

Grwp Meddygol



Incorporating

Argyle Street Surgery, Pembroke Dock

St Oswald's Surgery, Pembroke

St Clements Surgery, Neyland

Patient Information Leaflet

Argyle Street Surgery

01646 624198

St Clement's Surgery

01646 600238

www.argylemedicalgroup.co.uk

Welcome to the Argyle Medical Group

We hope that this booklet will help you to understand the way your practice works, how you can gain access to services and what we provide under the General Medical Services contract.

It is important to the GP partners and staff that they provide you with an excellent service but it is also up to you to use the service responsibly and to act on the advice given to you by the professional medical staff.

We make an effort every day to be as prompt, polite and helpful as possible. If we can't help we will always try to explain why and if you are anxious or unwell we will try to be patient.

In return we expect you to show consideration to our staff and doctors and to other patients.

This is a very busy practice with many demands from a diverse group, it is important that the unwell elderly and very sick take priority in our working day. This may sometimes mean that less urgent problems will need to wait until the next day.

If you are able to use these guidelines to access the surgery at the appropriate time for the treatment you think you need, we will always endeavour to offer you a first-rate service and if we cannot respond immediately we will always tell you why.

The Argyle Medical Groups' main surgery is at Argyle Street, Pembroke Dock with branch surgeries at St Oswalds, Pembroke and St Clements, Neyland.

Appointments with doctors, nurses and other professionals are usually available between 8am and 6.30pm from Monday to Friday. The surgeries are closed on Saturday and Sunday and Bank Holidays.

The opening times are as follows:

Argyle Street Surgery, Argyle Street, Pembroke Dock, SA72 6HL:

Monday to Friday	8am to 6.30pm.
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St Oswalds Surgery, The Parade, Pembroke, SA71 4LD:

Monday, Wednesday & Friday	8am to 6.30pm
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Tuesday & Thursday	8am to 2.45pm
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St Clements Surgery, St Clements Road, Neyland, SA73 1SH:

Monday, Tuesday & Friday	8am to 12.30pm, 1.30pm to 6.30pm
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Wednesday & Thursday	8am to 12.30pm
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Out Of Hours

For medical emergencies during evenings and weekends you can telephone the surgery number (on the front of this leaflet) or contact the Out of Hours service by telephoning their direct number: **01437 769811**

NHS Direct in Wales also offer a 24 hour clinical advice line: 0845 46 47 or www.nhsdirect.wales.nhs.uk

Making an Appointment to See a Doctor or Nurse Practitioner

Terminally or seriously ill patients can contact the surgery at any time for advice, help with medication or to organise an appointment with a doctor or nurse.

Medical Emergencies such as severe chest pain, fitting, collapse, unconsciousness, heavy bleeding etc should immediately be directed to the 999 Ambulance Service.

Same-day appointments are offered daily with GPs and Nurse Practitioners.

You can access same-day appointments by telephoning the patient contact number (on the front of this leaflet) from 8am in the morning, Monday to Friday. You can ask to see a doctor or Nurse Practitioner of your choice but if they are busy, on holiday or away from the surgery due to other commitments, you may be asked to see a different clinician or to telephone back on another day.

The surgery can be very busy, particularly on a Monday morning and following Bank Holidays so if your problem is not urgent it would be advisable to telephone later in the week. If all our same-day appointments are taken we may ask you to ring us back the following day or sometimes we may offer you an appointment the next morning.

Nurse Practitioners (NPs) are highly trained nurses who are very capable of helping you with everyday medical problems; if they cannot deal with your complaint they will involve a doctor in your treatment. NPs can give you a prescription or refer you to a hospital doctor; they can also issue a short-term medical certificate.

Forward booked appointments are available daily and are reserved for patients who cannot use the same day appointment system due to work or family commitments. Forward booked appointments can be booked 48 hours in advance, either by telephone or at one of our reception desks. **Please be aware that these appointments are limited in number and you may not always be able to see a clinician of your choice.**

GP Follow-up Appointments can be arranged for you by a GP or NP during a consultation if they wish to monitor you for a long-term problem, to review your medication etc. The doctor or NP will discuss with you the time and date of the follow-up appointment and why they want to see you again. Sometimes you may receive a phone call or letter inviting you in for a follow-up appointment to review a result or a letter from the hospital.

