

Four Elms Medical Centres – Practice Leaflet

Welcome

Welcome to Four Elms Medical Centres. We are a General Partnership consisting of six Partner GPs providing high quality family health care services for patients in Cardiff through our two sites at **Pengam Green Surgery** and **Cardiff Royal Infirmary**. We pride ourselves on being responsive to our patient's health and wellbeing needs and aim to provide a full range of health services to our patients.

We are recognised as a leading Postgraduate 'Training Practice' affiliated to the Wales College of Medicine, Cardiff, to provide undergraduate education.

Access all Areas

Existing patients can enjoy access to our wide range of services at the touch of a button. Whether managing your appointment or ordering a repeat prescription you can now do both without leaving your home by accessing our website:

www.fouremsmedicalcentres.co.uk

Your Health in Safe Hands

The team are here to provide patients with a professional and caring healthcare service in friendly and personal surroundings. With discretion and confidentiality guaranteed your welfare is safe, secure and in good hands.

Clinical Partners

Dr Sarah Morgan	MB BCh (Wales) LLM
Dr Rupert Smith	MB BCh (Wales) MRCP
Dr Martin Guilford	MB BCh (Wales) MRCP
Dr Lauren Grigg	MB BCh (Wales) MRCP
Dr Jonny Currie	MB ChB BSc MPH MRCP(UK) MFPH MRCP MAcadMed
Dr Alex Ding	MB BCh (Wales)

Non-Clinical Business Partner

Mr Phillip Davies	MSc BA Hons
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We are not a Limited Partnership.

Salaried GP

Dr Kristina Leppik	MB BCh (Wales)
Dr Kathryn Entwistle	MB BCh (Cardiff), MRCP, BSc
Dr Felix Gregory	MB BS (Southampton)

GP Registrars

Dr Natasha Harley

Dr Tegan Saunders

Nurses

Sister Anwen Ballard BSc (Hons) Nursing

Sister April Rees Registered Nurse

Sister Blene Da Silva Registered Nurse

Allied Professionals

Mr Damian Crowley BSc Nursing, Non Medical Independent Prescribing

Miss Elizabeth Edwards BSc (Hons) Degree Biomedical Sciences, MSc Physician Associate studies

Mr Bashir Mehmood MSc Physician Associate Studies

Pharmacist

Miss Ffiona Sexton MPharm Hons

Mr James Taylor MPharm Hons

Health Care Assistants Tina Matthews, Rachel Beard, Harriet Gill, Michelle Ryan

Midwife Tiana Muzard-Clark

Health Visitors: Rebecca Andrew, Claire Enstone

Practice Administration Staff

Admin Team Nadia, Dawn, Annum, Rachel.

Practice Reception Staff

Reception Team Leader Sandra Phillips

Senior Receptionists Julie, Sajida,

Receptionists Wendy, Harriet, Dawn, Hannah, Nichola, Michelle, Rosie, Annum, Mary, Justina.

Languages Spoken

Welsh, English, Punjabi & Urdu

Practice Commitment Statement

Four Elms Medical Centres are committed to working closely with local health care providers, for the provision of suitable patient-centred care and services to all its patients.

All patient contacts directed by this Practice are health gain focused to give maximum benefit to individual patients; and, as far as is reasonably practicable, and are resource effective.

The Practice's primary consideration is to ensure that our patients continue to receive the highest quality family-based care, and that the Welsh Governments healthcare priorities are adhered to. We aim to ensure good communication in all matters with our patients.

Registration

New patients are requested to complete the patient information form included with the registration file. You will be asked to supply your NHS Number. If you do not know your NHS Number, you may contact your previous registered practice and they will provide this for you. We will also ask you to supply basic health and wellbeing data (height, weight, known conditions and current medication etc) If you are unable to give us the information requested it is recommended that you contact your previous practice, and they should be able to supply this information.

Please note that all new registrations are processed at our main site in the Pengam Green surgery but are accepted at both surgeries.

When registering children, it is important that we have their immunisation status. Please bring the child's red book if you have one. Otherwise please ask your previous GP for a list of immunisations given.

Registered patients aged 16-75 who have not been seen for 3 years may request a consultation.

Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation

If you are unable to attend the surgery for these checks because of your medical condition a home visit may be arranged in discussion with the practice.

We ask you for personal information to enable us to give you the very best care and treatment. This information is recorded on the computer, and we are registered under the Data Protection Act.

All members of staff are bound by strict rules of confidentiality.

