

# PRACTICE HANDBOOK

## SKETTY & KILLAY MEDICAL CENTRES



**“Caring for you in the Community”**

Sketty Surgery

De La Beche Road, Sketty, Swansea SA2 9EA

**Tel: 206862 Fax: 280158**

Killay Surgery

Goetre Fawr Road, Killay, Swansea SA2 7QP

**Tel: 201181 Fax: 205816**

Treatment Centre

**Tel: 200102 Fax: 205816**

Email address: [else.ulvi@gp-w98021.wales.nhs.uk](mailto:else.ulvi@gp-w98021.wales.nhs.uk) (Practice Manager)

Website: [www.skettyandkillaysurgeries.com](http://www.skettyandkillaysurgeries.com)

# WELCOME TO Sketty And Killay Medical Centres

This long-established practice covers a wide area and is one of the largest in Wales. The Partnership consists of five full-time and six part-time GPs. They share their time between the two purpose-built premises in Sketty and Killay. Both centres have suitable access for all disabled patients and there is a lift to the first floor Treatment Centre at the Killay Medical Centre. We are a training practice and undertake the teaching and training of healthcare professionals and those intending to become healthcare professionals. We conduct clinical research to evaluate health risks and to test new ways to treat and prevent specific diseases and disorders.

## SECURITY

The surgery grounds and premises are continually monitored and recorded by CCTV.

## PRACTICE MANAGER

Our Practice Manager has responsibility for the overall management of the practice. She is ably assisted by an Assistant Practice Manager, IT Manager, Reception Manager and team. She is based at the Killay Surgery.

## HOW DO I MAKE A COMPLAINT OR SUGGESTION?

The Doctors and staff of this practice want to provide you with a good service. But sometimes things do go wrong and you may want to complain, or maybe just tell us about your concerns or suggest improvements. Your first point of contact should be with the Practice Manager, who will do her best to deal with the matter. Our patient information leaflet explains the practice in-house complaints procedure which we operate in line with NHS guidance. Your suggestions, compliments and complaints will help us to provide you with a better service.

## HOW DO I REGISTER WITH THE PRACTICE?

To register as a patient, please bring in your medical card or ask at reception for a registration form. We can only accept patients who live in our practice area. You are required to complete a new patient health questionnaire when you join the practice and the receptionist will arrange this for you. Please note you will be registered with the practice and not with an individual GP. You can, however, give us the name of your preferred GP if you so wish.

As part of the registration process we ask that you complete an ethnicity form, but you may decline to do so if you wish. You can be assured that data or statistics produced using this information is anonymous. The information can be used on a personal basis within the practice to help in the identification of specific medical conditions which may be more prevalent in certain ethnic communities. Where applicable, this will be done in accordance with the practice's Data Protection Act registration.

If you change your name, telephone number or move house, please let the Receptionist know, in writing, so that your records can be amended.

## REMOVAL OF PATIENTS FROM LIST

The Practice will remove a patient from its list under certain circumstances. This will usually only occur when the relationship between the Practice and a patient suffers an irreconcilable breakdown, and is seen as a last resort when other options have been exhausted.

## THE PARTNERS - YOUR FAMILY PRACTITIONERS

### Full-time Partners

Dr Christopher Huw Mellor	MB BS DGM DRCOG DFFP MRCGP Registered 1988 (London)
Dr Matthew James Seager	MB BCh Dip. Diabetes Registered 1997 (Wales)
Dr Lucy Katherine George	BSc MB BS DCH DRCOG MRCGP DFFP Registered 1998 (London)
Dr Htet Win	MB BS MRCP (UK) DFFP (UK) MRCGP DPD
Dr Lloyd Ebdon	MRCGP MB BCh BSc

### Part-time Partners

Dr John Anthony Rees Lewis	MB BCh Registered 1987 (Wales)
Dr Christopher Julian Charles Johns	MB BS DRCOG DHSM DPD Registered 1986 (London)
Dr Joanna Regan	MB BS MRCGP DRCOG DCH DFFP DPD Registered 1992 (London)
Dr Stephen Donald Lewis	BM MRCGP Registered 1995 (Southampton)
Dr Ian Robert Joslin	MB BCh MRCGP DFFP Registered 1999 (Wales)
Dr Zoë Caroline Musson	BM DRCOG DFFP MRCGP Registered 1998 (Southampton)

### Other GPs

Dr Sara Jones	MRCGP DFSRH MBBCh (Cardiff)
Dr Thuzar Myint	MRCGP DFFP MRCPCH (1 and 2) PLAB MBBS (Burma)
Dr Denise Chapman	MRCGP MBBCh

## Are you looking for a local opticians? Come to Dixey's

We offer all manner of optical services and are also Accredited for the Welsh Low Vision Service.