Home visit requests should be made before 12 noon where possible. The receptionists will ask you for a reason for the visit; this is to help the doctor to assess the urgency. Home visits are usually for the house-bound and you may be asked to attend the surgery if possible. If we arrange a home visit we will ask you for a current address, contact phone number and possibly directions to your home.

We do not operate walk-in surgeries. You will need a same-day or follow-up appointment to see one of our clinicians. If you just turn up at the surgery without an appointment you will be disappointed.

Making An Appointment With A Nurse

Routine appointments are usually available with a Nurse or Health Care Assistant within 2 weeks, and sometimes sooner. Phlebotomy (blood) appointments are offered only before 11am, to meet the delivery service to the hospital laboratory (for results see page 10). You can arrange a routine appointment at any reception desk or telephone after 10.30am each weekday. Please be ready to tell us exactly why you need an appointment so that we can make sure the nurse has sufficient time to see you.

You may receive a letter asking you to attend a specialist clinic (Diabetic, Healthy Heart etc.), if you cannot make the appointment please telephone the number given on the letter and make arrangements for another day.

How Can I Help The Practice?

The Argyle Medical Group is a very busy practice and the more you can do to manage your own minor ailments and problems, the more appointments will be available for everyone – including you when you need a doctor more urgently!

Our website – www.argylemedicalgroup.co.uk – gives many useful tips on dealing with minor illnesses such as flu symptoms, tummy upsets and allergies. If you don't have access to a computer, your local chemist will always be happy to give advice on medication for easily treatable problems.

CANCELLING APPOINTMENTS – if you cannot keep an appointment **please let us know as soon as possible**; even at short notice we would prefer to know and offer the opportunity for another patient to come in. Sometimes we lose as many as **500** appointments in one month because patients do not let us know of a cancellation.

General Practitioners

We have a highly professional team of doctors. In addition to providing general medical services, the doctors run Occupational Health sessions at a local refinery, engage in the West Wales Substance Misuse service and cover in-patient beds at South Pembrokeshire Hospital, Pembroke Dock.

We have 13 GP Partners in the business and 3 employed doctors:

Argyle Medical Group – GP Partners

Dr Robert Hannaford (m)	MBBS, LRCP, MRCS, D.Obst (RCOG), CIH, Senior Partner
Dr Richard N. Bury (m)	MBBS, FRCS, Partner
Dr Andrew N. Evans (m)	MBCH, DRCOG 1977, Partner Part-time
Dr M. Owen Cox (m)	MB, BCh, MRCP, MRCGP, DCH, Partner

Dr Mathew Melville-Jones (m)	MB, ChB, MRCGP, Partner
Dr Dr Cathy Elliott (f)	BMed Sci, BM, BS, DFFP, Partner Part-time
Dr Jennifer Boyce (f)	MB, BCh, MRCGP, Partner Part-time
Dr Gurjinder Bhari (m)	MBBS (UWI) MRCGP, Partner
Dr John Evans (m)	MBBS, MRCGP, DRCOG, DOccMed, Partner
Dr Catherine Jenkins (f)	MBBch, MRCGP, DCH, DFFP, Partner Part-time
Dr Albert Ugwudike (m)	MBBS, Partner
Dr Wiyu Simukonda (m)	MBChB, MRCGP, BS, Partner
Dr Manomie Endirisinghe (f)	MB (Vienna), DFFP, Partner from 1.12.12

Employed GPs

Dr Lucy Burrow (f)	MB, BCh, BSc, MRCGP, DRCOG, Salaried GP
Dr Sian Gealy (f)	MB, BCh, DRCOG, DFFP, Salaried GP
Dr Helena Richards (f)	MBBS, Retained GP

Nurse Practitioners

We have a group of 4 Nurse Practitioners who have gained a Nurse Practitioner degree which enables them to offer clinical consultations, make referrals to hospital and prescribe medication. The NPs have a combined wealth of knowledge gained through work in both Secondary and Primary Care.

