



BIRCHGROVE SURGERY

Caerphilly Road, Heath, Cardiff CF14 4QJ Tel: 029 20522344

Branch Surgery – Rhiwbina Clinic Groes Lon, Rhiwbina, Cardiff CF14 6JT

Email: practice.manager.w970321@wales.nhs.uk Website: www.wales.nhs.uk/birchgrovesurgery

Patient Information Leaflet

Welcome to Birchgrove Surgery. In this leaflet you will find helpful information relating to the practice.

THE TEAM

Doctors

Dr Jeremy Davies

GP Partner (male)
MBBCh (Cardiff) 1997 MRCGP 2003
DRCOG
Cardiovascular disease, Gastrointestinal,
Dermatology, Joint injections, GP trainer and appraiser

Dr Stephanie Richards

GP Partner (female)
MB BCh (Cardiff) 2009 MRCGP 2015
Palliative care, joint injections, respiratory

Dr Toby Musson

Salaried GP (male)
MBBCh (Cardiff) 1999

Dr Meleri Wyn

GP Partner (Female) Welsh speaking
BMBCh (Oxford) 2007 BA, MRCGP
2013, DRCOG, DFRH
Family planning, womens health,
safeguarding lead

Dr Spurthi Vemulapalli

GP Partner (female)
BMBS (Exeter Plymouth) 2012
MRCP 2017 MRCGP 2019

Dr Jane Patel

Salaried GP (female)
MBBCh (Cardiff) 2014 MRCGP 2020
Shoulder and knee joint injections

Dr Sion Dafydd

GP Partner (Male) Welsh speaking
MBBCH (Cardiff) 2007
Diabetic Lead

We are a training practice and may have fully qualified doctors attached to us for further training in General Practice.

Nurses

Rachael Thomas RGN

Lisa Chapman RGN

Caroline Edgell RGN

Health Care Assistants

Kayleigh Farnell

Vikki Cowles

Management

Practice Manager Laura Sutherland

Assistant Practice Manager Amanda Berry

Reception

Reception Manager Lianne Robbins We have a team of 9 care navigators.

Administration

We have a team of 6 administrators.

SURGERY OPENING HOURS

Birchgrove Surgery

Monday	08:30 – 18:00
Tuesday	08:30 – 18:00
Wednesday	08:30 – 18:00
Thursday	08:30 – 18:00
Friday	08:30 – 18:00

We are closed on weekends.

Rhiwbina Clinic

Monday	08:30 – 12:30
Tuesday	08:30 – 12:30
Wednesday	08:30 – 12:30
Thursday	08:30 – 12:30
Friday	08:30 – 12:30

APPOINTMENTS

All appointments with our GPs and nurses are booked in advance.

Appointments for non-urgent matters are usually available within two weeks, if you wish to see a particular clinician you may have to wait longer.

Appointments can be booked up to 4 weeks in advance. To make an appointment at either of our two sites please call 029 20522344. All calls incoming and outgoing are recorded for training and monitoring purposes.

Routine appointments: telephone at 10:00am or at 14:00pm

Urgent appointments: telephone between the hours of 08:00am and 18:00pm

You can register for the NHS Wales App to book appointments. To register go to: <https://app.nhs.wales/login>

HOME VISIT REQUESTS

If you are too ill or have mobility problems that would prevent you from attending the Practice, you can request a home visit by telephone before 10.30am, requests after 10.30am should be for urgent matters only. Your request will be assessed by the duty doctor and if deemed medically necessary you will normally be visited between 12:00 – 14:00. When you request a home visit one of the doctors may call you to discuss your request as it maybe something that can be dealt with over the phone.

HOW TO REGISTER

New patients can register at the Practice by completing a registration form available at reception or download from our website. Patients are registered with the Practice rather than an individual GP. As a result you may not always see the same GP. Patients are able to express a preference of a GP. The Practice will try to comply with this request but it might not always be possible.

Where possible we ask you provide your NHS number when registering. Please bring the forms, a form of photo identification and proof of address to reception.

If you are on any repeat medication please provide us with full details and make an appointment to be seen by one of the GPs in order that we can add these to your medical records.

ACCESS AND DISABLED PATIENTS

Patient services are located on the ground floor of the practice and the premises are wheelchair accessible. Where patients have particular difficulty practice staff may be able to assist.

A visual display system is used to call patients from the waiting room in to the consulting rooms. Patients with visual impairment should speak to the receptionist who will be able to assist.

This leaflet is produced in large print format upon request and other documents can be made available in large print.

We welcome suggestions from people with access difficulties of any kind on how we might improve our services.