If you find that you are struggling to see clearly or have blurred vision, give us a call and book in to see us.

### We offer the following services:

- Glaucoma checks
- Contact lenses
- Large range of magnifiers
- Dispensing service
- NHS & Private Patients Welcome
- Wide Range of Spectacle Frames
- Free Frames - Income Support
- Children's Needs Accommodated
- Low Vision Aids for Visually Impaired
- Eyes Examined By Ophthalmic Medical Practitioners

C A Holloway F.B.D.O.

**Freephone 0800 298 1718**

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

31 Uplands Crescent, Uplands, Swansea



## Optician

You really don't realise the importance of your sight until you start to lose it, so it's quite surprising just how many people don't bother having their eyes checked on a regular basis. It is quite frightening to think of the consequences of failing vision. Consider for a moment how important it is to see everything clearly when driving: a split second can make the difference between safety and disaster on today's roads. Eye strain can also cause headaches when reading or watching television.

As people get older then it is natural for their eyes to change and become affected by various disorders which an optician can quickly and easily detect. It should not be understood from this that it is only the elderly who need to get their eyes tested - everyone needs to ensure that they have regular check-ups and you should ask your optician for advice.

If you fall into one of the following groups, then you may qualify to receive free NHS tests: If you are over 60, if you have a low income, if you or your partner get income support or family credit, if you are under 16 or under 19 and in full time education, if you are registered partially sighted or blind, if you are diagnosed diabetic or suffering from glaucoma or you are over 40 and have a brother, sister or child diagnosed with glaucoma.

Whether you do or don't qualify for free tests is not really the issue. The real question is: Do you really want to take unnecessary risks with one the greatest gifts you possess? - Your eyes!

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

### Qualifications Explained

- MB, BS, ChB, BCh, LRCSI and LRCPI are all basic medical degrees
- MSc and MD are further research degrees
- DCH, DRCOG, DTM, DO bstet, FPCert, DCH, DPD, Dip Int Med and DFFP are professional diplomas or certificates
- MRCP, FRCGP, FRCS and FRCP are specialist qualifications (membership or fellowship) of the medical Royal Colleges

### THE PRACTICE STAFF

#### Nurses

Josephine Ritchie	RGN 1 & 2
Karen Thirlwell	RGN
Valerie Davies	RGN Emergency Nursing Diploma, Independent Prescriber (Minor Ailments Nurse Practitioner) RGN Dip PP SP
Alyson Darlington (Clinical Nurse Specialist)	
Sarah Welsh	Diploma in General Adult Nursing
Sian Rowlands	Nursing Degree COPD
Carol Lewis	RGN
Paula Ramsey	RGN
Anne-Marie Huggleston	RGN
Susan James	RGN, Independent Prescriber (Minor Ailments Nurse Prescriber)

#### Health Care Support Workers

Andrea Pritchard  
Donna Clarke

#### Health Visitors

Debra Welch - Killay Medical Centre	RCN HV
Rachel Thomas - Sketty Medical Centre	RCN HV
Julia Howard	

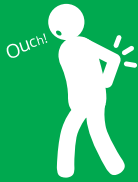
#### District Nurses

-

#### Qualifications Explained

RGN	- Registered General Nurse
SRN	- State Registered Nurse
NDN	- District Nurse
RM	- Registered Midwife
NP	- Nurse Prescriber
Dip PP	- Diploma in Professional Practice
DPD	- Diploma in Practical Dermatology
SP	- Supplementary Prescriber

**Do you have aches and pains that have built up over time?**



A physiotherapist is trained to help reduce pain, correct postural damage and bring flexibility back into your life.

Contact a qualified local physiotherapist today to see how they can help you.

