



**Bishops Road Medical Centre**

1 Bishops Road  
Whitchurch  
Cardiff  
CF14 1LT

Tel: 029 20522355

Fax: 029 20522686

Email: [enquiries.w97028@wales.nhs.uk](mailto:enquiries.w97028@wales.nhs.uk)

Repeat Prescription Request: [prescription.w97028@wales.nhs.uk](mailto:prescription.w97028@wales.nhs.uk)

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

	AM	PM
<b>Monday to Friday</b>	8.30am – 11.30am - Mix of on the day and prebookable appointments	From 3:00pm - Prebookable in advance
<b>Reception is open from 8.00am until 6.30pm</b>		

**Tongwynlais Surgery**

1 St. Michael's Close  
Tongwynlais  
Cardiff  
CF15 7LB

Tel: 029 20810311

Email: [enquiries.w97028@wales.nhs.uk](mailto:enquiries.w97028@wales.nhs.uk)

Repeat Prescription Request: [prescription.w97028@wales.nhs.uk](mailto:prescription.w97028@wales.nhs.uk)

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

<b>Monday</b>	<b>Closed</b>
<b>Tuesday</b>	8:30am til 10:30am Mix of on the day and prebookable appointments
<b>Wednesday</b>	8:30am til 10:30am Mix of on the day and prebookable appointments
<b>Thursday</b>	<b>Closed</b>
<b>Friday</b>	8:30am til 10:30am Mix of on the day and prebookable appointments
<b>Reception is open from 8:30am until 1.00pm</b>	

## The surgery is closed at weekends and on all public bank holidays

<b>The Practice Team</b>	
<b>GP</b>	<p><b>Dr David L Jones (m) – Partner*</b> MB BCH MRCP, University Hospital of Wales (1990)</p> <p><b>Dr G Mared Rhys (f) – Partner*</b> MB BCH DRCOG MRCP DFFP, University Hospital of Wales (1990)</p> <p><b>Dr Jassim Mohamed Ali (m) – Partner*</b> MD MRCP DCH DPD</p> <p><b>Dr Razwana Ahmed (f)</b> MBChB MRCP</p> <p><b>*Not a limited partnership.</b></p>
<b>Nurses</b>	<p><b>Sister Kim Richards</b> If you need any of the following services, please arrange to see the practice nurse:- Annual diabetic review, annual asthma review, annual epilepsy review, hypertension review, child immunizations, cervical smears, diet advice and smoking cessation advice, contraception advice/pill checks/injection, minor injuries. Holiday vaccinations are available; there may be a charge for certain vaccines.</p>
<b>Health Care Assistant</b>	<p><b>Michelle Sutton</b> BP/weight checks, B12, ECG, INR, Shingles/flu vaccinations.</p>
<b>Practice Manager</b>	<b>James Morgan</b>
<b>Deputy Practice Manager</b>	<b>Jay Andrews</b>
<b>Administration Team</b>	<b>Admin Team:</b> Karen Evans, Bridget Beecham, Debra Parfitt
<b>Reception Team</b>	<p><b>Reception Supervisor:</b> Rebecca Receptionists: Sue Lawrence (Carer's Champion), Susan Harding, Rachel Beckley,, Chloe Ghanizadeh, Denise Meads, Carla Jennings, Heather</p> <p><b>Prescribing Clerks:</b> Amber, Rachel.</p>
<b>Health Board Staff Attached to the Practice</b>	
<b>Health Visitors</b>	Kerry Screen is our Health Visitor and is available to give advice on the health and welfare of our under 5's. Kerry is based at Radyr clinic and can be reached on Cardiff 02920 613685.
<b>District Nurses</b>	Sister Juliet Sharpless heads our District Nursing Team and is available to give nursing care to housebound patients in their own homes at the request of the doctors

- If you would like to speak to a receptionist in private, this can be arranged.
- Please notify us of any change of name/address/telephone number so that we can update our records.
- Patients have the right to express a preference of practitioner and this should be expressed at the point of booking the appointment.
- Services on offer can be accessed by speaking to the receptionist in person, via telephone or by emailing your request to the practice. Anything urgent should not be communicated via email.

### **Practice Area**

Patients are accepted from most of North Cardiff i.e. Llandaff North, Whitchurch, Gabalfa, Rhiwbina, Tongwynlais, Taffs Well and Morganstown.

### **How to Register**

If you have your medical card (fp58) please bring this with you, alternatively you will be given a form to fill in, you will need your previous doctors details. You will be asked to fill in a questionnaire about your medical history.

### **Complaints or Suggestions**

We follow NHS Wales 'Putting Things Right' complaints procedure.

[www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments](http://www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments)

Please put all complaints or suggestions in writing/email for the Practice Managers attention.

### **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 organizations 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.

### **Child Health**

The practice provides a full immunisation service and runs child development clinics.

Appointments are necessary. **Bishops Road Wednesday: 12.30pm–1.15pm**

### **Ante Natal Care**

All ante natal care is at Bishops Road run by the Community Midwives by appointment only. Please telephone the Surgery for an appointment.

**Bishops Road Monday: 1.00pm – 3.00pm**

### **Family Planning**

After initial consultation with the Doctor, follow up pill checks and prescription issues will be undertaken by the Practice Nurse.

Please see the Practice Nurse if you require the contraceptive injection.

### **Minor Surgery**

Minor surgery is performed by appointment after consultation with the doctors.