Caroline Baker	Nurse Practitioner MSc
Sanda Booth	Nurse Practitioner BSc (Hons)
Geraldine Little	Nurse Practitioner BSc (Hons)

One of our NPs can sign their own prescriptions too:

Marina Morgan	Nurse Practitioner BSc (Hons) Lead Nurse
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Nurses

Our nurse and Health Care team manage the disease clinics in the practice, as well as offering a wide range of other services:

Disease clinics:

Diabetes

Coronary Heart Disease

Asthma and COPD

Other services:

- | | | |
|--------------------------|---------------------------------|-------------------------|
| • Smears | • Coil fitting (with GP) | • Coil checks |
| • Women's Health (swabs) | • HRT Implants | • 24 hour BP Monitoring |
| • Wound care | • Minor Operations (with GP) | • Phlebotomy |
| • Ear syringing | • Doppler Assessment | • Travel Vaccines |
| • Baby Immunisations | • Zoladex & B12 injections | • Hearing Tests |
| • Medicals | • In house INR checks (Level 4) | |

Jan Davies	Specialist Nurse Respiratory
Fiona Gwyther	Specialist Nurse Diabetes
Alison Turner	Specialist Nurse CHD
Alex Johnson	General & Respiratory Nurse
Ruth Jones	General & Diabetic Nurse
Jill Claye	General & Diabetic Nurse
Myra Alford	General, Wound Care & CHD Nurse
Sarah Greenwood	General and CHD Nurse
Alison Jones	General and Respiratory Nurse
Julie Cray	General Nurse
Alison Crawford	General Nurse
Deborah Webb	General Nurse
Jo Shallcross	General Nurse
Jeanette Cole	Health Care Assistant
Louise Dilworth	Health Care Assistant
Suzanne Viggars	Health Care Assistant
Jack Hartnell	Phlebotomist
Caroline Griffiths	Phlebotomist

Disease Clinics

Screening and management of diseases is an important part of the practice's work and are designed to benefit the health and improve the lifestyle of our patients.

Of course this does rely too on patients taking the advice of the doctors and nurses and sticking to their medication plans and diets.

INR Monitoring

If you are taking Warfarin you will have your INR levels monitored by our senior nurses. The practice currently carries out Level 4 INR testing. This means that you will be given a small finger prick during your appointment and using a CoaguChek blood monitoring machine the nurse will be able to give your INR result immediately. She will also be able to give you information about any change to your medication and give you the date and time of your next appointment.

If your blood is being monitored by the District Nurse Service one of our Nurse Practitioners – trained in the management of Warfarin patients – will look at the results as they return from the hospital in the evening and telephone you with any change to your medication. This should be recorded by you in your yellow results book. **If a result is normal we will not contact you.**

Attached Services

The practice is home to the Pembrokeshire Primary Care Counselling Network which works with the First Access Team to offer counselling support to the patient group. PCCN can be accessed through a GP referral or on a private basis.

A Physiotherapist and Chiropodist offer private sessions at St Oswalds Surgery and Argyle Street Surgery. Details of these services can be obtained from reception desks at the three sites.

The local NHS Trust – Hywel Dda – have District Nurses, Health Visitors and Midwives attached to the Argyle Medical Group. These staff are employed by the hospital but are based at the surgeries to help closer working with the GPs and nurses and to strengthen community health services.

District Nurses:

The District Nursing team offer skilled nursing to **housebound** patients and nursing/residential homes which includes care and assessment of wounds, management of acute and chronic diseases, continence assessment/management and Palliative Care.

Fran Parsell

Team Leader

Tel: 01646 687072

Areas covered: Pembroke Dock, Coshaston, Lamphey, Milton, Carew, Sageston, Nash, East Trewent, Hodgeston, Jameston, Freshwater East, Upper Lamphey Road Pembroke, Castlemartin, Monkton, St Twynells, Angle, Maidenwells, Stackpole, Bosherton, Pembroke, Hundleton

District Nurse Team
St Clement's Surgery,
Neyland

Tel: 01646 600582

Midwives:

Community Midwives are responsible for ante-natal and post-natal care, parent-craft, home visits and home births, offering support and care throughout pregnancy and the immediate post-natal period.

Weekly ante-natal clinics, for which you will need to book an appointment, are held as follows:

Argyle Street	Tuesday 9am
Argyle Street	Thursday 2pm
St Oswalds	Thursday & Friday 9am
St Clements	For Neyland patients there is a clinic at Charles St. Surgery, Tuesday 9am

Midwife team:	Elaine John	Debbie James
	Rhian Walters	Jill Byrne
	Nicole Loveridge	Jane Bowskill-Price

Contact number: **01646 683629** *(Answer-phone messages picked up regularly)*

Health Visitors:

Health Visitors are qualified nurses, with special training and experience in child health and education. Health Visitors not only visit families with babies and young children but aim to promote the health of the whole community.

