immunisation and other health measures prior to departure. We stock an extensive range of vaccines and advise you to seek advice as early as possible prior to departure. There is no charge for many of these vaccines, either for the vaccine or the administering of the vaccine. However, there are some for which a charge will be made. Details are available at reception.

This practice is a designated Yellow Fever Centre.

Non-National Health Service Items

We provide a number of services that are outside the scope of general medical services and a charge, usually the minimum recommended by the British Medical Association, is made. Examples of these items and the charges made are displayed in the reception area. If we do not provide a service required, information may be obtained from the Primary Care Team, telephone 029 2183 4512. If you have any doubts, please enquire.

NHS DIRECT WALES/GALW IECHYD CYMRU

NHS Direct Wales 0845 4647

Website www.nhsdirect.wales.nhs.uk

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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PRACTICE AREA MAP

