

# Practice Leaflet

LAST UPDATED APR 2025 V17.25.4



*Nantgarw Road Medical Centre*

*(N.R.M.C.)*

*4 Beddau Way*

*CAERPHILLY*

*CF83 2AX*

**Branch Surgery: Senghenydd Health Centre**

**Parc Place, Senghenydd, CF83 4HB**

**Telephone: 02920 8881118**

Email: [reception.w95049@wales.nhs.uk](mailto:reception.w95049@wales.nhs.uk)

Website:

<https://www.nantgarwroadmedicalcentre.wales.nhs.uk/>

Twitter/X @nrmcpractice Facebook /@nrmcpractice

## GWYBODAETH I GLEIFION SIARAD WELSH

Rydym nawr yn cynnig taflen i Gleifion Cymru ar gais. Rhowch wybod i ni os ydych yn dymuno inni ysgrifennu atoch yn Gymraeg.

Hefyd, Gall rhai meddygon teulu a nyrsys ymgynghori yn Gymraeg. Os yw'n well gennych weld clinigwr sy'n siarad Cymraeg - Byddwn yn ymdrechu i'ch lletya yn dibynnu ar argaeledd.

Wrth ymweld â'r feddygfa gallwch edrych i mewn yn Gymraeg a nifer o ieithoedd eraill. Gallwn hefyd ddarparu dehonglydd 'llinell iaith' ar gais

## INFORMATION FOR WELSH SPEAKING PATIENTS

We now offer a Welsh Patient leaflet on request -and a multi language supported website

Please let us know if you wish us to write to you in Welsh. Also , Some GPs and nurses can consult in Welsh. or if you prefer to see a Welsh speaking clinician - We will endeavour to accommodate you depending on availability.

When visiting the surgery you can check in in Welsh and a number of other languages. We also can provide a 'language line' interpreter on request. Our Telephone system gives bilingual options.

**Email:** [Reception.w95049@wales.nhs.uk](mailto:Reception.w95049@wales.nhs.uk) (non urgent matters only). Patients can also securely message via 'NHS WALES APP' (registration required)

**NHS Out of Hours / General Advice Line Tel: 111**

## **THE DOCTORS**

### **GP PARTNERS**

**DR GARETH ROYAL**  
BSc 2002 MbBCh 2007 MRCGP 2012

**DR SAMANTHI KULATILAKE**  
MBBS BSc 2008, MRCGP 2013

**DR GEMMA ROGERS**  
MBBCh 2006 DFSRH 2011, MRCGP 2012

**DR JAMES HANSELL**  
MBBCH 2013, MRCGP 2020

**SESSIONAL GPs** Dr . Fay Dier, Dr Catrin Jones , Dr Anne-Marie Eliades, Dr Eleanor Morgan, Dr Steve Short

Practice Pharmacist (Rebecca Butler)

## **PRACTICE STAFF**

### **Nurses /HCA**

Ms. Janette Ryzy (RGN) Lead Nurse

Mrs Laurie Treherne (RGN)

Miss Millie Hughes

Mr David Rogers Health Care Assistant

Ms Claire Griffiths Health Care Assistant

### **Management/Administrative Staff**

Practice Manager	Andrew Langley, (MSc).
Deputy Practice Manager	Penny Robins
Senior Receptionist/administrator	Lisa Baldwin
Prescribing Clerk	Mrs Nicola Roche-Richardson
Prescribing Clerk	Mrs Jenna Harris
Administrator	Wendy Davies
Administrative assistant	Michael Rocke
Receptionist/Admin	Sarah Baddeley
Receptionist/Admin	Anne Thomas
Receptionist/Admin	Karen Maisey
Receptionist/Admin	Sian Rees
Receptionist/Admin	Tayla Hatim
Receptionist/Admin	Catrin Davies
Receptionist/Admin	Carys Nowaczek
Receptionist/Admin	Angel Henry

## **Attached Staff**

District Nurses [Based at medical centre]

Health Visiting team

Midwife , Counsellor, Primary care Mental Health practitioner (PHP),

Direct First access physiotherapist (NHS)