Clinics are held as follows:

Walk-in well baby

Argyle St	Wed 9.00am – 12noon
St Oswald’s	Tues 9.30am – 12noon

Baby developmental Clinic (appointment needed)

Argyle Street	Wed AM Appointment will be made by your Health Visitor
St Oswald’s	Tues AM Appointment will be made by your Health Visitor
St Clement’s	By arrangement with Queenie Scales

Walk-in Immunisation Clinic

Argyle Street	Wed 9.00am – 12noon
St Oswald’s	Tues 9.00am – 12noon
St Clement’s	Tues 9.00am – 10.00am

Health Visitor Team:

Please telephone 01646 686215 for		
Karen Simes (Team Leader)	Paula George	Babs Walters
Please telephone 01646 622843 for		
Emma Underwood	Lin Miles	Kim Blayney
Please telephone 01646 686467 for		
Emma O’Loughlin	Ann Hyams	Jane Castle
		Sarah Beddis

St Clements – Queenie Scales 01646 600916

Repeat Prescription – please note that there is a Nationally agreed turnaround time for prescriptions in Wales of 2 working days.

Repeat prescriptions submitted at reception, by post or by email (log on to the website for this facility) can be collected 48 hours or 2 working days later or sent to a chemist of your choice in Pembroke, Pembroke Dock or Neyland.

You will be responsible for submitting your repeats promptly – although we will occasionally issue emergency acute prescriptions on the same day, you may be disappointed if you do not order your repeat in good time. We do not operate a prescription line for reasons of safety; with the exception of house-bound patients we actively discourage the ordering of prescriptions by phone.

If you have been taking your medication for a long period and during this time you have not seen a doctor; you may be asked to make a same-day appointment to have a review of your medication with a GP. If you do not come in for a review your medication may be stopped without further notice.

Practice Staff

Practice administration staff working across the three sites can be identified by their name badges. There are groups of receptions staff, housekeeping staff, secretaries, contract and IT staff and prescription administrators working hard to make the practice as well-organised as possible.

Senior Staff:

Juliet Goldsworthy – Practice Manager

Christina Jackson – Asst. Practice Manager

Dave Benson – IT & Comms Manager

Sharron Golding – Head Receptionist

Judith Scourfield – Asst. Practice Manager

Marina Morgan – Lead Nurse

Complaints

Complaints of any nature can be addressed in writing to the Practice Manager, we have a practice complaints procedure which can be printed for you at your request.

If you are not satisfied with the way that your complaint has been dealt with you can contact the Pembrokeshire Local Health Board or the Community Health council for further help and advice (contact numbers on the back of this leaflet).

If you have any suggestions or comments on how the practice could improve its service we will be happy to receive these in writing too.

Privacy & Access To Records

The practice is registered under the Data Protection Act and all clinical and administration staff are bound by a practice confidentiality clause. Patient information is always treated in the strictest confidence.

You can apply in writing to the practice and have access to your medical records; they can be obtained too but only with your written consent by a solicitor or insurance company. There is a variable charge for this service.

If you need a doctor to write a clinical letter on your behalf or to fill in an insurance claim form there will be a minimum charge of £15.00, payable in advance. The practice accepts very large numbers of these requests and you will usually need to allow 14 days for the completion of letters and claim forms; completed paperwork can be collected from a practice of your choice.

If you want to discuss a matter with any member of staff, away from the reception area please ask at the reception desk and you will be offered the privacy of a side room.

Medicals

The practice can provide private medicals for Seafarers, DVLA, Territorial Army, Insurances, Diving and Occupational Health; please contact us if you have a query about a medical not mentioned here or wish to know the cost.

Any work related to private medicals, insurance claims, benefit enquiries, DVLA forms etc is not part of our core NHS work and will usually attract a charge.

New Patients

If you are registering as a new patient at the practice we will expect you to attend a new patient check with one of our Health Care Assistants and complete a questionnaire to help us build a picture of your health needs; this will be added to any medical records that arrive in due course from your previous doctor.

Patients With A Disability

Argyle Street Surgery, St Oswald's Surgery and St Clement's Surgery are fully compliant with the Disability Discrimination Act (DDA) and have marked Disabled parking, dropped kerbs and ramps, toilets for the disabled and mobile hearing loops; all practices have seating in the waiting room for patients with walking and sitting difficulties.