How to see your doctor

Appointments may be made by telephoning Cardiff **029 2048 9292** from 8.30am and you will be placed on a daily assessment list. This involves taking your name and contact number and brief details of the medical problem. You will then be allocated an appointment by the GP to the most appropriate clinician or signposted to the most relevant health care professional, which could include your local Pharmacist, Optician or Dentist. If you feel your problem cannot wait until the first available appointment, you may be seen by one of the appropriate clinicians the same day. Depending on availability your request will be dealt with and triaged by the On Call Doctor. We always offer a same day consultation for all children under 16 with acute presentations.

Please Note: You may be offered an appointment with our Allied Professionals. These clinicians are experts in dealing with minor illness, injuries, and most minor ailments.

If you cannot keep your appointment, please let us know as soon as possible to enable your place to be taken.

Booked appointments are allocated ten minutes. This may not always allow sufficient time to deal with all your problems. If you feel you are likely to need longer than ten minutes please advise the Reception staff at the time of booking. Booked appointments can be made by phone, in person or an Appointment Request facility exists via My Health Online. If you feel you need to be seen that day it is helpful if you can phone first to help us manage the workload that day.

You may wish to see the same Doctor for an ongoing health problem and we will strive to keep that continuity other than for holidays, study leave or sickness. Please mention your preference of clinician to the receptionist who takes your call.

If you wish to speak to a doctor on the telephone, he/she is usually available after morning surgery (12 noon onwards) or you can leave a contact number for the doctor to return your call.

My NHS Wales App

We now offer patients the option to register for the NHS Wales App. This is a secure online facility that allows patients to book a routine appointment, manage and order repeat medication, and more. Please see our website or speak to Reception for more details.

Sensory Loss

People with sensory loss will be asked to describe their communication needs when they register with our surgery. Alternatively you can complete the relevant section of our patient registration form.

Opening times

Pengam Green

Monday to Friday - Available on the telephone from 08:00 - 18:30 hrs for emergencies.
The Surgery opens its doors Monday to Friday from 08:30hrs to 18:00hrs

Cardiff Royal Infirmary Branch

Monday to Friday - Available on the telephone from 08:00 - 18:30 hrs for emergencies.
Surgery opens weekdays from 08:30hrs to 18:00hrs.

Appointments are opened for booking every day, on the following basis:

Triage system

If all the routine and on-the-day appointments have been filled and you feel unable to wait until the next available routine appointment, you have the option to go onto the triage list. This involves taking your name and contact number and brief details of the medical problem. The on-call doctor will speak with you to assess the urgency of your complaint and, if necessary, give you an appointment.

These appointments cannot be used for ongoing matters such as Fit Notes, repeat medication requests or completion of forms.

Please Note: You may be offered an appointment with our Allied Professionals. These clinicians are experts in dealing with minor illness, injuries and most minor ailments.

All other matters must be dealt with through the Daily Assessment List.

The daily triage system closes when all appointments have been filled however genuinely urgent requests will be assessed by the On Call GP throughout the day. Calls made after midday, and which are considered to be non-life threatening MAY NOT be actioned same day. If you do not receive a call back, then you may phone the surgery to be put on the daily assessment list from 08:30am the following morning.

Please note: triage is always very busy so please ensure that you are available to speak to the doctor when they call you. We recommend that you keep your telephone line clear and avoid making lengthy calls.

If you miss the doctor's call it is your responsibility to ring back and request to be put back onto the list.

The surgery's "Did Not Attend" rate is routinely monitored. We respectfully request that if you are unable to attend for an advanced booked appointment you ring the surgery in adequate time to cancel so that we may reallocate your appointment.

Failure to attend a booked appointment, misuse or non compliance of this request will be

taken seriously and you will be contacted by a member of the Practice management team to discuss this issue should the need arise.

We constantly review the appointment system and, if necessary, we will change the way appointments are booked to try and improve patient access. Patients will be notified in advance of any potential changes.

Disabled Access

Access is available at both surgeries for patients with limited or restricted mobility. If you require assistance at any time, please ask at reception and we will assist wherever we can.

For patients who are genuinely unable to attend surgery either because they are housebound or due to their disability, a house call can be made where it is required.

A mobile hearing loop system is available for our patients who suffer with a hearing impairment.

How to request a Home Visit

Home visits are made to patients too ill or frail to attend the surgery. If you require a home visit please telephone **before** 10.30am as this helps your Doctor to plan their rounds. Please be prepared to give the receptionist a brief outline of the problem as this helps us see the most urgent cases first.