## **Access**

We are responsible for patients 8 - 6.30pm Monday – Friday (excludes bank holidays)

Urgent calls outside these hours contact out of hours service **111**

For general health queries at any time contact **111**

Or online: [www.nhs.online.net](http://www.nhs.online.net)

**Nantgarw Road Medical Centre is open for personal callers 8-6.00pm Monday – Friday, Senghenydd Health Centre Branch normal access hours are 8.30-1.30 Monday-Wednesday and Friday (access to branch is strictly on invitation of GP/Nurse).**

All GP appointments initially are either booked via

TELEPHONE – ARRANGE BY RINGING 02920

888118/ booking via NHS WALES APP (Download via app stores or use <https://app.nhs.wales/login>)

**Patients will be offered a face to face appointment on booking if we believe you need to be seen. This is**

**usually when a physical examination is likely to be needed. We will offer a telephone consultation if the matter can be dealt with by telephone (such as medication reviews and follow ups), although patients can request a face to face appointment if this is preferred.**

When Booking a **TELEPHONE** appointment the **GP WILL RING YOU BACK** – The receptionist will tell you if the call back will likely to be during the AM session (8-2pm), or PM (2-6.30pm) session. We cannot give patients specific ‘appointment times’ for telephone calls. Please ensure your phone is not on silent, not diverted to answerphone, and that you do not have any ‘call guardian’ answerphone services which bar unknown callers.

**We will make every effort to contact you, however, repeated failed attempts to contact patients could result in a ‘failed encounter’, and you will be asked to re book if contacting us again.**

A selection of appointments are opened daily, and patients are able to book up to 6 weeks in advance for GPs.

We also have a number of ‘same day’ appointments that become available to be booked before **11am** for the same morning, and for matters that cannot wait.

You may be Seen or Called (telephone appointments) by any of GPs on Duty,

If you need to speak to a specific GP, please book ahead. We will try and accommodate patients if they feel they need to be consulted by a same-sex GP, however, we cannot guarantee this. Same day 'unscheduled' appointments are for new problems or acute cases only.

Where it is felt clinically necessary the GP may offer a face to face appointment. If you feel that you need to discuss matters face to face please tell the GP when you are contacted.

We have facilities for patients to send medical images (such as images of rashes) securely to your records for the GPs attention. To avoid the need to attend the surgery unnecessarily we may use electronic secure communication to send and receive information when possible.

Patients who need routine admin assistance – such as requests for FIT NOTES can request via our website / My surgery app (download from appropriate app store below ). Please allow up to 3 working days.

Website <https://www.nantgarwroadmedicalcentre.wales.nhs.uk/admin-queries>

Apple: <https://tinyurl.com/2jn97cjt>

Android: <https://tinyurl.com/yau6yzj2>

Nursing appointments are available up to 3 months in advance

Please note that on the instructions of the GPs, the Receptionists will ask you for brief details of your condition; The Receptionist can then advise you on the most appropriate clinician to deal with your complaint.

For instance, we have nurses who are trained to deal with new onsets of the following minor complaints:

- Conjunctivitis
- Coughs
- Sore Throat/Tonsilitis
- Earache/Ear Problems
- Fever, Flu-Like Symptoms
- Skin Conditions
- Urine Infections
- Urine Infection Symptoms

This means you may not always need to speak to a GP (excluding under 5's).

\* You can register for Online services by downloading the NHS WALES APP - See <https://app.nhs.wales/login> or download from app store.



**We kindly encourage patients to avoid using SAME DAY appointments for the following routine reasons:**

- Life threatening emergencies (ring 999);
- Follow up reviews, and ongoing conditions of over 3 weeks duration, unless worsening;
- Renewal of sick notes for long term sickness;
- Medication Reviews (including pill reviews);
- Test results (unless specifically requested to attend by practice);
- Form filling for private work such as DVLA (please speak to receptionist about this);
- Matters that can be dealt with by dentist, optician or pharmacist (please see information about the Common Ailment Scheme below or ask a receptionist for further details).

We do have a chaperone policy in respect of intimate examinations and patients can request/will be offered a chaperone, if this is necessary. Please enquire at Reception for more information.