Argyle Street Surgery has a lift to the first floor and during its construction the surgery was fitted with features to aid partially sighted patients, such as floor and seating colours to point the way, coloured wall markers to show room numbers and large clear signage throughout the practice.

We would like to hear from you if you have any suggestions on how we can improve any aspect of the surgery for our patients with mobility, hearing or sight problems.

Carers

The doctors and staff realise the important role of carers in the home and community and we want to know if our patients are acting as carers, or being cared for.

At Argyle Street Surgery we have a Carers Corner in the waiting room which is regularly updated by local Carers organisations and gives lots of information about support groups, events and publications. Our website offers information and links too.

If you are a Carer or being cared for, we would like you to complete our Carers form (obtained from any of the reception desks) and once completed hand it back to a receptionist. The information will be confidential but we will record it on your clinical records so that when you are dealing with a clinician in the practice they will know of your circumstances.

If you would like we can pass your details to Social Services for a Carers Assessment.

There are some useful contact numbers for Carers on the back of the leaflet.

Training

The Argyle Medical Group is a training practice for Medical Students in their 5th year of training to be a doctor.

Sometimes you may be asked to see a Medical Student. It is really important for Medical Students to gain experience with patients, but to safeguard you this consultation will always be followed by a review with the training doctor, who is a GP in the practice.

Occasionally we have school students gaining work experience at the practice, with the admin team and the doctors and nurses.

We will always seek your permission if we ask a student to sit in with a doctor or nurse for your consultation.

From time to time (at least 10 days each year) the doctors and other clinical staff are expected to attend Continuing Professional Development training provided by the Local Health Board. When this takes place the practice will be closed for an afternoon; we will inform you by poster in our reception areas and a message will be given out by phone on the day. During this training period, serious medical emergencies are dealt with by the GP Out of Hours service.

Contacting The Surgery

You can contact us by telephoning the patient line number, which is open each weekday from 8am to 6.30pm.

We try at all times of the day to answer the telephone as promptly as possible, sometimes during periods of high demand you may encounter an engaged tone and decide to ring back at a less busy time.

Messages can be left with the telephonists for administration staff, doctors and nurses; if you have been given a direct dial number to contact us, always use this to help free up the patient line number for others.

Information and help can always be given by our reception team at each of our three sites. If they cannot help you they will always find someone who can; you may be asked to sit and wait for a short while or you may be telephoned later if your query cannot immediately be answered.

Test Results

Your doctor or nurse will tell you how long a result should take to come back. Sometimes tests have to be sent to hospitals in other areas and take longer to return. If we have not been in touch with you it is usually because your result is normal, but if you need reassurance please contact the surgery after 10.30am.

Testing laboratories contact us immediately if a result is highly abnormal and we always let the patient know as soon as we can.

Every result that returns to the Argyle Medical Group is viewed by a doctor or nurse and if necessary you may be called back for further tests, either through a telephone call or a letter. Don't worry if you are called back – if the repeat test is urgent we will tell you.

The results of most tests can be obtained daily from 10.30am by contacting the patient line. However, if a result is complicated the telephonist may not be able to pass it on to you; if this is the case, or the result has not returned, please be patient. You may need to call back at a later date or ask a doctor about the result at your next appointment.

Useful Contact Numbers:

Chemists:

Lloyds, Argyle St, Pembroke Dock	01646 682960
Lloyds, Dimond St, Pembroke Dock	01646 682048
Lloyds, Pembroke	01646 682865
Mendus, Pembroke	01646 682370
Boots, Pembroke Dock	01646 622429
Neyland Pharmacy	01646 600366
Age Concern	01437 769972
Carers Outreach	01437 767762
Country Cars	0800 7831584
Crossroads	01437 764639
Patient Hospital Transport	08448 700888
Pembrokeshire Community Health Council	01646 697610
Pembrokeshire Local Health Board	01437 771220
Social Services	01437 764551
Town Rider (Pembroke & Pembroke Dock)	0800 783 1584
West Wales General Hospital, Carmarthen	01267 235151
Withybush General Hospital, Haverfordwest	01437 764545

Practice fax numbers:

Argyle St, Pembroke Dock	08444 996 947
St Oswalds, Pembroke	08444 996 949
St Clements, Neyland	08444 996 951

For unregistered dental patients:

Dental registration	01437 834409
Emergency Dental Treatment	0845 46 47

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The data in this leaflet is correct at time of going to press. Information may be updated or changed in later editions.