**Physiotherapy Rehabilitation Centre**  
**In pain? Need help?**  
 Call us: 01554 758 232 / 07413 037 714  
*We'll get you going again!*  
 info@physiorehabcentre.co.uk  
 www.physiorehabcentre.co.uk

**NHS**

**Transplants save lives**

**Join the NHS Organ Donor Register**  
**0300 123 2323**  
**www.organdonation.nhs.uk**

## 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**



### The Practice Manager

Else Ulvi

### Assistant Practice Manager

Gill Francis

### IT Manager

Beverley Jones

### Reception Manager

Michelle Rees

### Administration Team

Eloise Evans, Martin Durk, Suzanne Henson, Karla Matthey and Jayne Bevan.

### Receptionists

Debbie Parry (Assistant Reception Manager), Nicola Jones, Emma Burgess, Susan Simpson, Hayley James, Sarah Rosser, Mim Penry, Sarah King, Sara Holland, Joanne Barnett, Michelle Tee, Joy Franklin and Ashleigh Pritchard.

### HOW TO CONTACT THE PRACTICE

#### When Is The Surgery Open?

	Opening Hours	Morning	Afternoon
Reception		8.15am	6.00pm
Telephone Access		8.00 to 8.15am	Telephone 200106
		emergencies only	
		8.15 to 6.00pm	Normal telephone service
		6.00 to 6.30	Telephone access to the On call doctor
Surgery	MONDAY	8.40 to 11.30am	3.50 to 6.00pm
	TUESDAY	8.40 to 11.30am	3.50 to 6.00pm
	WEDNESDAY	8.40 to 11.30am	3.50 to 6.00pm
	THURSDAY	8.40 to 11.30am	Urgent cases only
	FRIDAY	8.40 to 11.30am	3.50 to 6.00pm

There are also some early surgeries which run from 2.00 to 3.30pm.

#### How Do I Make An Appointment?

You can make an appointment with the Doctor or Nurse by phoning the Medical Centres:

Sketty:	206862
Killay:	201181
Treatment Centre:	200102

or by calling in person when the reception is open. You have a right to express a preference of practitioner and we will do our best to give you an appointment with the Doctor of your choice, but please remember that they work between the two surgeries and run their clinics and only have limited appointment times in each place. Should your preferred Doctor not have a free appointment you will be offered an appointment with one of the other GPs in the practice. You will never be refused to see a Doctor if one is available. If you no longer need your appointment please let us know. Please remember that appointments are for ONE person only. If you feel your consultation may be lengthy, ask the Receptionist for a DOUBLE APPOINTMENT when you book.



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with a Pay - Monthly  
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0800 612 1408  
or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)**

**OPG - HELPING THE SMALL BUSINESS  
GROW FOR OVER 40 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 40 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!

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

### Urgent Appointments

If you need immediate treatment for a condition you feel needs urgent attention, telephone the Medical Centre. It is practice policy that any patient needing to see a Doctor will be seen at the end of morning surgery and evening surgeries if necessary. There is a "calls and triage" Doctor available to take your calls from 9.00 to 10.30am each morning. When you telephone you will either be given advice over the phone, or be asked to come to the Medical Centre to be seen.

### WHAT DO I DO IN AN EMERGENCY?

- DIAL 999

### WHAT DO I DO IN AN URGENT SITUATION?

- You can get advice over the phone from our triage Doctor between 9.00 and 10.30am Monday to Friday. Phone 201181.

### OUT OF HOURS

If you need to contact a Doctor when the surgery is closed (from 6.30pm to 8.00am weekdays and throughout weekends/bank holidays), you should contact the out-of-hours service directly on 0330 123 9180 (Primecare).

All cases will be triaged and a decision made on whether the caller requires contact with/advice given by a Doctor or to have their details forwarded to the GP Out-of-Hours Service, which is responsible to the ABMU Health Board.

The Swansea Out-of-Hours Service operates an appointment-based service from a separate section of the A & E department at Morriston Hospital. When the Doctor there receives information about a patient it will be further scrutinised, following which the Doctor will either:

- Call the patient back with further advice
- Ask a Receptionist to call the patient to arrange an appointment
- Make a house call to see the patient if deemed clinically necessary

Alternatively, patients in need of advice on any medical matter are advised to contact NHS Direct on 0845 4647 ([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)).

If you have a severe problem such as difficulty breathing, chest pain, or severe bleeding you should call 999.