## ***Missed Appointments (DNAs)***

If you cannot make a appointment **it is important to cancel so other patients can be offered the slot.** We monitor patients missed appointments and follow-up non-attenders.

## **Medical Services Available at the Practice**

We aim to provide the best possible care to our patients in a friendly but professional environment and recommend that you make the most of the services available to you.

## **Blood Tests & Swabs**

Blood tests are carried out daily by morning appointment.  
Swabs are taken daily, if needed.

Please allow 5 days before contacting us for results [unless advised differently]

# Cervical Smears

Women between the age of 20 and 64 will be normally invited by Cervical screening wales (CSW) for a smear normally every 5 years. Please contact the practice to book a suitable appointment when you receive your invite. Results are usually sent out between 4 – 6 weeks. Regular cervical screening can prevent up to 90% of cancers developing, but like other screening tests it is not perfect. It does not always detect early cell changes that may lead to cancer.

**If you have any unusual symptoms such as bleeding after sex or between periods, you should see your doctor, even if you have had a recent negative test.**

# Chronic Disease Monitoring

Patients who have the following long term conditions will be made appointments to see the practice nurse (or GP if appropriate) for a review at least annually. Heart disease, Diabetes, respiratory conditions (including asthmatics on

regular inhalers), Kidney conditions, Stroke/TIA, hypothyroidism, epilepsy

It is important that you attend your appointment, even if you feel well.

## Family Planning & Sexual Health Services

Your GP can give you advice on contraception methods, and the contraception pill can be given by any doctor. We also offer emergency contraception and advice, and advice on STDs.

## Home Visits

If you are unwell and unable to come to the surgery (if you are housebound or your condition means that you cannot travel), please make your request for a home visit before 11AM, if possible.

# Private Medical Examinations and reports

These are not covered by the National Health Service and will usually carry a fee (please ask for a quote before requesting). If you require a medical (e.g. for employment or insurance purposes), please contact Reception to make an appointment and we will advise you on the nature of the fee involved and whether or not the GPs can do the work. Please state the type of examination you require. Please note that GPs will only accept private requests within their expertise. Please note these exams are not done in normal surgery time, and are arranged at times when GP is not normally providing NHS sessions.

Also the doctors do not routinely accept to do private letters of support regarding housing, sickness benefits, mental capacity, bus/rail cards etc. Generally information requested from organisations regarding your health is contained in your medical notes which you can use for support. You do have the right to request copy (please see Patient information pages on confidentiality). Unfortunately we do not counter sign passport applications.

## **PRESCRIPTIONS**

Prescription requests can be made online (regular meds) in writing or via your pharmacy.

We do not accept telephone requests, nor requests more than 1 week in advance of the date your tablets are due. You must give us 72hours notice not including weekends to process your request (from time we receive request).

We usually issue a maximum of a 2 month prescription at a time (depending on your medication and compliance) other than in exceptional circumstances. Patients will be asked to see a GP to review continuation of regular medicines periodically.

## **How to Join the Practice**

To join the Practice, Simply call in or contact us for the appropriate registration forms – one per each family member. You will be asked to fill in a questionnaire about your general health and an appointment can be made for

you to see the Practice Nurse for a general check up and discussion about the completed questionnaire.

We do not discriminate on the ground of race, colour, social class, illness, cost of medication, disability, age, religion, sexual orientation or appearance.

## **PRACTICE AREA**

Our Practice boundary covers the areas of Caerphilly, Senghenydd, Abertridwr, Central Llanbradach, and Nantgarw (Caerphilly side of A470)

## **COMPLAINTS**

If you have a problem or complaint about the service we provide take this extremely seriously - please let us know, we may be able to help. We aim for a local resolution if this is possible, and many complaints may be resolved by addressing your concerns with the practice manager either by telephone, face to face meeting, or in writing.

Complaints will be acknowledged within two days of receipt, you will be given a copy of our complaints procedure which follows NHS complaints process 'Putting things right'. This

outlines your right to hold a meeting with the practice, and information on the process, and your options. We aim to reply to complaints within 30 days.