What to do when the Surgery is Closed

Outside of surgery hours (6.30pm – 8.00am), the Out Of Hours (OOH) service can be accessed by telephoning the surgery answer-phone message to obtain the emergency service telephone number.

This can also be done by calling 111 where you will be triaged for any urgent problem you may have.

If you feel you need to be seen you may be asked to attend an appointment at an 'Out of Hours' centre at Cardiff Royal Infirmary or the University Hospital of Wales.

Please note that the Out Of Hours service is commissioned and managed by Cardiff & Vale Local Health Board.

Contact details for CAVUHB are:

Chief Executive
Cardiff and Vale University Health Board Headquarters
Woodland House
Maes y Coed Road
Cardiff
CF14 4HH

<https://cavuhb.nhs.wales/>

OUR SERVICES

1. Family Planning

We offer an extensive Family Planning service and all Doctors and Practice nurses are trained to give contraceptive advice during regular surgery hours and as an emergency if needed.

2. Children's Immunisations

We undertake all routine vaccinations. An appointment will be sent to you informing you when to bring your child for vaccination by the Practice Sister.

3. Holiday Immunisations

If you are travelling abroad and require any advice or vaccinations, please contact the Surgery to make an appointment with the Practice Nurse.

Some vaccinations are not available on the NHS so a fee may be payable for administering these.

4. Special Clinics – by appointment only

PENGAM GREEN	Cardiff Royal Infirmary
Wednesday – Baby Clinic (Alternate weeks)	Wednesday – Baby Clinic (Alternate weeks)
Health Visitor in attendance	Health Visitor in attendance
	Wednesday – Antenatal 09:30 – 16:00 Thursday – Antenatal 13:30-16:00

For the Baby Clinic due to COVID an appointment is necessary to see the Health Visitor. Please note the Baby Clinic is for well babies only.

5. Practice Nursing

Our Nursing staff hold special clinics for Diabetes, Hypertension and Asthma; however patients with these medical problems are able to make a routine appointment with a nurse that is convenient to them.

Additionally, the Nurses can perform:

- smears,
- ECG's
- Spirometry
- Travel advice
- Contraceptive advice
- Removal of stitches, injections,
- Dressings
- Smoking Cessation
- Dietary and/or Weight loss advice
- Health promotion.

6. Stop Smoking Clinics

We currently do not run smoking cessation clinics.

Stop Smoking Wales accept self referrals or, with your consent, we may pass your details onto SSW so that they may contact you.

Stop Smoking Wales can be contacted on 0800 085 2219

7. Health Care Assistants

Our HCSW staff can provide the following services:

Spirometry

Blood pressure

Blood samples

ECG

Injections – B12, Influenza, Pneumonia, Shingles

Minor wound dressings.

INR testing and monitoring for patients on Warfarin.

Initial Diabetic checks.

8. Phlebotomy Service

The Phlebotomist is available for blood tests **only**.

A Doctor's referral is required for all blood tests. Results can take 7 - 10 days

Please ring the Surgery between 2:00pm – 4:00pm for results.

9. Other services

Influenza Vaccination - In accordance with the Department of Health guidelines, we strongly recommend influenza vaccination for all patients with diabetes, heart, lung or kidney disease and residents of residential, nursing homes and for people over 65 years of age. The vaccination is available from early October each year.

Please make an appointment with the Nurse or Health Care Advisor.

10. Health Visiting

Our two Health Visitors will give advice on health care, particularly for babies and small children. They closely liaise with the Doctors to ensure a comprehensive Child Health Surveillance Program is offered to all our children under five years old.

11. Community Nursing

The Community Nurses attached to our practice provide nursing care in the home for acute illness, chronic illness and palliative care for the terminally ill. They work with the practice to support our patients in the community. Your Doctor will arrange care when needed.

12. General Practice Postgraduate and Undergraduate Schemes.

Our practice is recognised for postgraduate vocational training of fully qualified Doctors (GP Registrars) who have chosen Family Medicine as their speciality.

A Registrar is usually attached to the Practice for between 6 to 12 months at a time.

Dr Smith, Dr Guilford & Dr Grigg oversee the Registrars

It is important that they should be in contact with patients in the community. We would appreciate your help in training.

Change of Personal Details

If you change your name, address or telephone number, please confirm in writing as soon as possible. A Change of Circumstance form is available from reception.

If you move outside the Practice area, we cannot undertake to visit you, and you must find a Doctor in your new area.