### HOW DO I ARRANGE A HOME VISIT?

Requests for home visits should be made when the patient is too ill to attend the surgery. Every effort should be made to attend the Medical Centre where you will be seen more quickly than waiting for a home visit. The home visits by the doctor are for medical reasons only, for patients who are terminally ill or truly bed-bound patients for whom travel to our Centre would cause deterioration in their condition.

If you do need a home visit, try to phone before 10.30am. You should tell the Receptionist what the problem is so that we can assess how urgent the visit is. The triage Doctor will want to speak to you to decide what is the best option - seeing the Nurse, seeing the Doctor, or going to hospital. If you do require a house call in normal surgery hours please phone Killay Surgery on 201181 between 9.00 and 10.30am Monday to Friday.

## HOW DO I GET A REPEAT PRESCRIPTION?

We use a computerised system to issue repeat prescriptions. Please allow 48 hours before you collect your prescription.

You can order your prescriptions in the following ways:

- Online through our practice website  
[www.skettyandkillaysurgeries.com](http://www.skettyandkillaysurgeries.com)
- Through the dedicated repeat prescription order telephone lines on:  
Sketty: 280159  
Killay: 200101

These are open 9.00am - 12 noon and 2.00 - 5.00pm daily.

These lines do get very busy and we would recommend that you avoid ordering your repeat medication on a Monday and use instead the following alternative request methods:

- Calling in to the surgery and leaving the tear-off slip.
- By post. We accept postal requests if you enclose a stamped, addressed envelope.
- Faxing a request - Sketty 280158 Killay - 200110

If you are housebound you can have your prescription delivered after it has been ordered from the surgery.

PLEASE REMEMBER THAT THE RECEPTIONIST CANNOT PRESCRIBE ANY ITEM NOT APPROVED BY YOUR GP AND SHE CANNOT SANCTION THE ISSUING OF MEDICATION THAT IS NOT DUE.

## MY HEALTH ON-LINE (APPOINTMENTS AND PRESCRIPTIONS ON-LINE)

### Appointment Booking

This displays a selection of available appointments for the patient to select from. The booking is then transmitted to the GP reservation system. GP practices will determine which appointments slots can be booked online and which GP's they wish to make available to patients who use My Health Online.

### Repeat Prescription

The patient can select which of their prescription items they require and the order will be transmitted to the GP who will accept or reject the request.

### To access 'My Health Online' - you must

Visit the surgeries to obtain your registration token.

Then Register for MHOL via <http://www.myhealthonline-inps.wales.nhs.uk/>

You will then receive an email message to the email address that you supplied to the practice. If you do not receive an email message then go back to the practice to check that your email address has been logged correctly.

Follow the link and type in your activation code.

## HOW DO I GET MY TEST RESULTS?

You can ring the surgery between 2.00 - 5.30pm for test results. Because of the need for confidentiality we are not able to issue test results to anyone other than the patient concerned.

## FAMILY PLANNING ADVICE

All the Doctors and Nurses will be pleased to offer free advice on any aspect of family planning including contraception and fertility counselling.

## SMEARS

As a preventative measure, all women aged 25 years and over should have a smear test once every three years. This is a simple procedure and takes only a few minutes. We have Nurses fully trained in the procedure. The Receptionist will make an appointment for you.

## VACCINATIONS

Children and adults should keep up to date with their vaccinations. Our Practice Nurses will be pleased to advise on and administer the full range of childhood and travel vaccinations. Before travelling abroad please ensure you allow adequate time for your vaccination to become effective.

## WHAT CLINICS AND SERVICES ARE AVAILABLE?

### Diabetic Clinic

Nurse

By appointment

Killay Surgery Monday

Sketty Surgery Wednesday

We aim to achieve good control of diabetes and prevent complications by providing regular check-ups and education. You can get more information about the care for diabetes from the variety of leaflets available from our Diabetic Nurses.

### Minor Illness Clinic

Patients presenting with minor illnesses such as coughs, colds, sore throats, earache and minor injuries can now be seen by Valerie Davies. She is based at our Killay Surgery but available to all patients. Please book through reception.

### Respiratory Clinic

Clinic Nurse

By appointment

Sketty Surgery on Tuesday and Friday morning and Thursday all day.