SERVICES PROVIDED

The Practice offers the general care of patients. Other NHS General Medical Services provided include:

Management of chronic diseases, child health surveillance, cervical screening, maternity services, phlebotomy, alcohol advice, dietary advice, sexual health advice, vaccination and immunisations, care of terminally ill patients, contraceptive services.

The Practice also provides a number of non-GMS services these include private sick notes, insurance forms, holiday cancellation forms, medical reports, private prescriptions and some vaccination services. Charges apply for these services, please see our website for further details.

PRESCRIPTIONS

Prescription requests take 48 hours to complete. We do not take prescription requests by phone.

You can request repeat prescriptions in person or via the post using the white tear off request slip from your previous repeat prescription. By email to practice.manager.w97021@wales.nhs.uk

You can also request repeat prescriptions if you are registered for the NHS Wales App.

To register go to: <https://app.nhs.wales/login>

ELECTRONIC PRESCRIPTIONS

Your prescription no longer needs to be collected from the practice and taken to your pharmacy. It can be sent through electronically. This can save you time as you will just need to go direct to the pharmacy to collect your medication. Speak to your pharmacy and tell them you want to use electronic prescriptions. They will be able to arrange this for you. You do not need a computer or smartphone. It is safe and secure and cannot get lost as we can always see on our system where it is. More information is available on the practice website.

PATIENT EXPECTATIONS

We aim to treat our patients courteously at all times and expect our patient to treat our staff in a similarly respectful way.

Please help us by:

- Treat the staff with courtesy as they are trying to help you, but are not always in a position to do so.
- Being on time for your appointment
- Letting us know as far as possible in advance if you need to cancel your appointment. Your appointment could be given to someone else.
- Briefly telling the receptionist the nature of your problem, so you can be given the most appropriate type of appointment. You may be signposted onto other services where appropriate.
- Telling us if you feel your problem needs urgent attention.
- Requesting repeat prescriptions in plenty of time before your medication runs out.
- Requesting new sick notes and similar documents in plenty of time before they run out.

ZERO TOLERANCE

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients and take a zero tolerance approach to any such behaviour by patients or those accompanying patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed from our list of patients. Violent episodes will result in referral to the Alternative Treatment Service.

CONFIDENTIALITY

The Practice endeavours to ensure all personal and health information is kept confidential, secure and is only accessed when necessary. Birchgrove Surgery complies with the Data Protection Act 1998, Human Rights Act 1998, General Data Protection Regulation (EU) 2016/679, Computer Misuse Act 1990 and the Common Law Duty of Confidentiality, all refer to the protection of privacy and confidentiality and must be adhered to at all times. All members of staff have signed a strict confidentiality agreement.

The Practice website has more information of what personal information is held and why in the Practice Privacy Notice. There is also information on how your data is processed, information about your data rights such as your right to be informed about how your data is used by the Practice, your right to object in relation to the processing of your data or the right to have inaccurate information rectified.

ACCESS TO MEDICAL RECORDS

You have the right under the Data Protection Act 2018 to have access to your personal medical records. Please email the Practice for further information on how to obtain access to your medical records.

COMMENTS AND CONCERNS

We welcome your views on the service provided at the Practice. All comments are considered at regular team meetings and we will endeavour to provide a response within 30 working days.

If you have a complaint, please put your complaint in writing addressed to the Practice Manager or email practice.manager.w97021@wales.nhs.uk. You will receive an acknowledgement within 3 working days of receipt of your complaint. Your concern will be investigated and the findings will be sent to you within 30 working days. If the complaint takes longer to investigate, you will be notified of the expected timescale.

Alternatively, you can raise your concern with the Local Health Board.

Email the team at concerns@wales.nhs.uk or write to them: Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4HH. Telephone: 029 21836318

If you wish to seek further support and advice you can contact Llais Wales or the Public Service Ombudsman for Wales:

Llais Cardiff <https://www.llaiswales.org/>

Ombudsman ask@omudsman-wales.org.uk www.ombudsman-wales.org.uk

DATA PROTECTION

The Data Protection Office for Birchgrove Surgery is:

DHCW - DPO Support Service 5th Floor, Tŷ Glan-yr-Afon

21 Cowbridge Road East Cardiff

CF11 9AD

Email : DHCWGMPDPO@wales.nhs.uk

LOCAL HEALTH BOARD

Cardiff and Vale University Healthboard is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them at the following address:

Cardiff and Vale University Local Health Board

Woodlands House

Maes Y Coed Road

Llanishen

Cardiff CF14 4TT

Tel: 029 20747747

Email: cav.primarycare@wales.nhs.uk

<https://cavuhb.nhs.wales>

PRACTICE CATCHMENT AREA