Repeat Prescriptions

If your Doctor agrees, repeat prescriptions can be provided subject to regular review. For safety and security reasons, we are unable to accept requests for repeat prescriptions by telephone. Use the printed repeat request slip to tick the items required. Alternatively make a request in writing, by Fax, or via the Website (Pre- Registration is required).

Prescriptions will be ready to collect after 48 hours, or returned by post if a SAE is

enclosed. Several local pharmacies now operate a delivery/collection service; please ask for details at your local pharmacy.

If you or someone you care for use the same medicines regularly you may not need to get a new prescription every time you need more medicine. Instead, you may be able to benefit from Batch Repeat Dispensing from your pharmacy. This means you won't have to visit the surgery or make an appointment to see the doctor, practice nurse or practice pharmacist every time you need more medicine. Talk to either your prescriber (doctor, practice nurse or practice pharmacist) or your community pharmacist who regularly dispenses your prescriptions and ask them if you are suitable for Batch Repeat Dispensing.

Minor Surgery

The Partners are on the Cardiff Local Health Board Minor Surgery list, which qualifies them to undertake various surgical procedures and particularly steroid injections when needed. Minor Surgery Clinic operates most weeks.

A Doctor's referral is required.

Child Health Surveillance

We are keen to provide all the necessary surveillance, check-ups and immunisations ourselves, and we will tell you when these are due.

Cervical Cytology (Smears)

Most of our female patients take advantage of this facility. There is a three to five yearly recall system, dependent on age, advising you to telephone for an appointment with the member of the nursing team.

Maternity

This service is provided by the midwifery department within the surgery. Once a positive pregnancy test has been confirmed please speak with reception and obtain a booking form for completion.

If you are contemplating pregnancy or have just discovered you are pregnant you should be taking a Folic Acid supplement (equivalent to 400 micrograms) until the 16th week of pregnancy. Normally a "multivitamin" tablet bought at a pharmacist taken daily will suffice.

NON NHS SERVICES

If you need a special examination, e.g. for fitness to undertake certain sports, pre-employment, HGV licence, etc., this will be undertaken during a special appointment and **a fee will be charged.**

Additionally, other services such as completion of Health Insurance claims, letters for Solicitors, Cholera Certificates, passport applications and prescriptions purely for holiday use **will attract a fee.**

A list of private fees is displayed in the Waiting Rooms. **These fees are not negotiable.**

Putting Things Right

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this Practice, or about the service provided by a deputising Doctor working on behalf of the Practice, please let us know. We operate a Practice Complaints Procedure as part of a NHS system for dealing with complaints. Our procedures follow the recommendations of Welsh Assembly Government's ***"Putting Things Right"*** [NHS Wales complaints and concerns: Putting Things Right | GOV.WALES](http://gov.wales/nhs-wales-complaints-and-concerns-putting-things-right)

1. Are you able to raise the matter with the person concerned by informal discussion?
2. If not the next step is to raise the concern either verbally or in writing with our Complaints Officer, which is usually the Practice Manager, unless the Practice Manager is being complained about.
3. We will acknowledge your complaint within two working days and we aim to have investigated and reported on your complaint within ten working days.
4. We will then be in a position to offer you an explanation or arrange a meeting with the people involved. If a meeting is required occasionally this part of the process might be delayed but we will keep you informed of this throughout. You may bring a friend or relative to any meeting arranged as an advocate. After the meeting we would write to you with an explanation and how we intend to respond to the issues raised.
5. If we fail to address your concerns after this then you are free to send a formal written complaint to:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed CF35 5LJ
Tel: 0300 790 0203
Fax: (01656) 641199

<http://www.ombudsman-wales.org.uk>

6. You could alternatively contact the Cardiff and Vale of Glamorgan Community Health Council on Cardiff **029 2037 7407**. They can provide you with information on how they can help you with a complaint.

Web site: www.communityhealthcouncils.org.uk/cardiffandvale

7. **Cardiff and Vale University Health Board Complaints Department**

[Concerns and complaints - Cardiff and Vale University Health Board \(nhs.wales\)](http://nhs.wales/concerns-and-complaints-cardiff-and-vale-university-health-board)

You may also discuss your concern with a member of the Concerns Department and they will be happy to discuss your concerns with you and pass them on to the relevant department.

The Concerns Office is open between the hours of 9am to 5pm (Monday to Friday).

Please call on the following telephone numbers in office hours if you wish to speak with a

member of the Concerns Team.