If you have asthma or COPD (chronic obstructive pulmonary disease), we will regularly monitor your care and help you to improve the way you manage your condition yourself. For more information please see our patient information leaflet on the Respiratory Clinic.

### Child Health And Well Baby Clinic

Doctor, Nurse and Health Visitor By appointment  
Sketty Surgery Wednesday 1.00 - 2.00pm  
Killay Surgery Wednesday 1.00 - 2.00pm

### Antenatal Clinic

Community Midwife and Health Visitor By appointment  
Sketty Surgery Thursday  
Killay Surgery Tuesday

### Smear Clinic

Please telephone your usual surgery for an appointment for a smear test.

### Cryotherapy Clinic

Doctor By appointment - Ask at reception

### Flu Vaccination Clinics

These are available each autumn for people over 65 and those with certain medical conditions such as chronic (long-term) chest problems, diabetes and heart disease.

### Minor Operations

The Doctors carry out minor surgery in our well equipped treatment room. Such surgery includes the removal of cysts and warts and is usually arranged in consultation with your Doctor.

### Joint Injections

There are doctors in the practice able to provide more specialist care. After routine assessment, if appropriate, the doctor can offer joint injections to relieve discomfort.

### Mental Health Liaison Nurse

Community based Mental Health Liaison Nurse is based at the medical centre. She is linked to the Psychiatry service. Referrals are made by the Doctors.

### TREATMENT CENTRE

The following services are presently available:

- Podiatry Our Podiatrist treats urgent referrals from your Doctor that may be dealt with in a few visits. For long-term Podiatry you may refer yourself to District Services using the form available at reception.

**IF YOU ARE UNABLE TO KEEP AN APPOINTMENT FOR ANY OF THESE SERVICES PLEASE LET THE RECEPTIONIST KNOW. SOMEONE ELSE CAN BE FITTED IN FOR TREATMENT.**

### NURSING SERVICES

We employ fully-qualified Practice Nurses, assisted by health care support workers, who keep abreast of developments through courses and seminars. They are available by appointment to deal with dressings, ear syringing, removal of sutures, blood pressure checks and to give advice on diets, common ailments, immunisation and vaccinations for travel. We have our own ECG equipment and all the Nurses take readings on instruction from the Doctor. The Nurses also assist with minor operations and are able to perform a wide range of procedures unsupervised, including cervical smear tests. Our Nurses can deal with many minor ailments and routine blood pressure checks should be carried out by them, thus freeing up appointments with the Doctor for the more serious problems.

### CARDIAC NURSES

We have specialist Cardiac Nurses based at the Sketty and Killay Surgeries. They will follow up patients discharged from hospital after a heart attack to give advice and support. They also screen patients referred by the Doctors using specialist equipment.

### RECEPTION STAFF

Our Receptionists have the difficult task of trying to keep Doctors and patients happy. Their duties and responsibilities keep them busy, often behind the scenes providing an efficient service. It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff. Please be patient with the staff and help them to help you - remember, they are often following instructions from the Doctor.

### TRAINING

You may come across video-taped surgeries. These are used (with the patient's permission) to train GP Registrars, who are fully-qualified hospital Doctors wishing to pursue a career in General Practice. They are carefully selected and work under the supervision of the practice for one year. The new ideas and enthusiasm they bring to the team is welcomed.

### HEALTH VISITORS

Our Health Visitors are specialists in health education. They give help and support to expectant mothers, the elderly and families. They can be contacted by leaving a message at the surgery.

### DISTRICT NURSES

Our District Nurses help our housebound patients and those recently discharged from hospital. They can be contacted by leaving a message at the surgery.

## NON-NHS WORK

Insurance, pre-employment, driving and other medicals, private certificates and insurance claims etc - please arrange via the Receptionist.

Your Doctor will be pleased to perform these services for you, but as the NHS does NOT cover them you will be charged a fee that is recommended by the BMA. PLEASE BE PREPARED TO PAY AT THE TIME; a list of fees is displayed in the waiting room, or the Receptionist will advise you of the cost when you telephone for an appointment. The company concerned pays for life insurance medicals and most pre-employment medicals.

## PATIENT FORUM

The Patient Forum was formed in 1997. At present it consists of nine members, representing all areas of the practice and meets once a month. A GP and the Practice Manager usually attend each meeting. The Forum has proved very successful in voicing the patients' point of view on various matters and sometimes changing subsequent action.