Please contact Mr Andrew Langley, Practice Manager for further information [andrew.langley@wales.nhs.uk](mailto:andrew.langley@wales.nhs.uk)

## **CONFIDENTIALITY**

All GPs, training GPs and staff are bound by our practice confidentiality policy.

Your records will only be viewed by those who have a duty to view them in relation to your healthcare. It may be necessary to share some information with other health care provider clinicians such as hospitals and the Gwent Out of Hours Service in relation to your healthcare. Under the data protection act, you may opt out of having your information automatically shared without your express permission. Please contact the Practice Manager for more information on our fair processing policy.

## **DISABLED PATIENTS**

All surgeries have suitable access for disabled patients, hearing loops, audio/visual signage. Some clinicians have



basic BSL training, and we can arrange interpreters if needed.

## **MEDICAL STUDENTS**

We occasionally take medical students into the practice as a part of their training.

Patients' consent will always be sought before they have any contact with students.

## **WELSH SPEAKING**

If you wish to consult in Welsh please make an appointment with Dr Rogers. We also have a Welsh speaking nurse Laurie Treherne.

## **PRIVATE MEDICALS**

These are not covered by the National Health Service and will usually carry a fee. If you require a medical (e.g. for employment or insurance purposes) please contact us to receive advice on the nature of the exam and the fees involved. Please state the type of examination you require.

# **SELF TREATMENT OF COMMON ILLNESSES/CARE NAVIGATION**

Advice on self treatment of common illnesses is always available from the surgery. We will be able to provide you with information leaflets and internet resources on many common ailments. Ask at reception for details.

When you ask for an appointment with a GP you will be asked for brief details of why you need an appointment on the instructions of the GPs; Although it is not compulsory to tell the receptionists – In some cases receptionists may navigate you to access the most appropriate clinical service for your needs

- Local pharmacies have a common ailment scheme for a number of conditions – NHS medicines can be prescribed by a pharmacist without the need to see your GP)
- We have a NHS Physio who does direct access NHS assessments on musculoskeletal issues (Alternative Mondays – by appointment)
- Two of our nurses can treat new episodes of minor illness conditions without the need to see a GP.
- Local opticians will deal with most EYE issues
- If you have a dental issue please contact your DENTIST
- For eye issues (unless eye injury) please contact a optician. Most pharmacies can provide treatment for

conjunctivitis for over 2 year old patients under the common ailment scheme.

- We have a practice pharmacist who is a prescriber, and does most types of medicine reviews

## **PRACTICE PATIENTS CHARTER**

### **Practice Aims**

We are pleased to welcome you as a patient of our practice. We aim to provide you with the highest quality of health care through the team of health care professionals at our surgery.

**We do not discriminate on the ground of race, colour, social class, illness, cost of medication, disability, age, religion, sexual orientation or appearance.**

The receptionists will help you to make the best use of our services and will greet you courteously. You are guaranteed confidentiality at all times. If you wish to speak to any member of the Primary Health Care Team in confidence, please ask. If you are unsure as to which member of the team can best help you please ask and we shall advise you accordingly.

### **As an NHS patient of this practice you are entitled to:**

- Be registered with a GP

- Receive a clear explanation of the treatment you are offered
- Request a Chaperone
- Receive courtesy from the staff
- Respect for religious and cultural beliefs
- Be seen within 30 minutes if you have an appointment. If for any reason you cannot be seen, a clear explanation will be given on request. If you don't have an appointment, you will be seen in order of attendance
- A consultation on the same day if you need to see a doctor urgently. You may however, have to wait longer for a booked appointment, unless it is a genuine emergency
- Be offered advice on a health lifestyle
- Be referred to a consultant when the GP feels that it is necessary
- A copy of the practice information booklet
- Have any constructive comments, complaints or suggestions heard by the Practice Manager in private
- Be reviewed at regular intervals, if taking regular medication. Repeat prescriptions will be available for collection 72 hours (3 working days) after they are requested
- You will be advised of any steps you can take to promote good health and avoid illness
- Health education leaflets are freely available – via sms/paper.