029 218 36318

029 218 36319

029 218 36323

029 218 36340

You can also E-mail the team at: concerns@wales.nhs.uk

Or write to them at:

Chief Executive,

Cardiff and Vale University Health Board,

Maes y Coed Road,

Llanishen,

Cardiff

CF14 4HH.

Access Standards

A set of standards which aim 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.

OUR ZERO TOLERANCE POLICY ON AGGRESSION AND VIOLENCE

As a practice we pledge to treat all patients with dignity and respect and on the same principal our staff have the right to expect the same from our patients.

We will not tolerate aggressive or violent behaviour in any form. This would include the use of offensive and foul language.

Patients who behave in this manner will be removed from our list immediately.

PATIENTS' CHARTER

Our Commitments

1. The patient will be treated at all times in a courteous and sympathetic manner.
2. The telephone will normally be answered by the tenth ringing tone.
3. No patient will be kept longer than thirty minutes for a booked appointment without an explanation of the delay from the Practice Staff.
4. Repeat prescriptions will be ready for collection within two working days of the request being received at the surgery.
5. We operate an equal opportunities policy and do not discriminate by race, religion, age or sexual orientation.

You will

1. Let us know of changes of name, address or telephone number.
2. Endeavour to keep booked appointments and to tell us as soon as possible if you cannot do so.
3. Please use the appointments line 029 2048 9292.
4. Phone for results after 2.00pm and after sufficient time has elapsed to allow all your results to have returned (usually 7 days)
5. We ask that you treat the Doctors and Staff with courtesy and respect.

We are always keen to improve our medical service and welcome suggestions in writing for consideration by the Partners. Suggestion Forms are available from front reception

Equal Opportunity - Patients will be treated as individuals irrespective of their ethnic origin, religious or cultural beliefs, gender or sexual orientation.

Data Protection Act 2018 (DPA)

This allows access to your own health records. Under the DPA you are entitled to see all information relating to your physical or mental health, which has been recorded by or on behalf of a 'health professional' in connection with your care.

This applies not just to computerised data and structured files but to 'unstructured' data as well. The right of access covers both NHS and private medical records, and information of any age, however long ago it was recorded.

The health professionals whose records can be seen are Doctors, Dentists, Opticians, Pharmacists, Nurses, Midwives, Health Visitors, Clinical Psychologists, Child Psychotherapists, Osteopaths, Chiropractors, Chiropodists, Dieticians, Occupational Therapists, Physiotherapists, Radiographers, Speech Therapists, and many other NHS paramedical staff.

Privacy Notice

Our Privacy Notice will explain how the Four Elms Medical Centres uses your personal data. It is available on our website or you may ask for a copy at reception.

Four Elms Medical Centres is the controller for personal information we process. The practice is committed to protection your personal information and respecting your privacy. We have a legal duty to explain how we use personal information about you as a registered patient at the practice.

Data Protection Officer

Our Data Protection Officer is:

Digital Health and Care Wales,
Information Governance,

Data Protection Officer Support Service

4th Floor

Tŷ Glan-yr-Afon

21 Cowbridge Road East

Cardiff

CF11 9AD

Email : DHCWGMPDPO@wales.nhs.uk

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A publication scheme is a guide to the classes of information the Practice intends to routinely make available.

Useful Contacts

Four Elms Medical Centres **029 2048 9292**
www.fourelmsmedicalcentre.co.uk

NHS Wales Direct **111**
 telephone
www.nhsdirect.wales.nhs.uk

Hospitals

University Hospital of Wales **029 2074 7747**
 Llandough Hospital **029 2071 1711**
 Emergency Dental Helpline **029 2044 4500** (24/7 Service)

Local Pharmacies

Pearn's, Tweedsmuir Road, **029 2046 2543**
 Clifton Pharmacy, Clifton Street **029 2049 4539**
 Bailey's Chemist, Road Bridge **029 2046 5338**
 Boots the Chemist, Queen Street **029 2022 9675**
 Boots the Chemist, Albany Road **029 2048 3043**

Cardiff & Vale University Health Board - 029 2074 7747

University Hospital of
 Wales
 Heath Park
 Cardiff
 CF14 7XB
www.cardiffandvaleuhb.wales.nhs.uk

Cardiff & Vale of Glamorgan Community Health Council

029 2037 7407

Community Health Council Offices Unit 3, Pro-Copy Business Centre Parc Tŷ Glas
 Llanishen Cardiff CF14 5DU

Email: Cavog.chiefofficer@waleschc.org.uk

www.communityhealthcouncils.org.uk/cardiffandvale

Four Elms Medical Centres Practice Area