A Patient Forum notice board is displayed in the surgery for your information, and, at the request of the Forum, a range of leaflets on a number of subjects are available. Look out for their newsletter which is produced periodically.

## SINGLETON HOSPITAL PHYSIOTHERAPY DIRECT SERVICE

Physio direct is a telephone service that has been set up to provide early advice and management for people with back/neck/joint problems or muscle and soft tissue injuries.

The service can be contacted on Monday to Friday 9.00am until 12 noon (excluding bank holidays) on Swansea 01792 487453.

## PHYSIOTHERAPY WALK-IN CLINIC

For a Physiotherapy assessment and triage of back, neck and joint pains, muscle sprains and recent injuries. Monday to Friday (Exc. Bank holidays) from 1.00pm until allocated slots have been given out (27-30) per session.

## PODIATRY DIRECT

Podiatry Direct is a new telephone service to provide patients with direct access for advice and assessment of foot related problems. Patients do not need to obtain a referral from a GP, Nurse or Consultant to use Podiatry Direct.

Please note - The Podiatry Department does not offer a routine nail cutting service. If you have a foot problem that requires advice or treatment and you are not currently a patient with the department please contact us for a telephone assessment on 01639 683054 - Monday to Friday 8.50am to 4.30pm (except bank holidays) or attend the walk-in clinic at Port Talbot Resource Centre where you will be assessed and treated if required by a podiatrist. Monday to Friday 8.45am to 11.30am and 1.10pm to 3.30pm.

## MISSION STATEMENT

The Practice of Sketty and Killay Medical Centres is committed to providing the highest quality health care available under the NHS to all its patients with a well trained and motivated primary health care team. We believe it is important to work in partnership with our patients in their care and treatment - 'Caring for you in the Community'.

## AIMS AND RESPONSIBILITIES

### It Will Help Us If:

- You let us know if you cannot keep, or no longer need an appointment.
- You notify us if you change address or telephone number.
- You don't leave ordering your medication to the last minute.
- You understand that the Receptionist cannot know how long individual patients will take with the Doctor as some problems are more complex than others.
- You treat Doctors, Nurses and Receptionists with courtesy and respect.

The Practice operates a zero tolerance policy and will not accept any violence or abuse towards partners, their staff or any other persons on the practice premises. In such cases the patient will be taken off the practice register immediately and advised to find an alternative healthcare provider.

### We Will:

- Aim to provide the best possible service.
- Make information available about the services we provide.
- Deal with complaints via our complaints procedure as efficiently as possible.
- Ensure that you are dealt with professionally and with courtesy.
- Aim to provide an explanation if you wait longer than 30 minutes in the waiting room to see a Doctor.
- Ensure that all those handling information understand that confidentiality is to be maintained.
- Aim to give you access to an appropriate member of the healthcare team within 24 hours of requesting an appointment.



## PRACTICE PUBLICATION SCHEME

The practice has produced a publication scheme under Section 19 of the Freedom of Information Act 2000. The purpose of the scheme is to make you aware of what information is available. For a copy of our publication scheme, please write to the Practice Manager or ask at reception for a copy.

## ACCESS TO PATIENT INFORMATION

Medical personnel are obliged to keep medical records confidential. Medical information is structured within the practice on a need-to-know basis. There are some circumstances in which a health professional may disclose confidential medical records to others - for example, if the patient consents to such disclosure or when it is required by a court. It may also be ethical to disclose medical records if it would be in the patient's best interests or, if necessary, to protect another person or society generally. There are certain circumstances where it is a legal requirement to disclose information, for example, in relation to infectious diseases. Doctors are obliged to report incidences of specified infectious diseases to health boards and the Infectious Diseases Surveillance Centre.

The confidentiality of personal information such as medical records is protected by both the Data Protection legislation and the Freedom of Information Act. Under both Acts, third parties may not be given access to personal information except under exceptional circumstances. These third parties would be parents/guardians and personal representatives.

## CARERS

Are you looking after a relative or friend? Then you are a carer. In order that your GP can do all he can to help, it is important that he is aware of your status as a carer. The practice will not be able to share any clinical information with carers without the written consent of the patient concerned. Please ask at reception for a carers form to complete.