### **Temporary Residents**

The practice will consult temporary patients who reside within the practice boundary. A temporary resident form is to be completed at consultation.

### **Visitors from Abroad**

Visitors from abroad will be treated in line with current guidance. [[WHC 21 \(26\)](#) issued Oct21]

### **Publication Scheme**

In line with current regulations, this scheme is a guide to information which can be made available to the public about our Practice and its General Practitioners. If you are interested in obtaining a copy please ask at reception.

### **Blood Tests**

The Practice uses the services of a Phlebotomist to take blood samples when requested by a doctor. The service is available throughout the week, with clinics at both Bishops Road Medical Centre and Tongwynlais. Please contact the practice to book an appointment.

### **Test Results and Telephone Advice**

Our reception staff have been trained to give results under the guidance of the doctors and your result will be available 7 days after your blood test. Please telephone us after 2.30pm Monday to Friday for the results.

### **Home Visits**

If you require a home visit please, where possible, telephone before 10.30am. You will be required to give the receptionist some indication of the problem. Our home visit guidelines are:-

**1. GP visit recommended**

Home visiting makes clinical sense and is the best way of giving medical opinion in cases involving:

- The terminally ill.
- The truly housebound patient for whom travel to premises by car would cause deterioration in their medical condition.

**2. GP visit may be useful**

Following a conversation with a health professional, it may be agreed that a seriously ill patient may be helped by a GP's visit.

**3. GP visit is not usual**

In most of these cases a visit would not be an appropriate use of your GP's time or best for you:

- Heart Attack – severe crushing chest pain. The best approach is to call 999.
- Stroke – Sudden weakness or numbness of the face arm or leg on one side of the body, sudden difficulty speaking or understanding spoken language, sudden loss or blurring of vision. Call 999
- Common symptoms of childhood: fevers, cold, cough earache, headache, diarrhoea /vomiting and most cases of abdominal pain. These patients are usually well enough to travel to the surgery. It is not harmful to take a child with fever outside.
- Adults with common problems, such as cough, sore throat, influenza, general malaise, back pain and abdominal pain are also readily transportable to the doctor's surgery. Transport arrangements are the responsibility of the patients or their carers.

### **Out of Hours**

**The Doctors in this practice are responsible for the care of its patients during the hours of 8.00am – 6.30pm Monday to Friday. If you need a Doctor in an emergency when the practice is closed please telephone 111 for the out of hours GP, provided by Cardiff and Vale UHB.**

### **Repeat Prescriptions**

These may be arranged at the discretion of your doctor. You can request your prescription either by placing your pre- printed request slip in the box provided just inside the front door, posting your request or using the local pharmacy collection services. It may be possible to order your repeat prescriptions online please ask at reception for details. Please allow 48 (working) hours for collection. If you are requesting by post and enclose a stamped addressed envelope, please allow at least a week for your prescription to reach you. Where deemed appropriate by the clinician, batch repeat dispensing will be implemented.

**WE DO NOT TAKE TELEPHONE REQUESTS FOR REPEAT PRESCRIPTIONS!**

### **Training of Medical Students**

On occasions medical students sit in on consultations. If you are not happy to have them present at your consultation, please inform the Doctors.

### **Access to Medical Records**

In line with current legislation, you have a right to access or request copies of your medical records.

### **Non NHS Examinations**

Medical examinations for special purposes i.e. elderly drivers, pre-employment, fitness for certain sports, HGV, taxi medicals etc., are done outside consulting hours. Please contact the surgery for an appointment time. A fee will be charged at the recommended BMA rate.

### **What we will do for you**

We will treat all patients with courtesy and respect, regardless of their race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. We will respect our patients' privacy and confidentiality at all times, ensure our premises are welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled. All members of the primary care team are dedicated to providing health service which meet our patient's needs.

### **What you can do for us**

Be courteous and polite to staff at all times.

Patients will be removed from our practice list if they are violent or use aggressive, rude or threatening behaviour to staff or other patients.

Endeavour to attend appointments/surgery at the correct time. Give us at least 24 hours' notice when cancelling a booked appointment to enable it to be utilized by another patient.

### **Disabled Access**

Both premises do not currently have automatic doors. Staff will open the doors for you.

Bishops Road Medical Centre has a lift, but Tongwynlais surgery doesn't. Those who are unable to walk up the stairs in Tongwynlais will be consulted downstairs.

### **Useful Contacts**

- NHS direct - 0345 4647 - [www.111.wales.nhs.uk/](http://www.111.wales.nhs.uk/)
- CAV 24/7 03001020247 should only be used for A&E not OOH
- Dental emergency helpline: 03001020247

**This leaflet is available in large print – please ask at reception**

# Cardiff and Vale University Health Board

## ACCESS STANDARDS 2019

A new set of standards were announced by the Minister for Health and Social Services in March 2019 that are aimed to raise and improve the level of service for patients in Wales from their GP practices.

These standards are:

- **People** receive a prompt response to their contact with a GP practice via the telephone.
- **Practices** have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
- **People** receive bilingual (Welsh and English) information on local and emergency services when contacting a practice.
- **People** can use a range of options to contact their GP practice and to make an appointment.
- **People** are able to email a practice to request a non-urgent consultation or a call back.
- **People** are able to access information on how to get help and advice.
- **People** receive the right care at the right time in a joined up way that is based on their needs.
- **Practices** understand the needs of their patients and use this information to anticipate the demand on its services.

Cardiff and Vale University Health Board will be supporting your GP practice to ensure these standards are achieved by March 2021.