- Instruments and equipment used are regularly serviced and calibrated to ensure accuracy

## **ACCESS TO MEDICAL RECORDS**

You have a right to access your medical records and to request copies under the General Data Protection regulations (2018). We have a process for requesting your data – complete a ‘subject access’ request and bring Identity to request information, and to allow up to 1 month for processing.

For deceased persons, applications are made under sections of the 1990 Access to Health Records Act. Applications can be made by:

### **The Patient**

Children 16 years or over and mentally competent

Parents or an individual given parental responsibility by a court for children under 16.

Patient representatives with written authorisation from patient for person (i.e. Solicitor or relative).

Court representatives

### **Deceased Patient**

Applications may be made by patient's personal representative or any person who may have a claim arising out of the patient's death.

### **Children and Family Court Advisory and Support Services (CAFCASS)**

Where CAFCASS has been appointed to write a report to advise a judge in relation to child welfare issues. Patients or parents consent should be obtained. A copy of the report would be forwarded to the Child Protection Team for approval.

## **PATIENTS RESPONSIBILITIES**

We would request that you help us to help you! Patients have responsibilities as well as rights.

The practice asks you to:

- Inform the Practice as soon as you can if you are unable to keep an appointment (cancel via text if possible)

- Only make requests for home visits if you are too ill to attend the surgery and cannot travel because of your condition
- If possible, request a home visit by 11am
- Treat the members of the Primary Health Care Team with courtesy
- Act in a responsible way when on surgery premises.
- Please keep young children under control and supervision at all times
- Smoking is not allowed at the surgery or surrounding car park area
- Give 72 hours notice when ordering a repeat prescription
- Please make separate appointments for each family member needing to see a Doctor
- Inform the receptionist of any change of circumstances e.g. name, address or telephone number
- Please be patient. Appreciate that delay is sometimes unavoidable
- **Patients who are violent or abusive to Doctors, staff and other persons on the Practice premise will be asked to find another Practice. Details how to obtain information regarding this will be given by the Practice Manager Mr Andrew Langley**

**WE APPRECIATE YOUR CO-OPERATION**

## **PRIMARY CARE SERVICES**

You may obtain details of Primary care medical services in the area from

Shared Services Partnership  
Mamhilhad House  
Block A  
Mamhilad Park Estate  
PONTYPOOL  
NP4 0YP  
01495 332000

## **OUT OF HOURS**

This service covers the hours of 6.30pm to 8.00am on Monday to Friday and all weekends, Bank holidays and Public holidays. You must telephone and arrange an appointment time before arriving at the Primary Care Centre which is based at:  
Ysbyty Ystrad Fawr



**OUT OF HOURS Tel no. 111 (after 6.30pm,  
weekends and Bank Holidays)  
GENERAL ADVICE (Ex NHS Direct) 111  
NHS HOTLINE [www.nhs.online.net](http://www.nhs.online.net)**

## **OTHER USEFUL TELEPHONE NUMBERS**

Ysbyty Ystrad Fawr (01443) 802272 Llandough Hospital (029) 20711711  
Royal Gwent Hospital (01633) 234234 UHW (029) 20747747  
Grange University hospital 01633 493100  
Royal Glamorgan Hospital (01443) 443443

### **Local Health**

Aneurin Bevan Health Board 01495 241200  
E-mail: [abhb.enquiries@wales.nhs.uk](mailto:abhb.enquiries@wales.nhs.uk)  
Website: [www.aneurinbevanhb.wales.uk](http://www.aneurinbevanhb.wales.uk)

Community Health Council (01633) 838516  
Emergency Dentist (01495) 765100  
Smoking Cessation (0800) 0852219  
NHS Direct Wales (0845) 4647

### **Social Services**

Health & Social Security (01443) 875666  
Social Services (029) 20424300

### **Local Services**

Job Centre (029) 20424200 Citizen's Advice (029) 20882105  
Police (Caerphilly) (029) 20852999 Registrar Births & Deaths (01443) 863318  
Alcoholics Anonymous (029) 20373939 Marriage Guidance (029) 20229850  
Child Line (0800) 1111 Samaritans (029) 20344022

### **Help & Support**

Blood Donor Service (029) 20890302 Relate (029) 20229850  
Cruse (0845) 7585565  
(029) 20889227