## TO CONTACT SWANSEA LOCAL HEALTH BOARD

ABM University Health Board  
Swansea Locality Office, 12th Floor Oldway Centre  
36 Orchard Street, Swansea SA11 5AW

Tel: 01792 601800

Fax: 01792 601855

[www.wales.nhs.uk](http://www.wales.nhs.uk)

## LOCATION AND ACCESS

Please see our map on the back cover.

## SMOKING

### Why Give Up?

Over 100,000 people die each year in the UK from smoking-related diseases. Every cigarette you smoke can shorten your life by an average of five and a half minutes.

Babies of smokers are, on average, 200 grammes smaller than those of non-smokers.

Smokers smell!

### How To Give Up

Stopping smoking is all about motivation. Without the real desire to give up you will be unable to succeed. You must want to give up rather than feel you should give up.

Set a date a week or so in the future when you intend to stop.

Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you.

When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking. Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward.

If you've tried everything and failed but are still keen to give up, seek help from your Doctor.

### Preventing A Relapse

Whenever you feel the need for a cigarette, go back to the procedure which helped you give up in the first place.

Avoid complacency and remember that you're a non-smoker!

Think how unpleasant smokers smell now that you've given up. Do you want to smell like them?

## ALCOHOL

### A Little Of What You Fancy. . .

Alcohol is a depressant which has the effect of dulling the brain and nervous system. In small quantities, alcohol can actually be beneficial to health. In large quantities, on a regular basis, it can have a very serious negative effect on health. At one extreme it can kill. CIRRHOSIS of the liver, for instance, is killing an increasing number of people, as are drivers who are over the limit. At the other end of the scale, excess consumption of alcohol can lead to poor co-ordination, impaired vision, a weakening of the immune system, impotence and obesity.

## What Is A Safe Limit?

An accepted safe limit is 28 units a week for men and 21 units for women, a unit being approximately a glass of wine, half a pint of beer or a single measure of spirit. This recommended maximum presumes that the consumption is spread throughout the week and not consumed all at once in a 'binge'.

A man's liver can process only eight units of alcohol within a 24 hour period and can take 72 hours to recover fully. It is easy to see how easy it is to damage this vital organ.

## How To Cut Down

How about a bottle of mineral water instead of wine with your lunch? Always drink water alongside wine with a meal or try a spritzer (wine mixed with mineral water) instead of a straight glass of wine.

## How To Avoid A Hangover

The most effective way to avoid a hangover is not to drink too much! Failing that, if you have overindulged, drinking large quantities of water before going to bed is very effective in warding off the worst effects.

## A HEALTHY DIET

### You Are What You Eat

If your diet is lacking, your body has ways of letting you know. For example, you may be overweight or underweight or you may have a spotty complexion or constipation. Ultimately, a bad diet can lead to serious problems such as heart disease.

A good diet helps fight off disease and makes you look and feel good.

### Eight Steps To A Healthier Diet

1. Reduce your consumption of refined carbohydrates such as white flour and white sugar. Your daily consumption of sugar shouldn't exceed two ounces - and that includes all the sugar already present in food, particularly processed food!
2. Eat plenty of fresh fruit and vegetables.
3. Cut down on your fat intake. Choose lean meats or trim off fat. Use low fat spreads and cooking oil which is low in saturates.
4. Choose wholemeal bread in preference to white.
5. Try nuts and dried fruit as a treat instead of sweets and chocolates.
6. Drink at least two pints of water every day.
7. Avoid the British habit of overcooking vegetables. It causes a massive loss of minerals and vitamins. Steaming or microwaving is a much better way of cooking vegetables than boiling them.
8. Cut down on your salt intake. Never, for example, add salt to your food before tasting to see whether it is needed.

## NOTES

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## LOCATION AND ACCESS

The **SKETTY SURGERY** is located next to St. Paul's Church on De La Beche Road, Sketty. It is a purpose-built surgery with a car park and has disabled access to the ground floor.

The **KILLAY SURGERY** is located at Killay Cross next to Siloam Chapel on Goetre Fawr Road. It is a new purpose-built surgery with a large car park. There is disabled access and a lift to the first floor.

The **TREATMENT CENTRE** is on the first floor of the Killay Medical Centre.

