



# A guide to our services

**Serving the community to help you live well...**



## Introduction to the Surgery

Ty'r Felin Surgery serves the whole of Gorseinon as well as parts of the surrounding areas of Loughor, Penllergaer, Garden Village and Pontlliw.

Our team currently includes nine GP Partners, four GP Registrars, three Practice nurses, one health care assistant, Two Clinical Pharmacists, a Cluster Mental Health Practitioner as well as the Practice Management and Administration teams.

We have approximately 11,100 registered patients at the present time.

We offer a full range of general practice services and provide advice, treatment, monitoring and support of people living with chronic conditions including diabetes, asthma, heart disease and dementia. We provide a full range of contraception services and a joint injection service.

Ty'r Felin Surgery works with other practices in the area as part of the Llŵchwr Community Cluster Network. The practices, through a co-operative approach via a range of multi-disciplinary healthcare workers and third party agencies, use specialist skills and shared resources to improve health and education across the locality. Initiatives in recent years include sharing a prescribing pharmacist, improved access to mental health resources and counselling, rapid testing for bacterial chest infections in practice and access to physiotherapy closer to home.

Our surgery is a training practice which means hospital doctors wanting to enter general practice spend 6 or 12 months with us in order to gain the experience they need to become family doctors. As a training practice, you may be offered a consultation with one of these doctors, known as GP Registrars, and your medical records may be used for educational purposes.

We often have Swansea Graduate-Entry Medical Students observing and assisting our surgeries. These students work under full supervision of one of our GPs and often patients enjoy the perspective they bring.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and how our practice operates. For this and additional information please explore our website at [www.tyrfelinsurgery.co.uk](http://www.tyrfelinsurgery.co.uk)

## The Practice Team

### Doctors

**Dr Stephen Greenfield** MB BCh (Wales) 1996, MRCGP (Distinction) (Lond) 2002

**Dr Josephine Sartori** MB BCh (Wales) 1993, MRCGP (Lond) 1997

**Dr Nia Rice** MB BCh (Wales) 2001, DFSRH, MRCGP (Lond) 2005

**Dr Keith Hawkins** MB BCh (Sheffield) 2001, MRCS (Eng) 2005, MRCGP (Lond) 2011

**Dr James Kerrigan** MB BCh (Wales) 2007, DCH, DFSRH, DRCOG, MRCGP (Lond) 2012

**Dr Laura Newington** MB BS (London) 2006, DRCOG, DCH, DFSRH, MRCGP (Lond) 2011

**Dr Caroline Smith** MB BCh (Wales) 2005, MRCGP (Lond) 2010

**Dr Lisa Heath** MB BCh (Wales) 2008, DCH, DFSRH, MRCGP (Lond) 2016

**Dr Ainsley Rees-Evans** MB BCh (Wales) 2012, MRCGP (Lond) 2018

#### GP Registrars

Dr Carys Lloyd MB BCh (Wales) 2013

Dr Louise Griffiths MB BCh (Wales) 2014

Dr Chloe Guy MB BCh (Swansea) 2015

Dr Christien Buchwald MB BCh (Swansea) 2016

#### Management Team

Mrs Michelle Gray – Practice Manager

Mrs Lisa Piper – Deputy Practice Manager

#### Nursing Team

Sister Sarah-Jane Whettleton – Lead Practice Nurse

Sister Sarah Williams – Practice Nurse

Sister Sarah Ace-Howells – Practice Nurse

Mrs Paula Walters – Healthcare Assistant

#### Reception and Administration Team

Mrs Claire Thomas, Mrs Wendy Armour, Mrs Mandy Pratt, Mrs Emma Williams, Mrs Amanda Cana, Mrs Janine Penhalagan, Miss Joanna Selby, Mrs Deborah Price, Mrs Sarah Passmore, Miss Louise Pitson, Miss Sian Thomas, Miss Rachael Ace-Davies, Miss Sumaiya Zaman, Miss Megan Teague

Allied Health Practitioners

Keith Davies – Practice pharmacist

Paula Carrilho – Cluster Network Pharmacist

Leah Martini – Cluster Mental Health Practitioner

### How to Register

If you live in our practice area and would like to register with us, please complete an NHS ('GMS1W') registration form and the Ty'r Felin Health Questionnaire. These are available on our website and also at reception.

To complete your registration you will require a registration appointment with our Health Care Assistant (for blood pressure check and urine dipstick screen) Alternatively please attend the surgery for a blood pressure check at our surgery POD in reception; and drop a labelled urine sample for a screening dipstick test at reception (WHITE top bottles available in reception).

If you are taking any regular medication you will require a triage appointment with a GP.

Our reception team will be happy to deal with any registration queries.

## Making an appointment

Please explore the resources and information on our website to see if any other services meet your needs first.

Our doors are open Monday to Friday 8.15am – 6pm. You can contact the surgery by telephone Monday to Friday 8am – 6.30pm.

Ty'r Felin Surgery operates a telephone triage system for GP appointments.

The receptionist will ask you for a contact number and a brief description of your problem. This information helps the triage doctor prioritise calls.

If you request an appointment you will be called back the same morning or afternoon by a doctor to discuss your problem. If required the doctor will offer a face-to-face appointment that day.

Please call the surgery between 8am – 10am and 2pm – 3.30pm to arrange a triage appointment. Please note that triage times may be closed early if maximum capacity is reached.

Calls made outside these times are for emergencies only.

We run our baby clinic on a Thursday afternoon so offer emergency only cover during this time.

Please note we are unable to accommodate requests for a particular doctor on a Monday or Friday. We can accommodate requests for a male or female doctor.

Appointments with locum doctors are also available at times when partners are away or at times of peak demand. The practice usually will employ locum doctors who have worked at the practice regularly for several years and are familiar with the patient population and the surgery setup.

Nurse appointments can be booked via the telephone or at reception.

For further information on who to book your appointment with please explore our website.

**\*\*Your community pharmacist can offer free confidential NHS advice and/or treatments for a number of common health problems without you having to make an appointment with your GP under the Common Ailments Scheme.\*\***

## Home visits

House calls are for patients who are housebound due to illness or disability.

All patients requesting house calls will be telephoned back by a GP. Transport difficulties and other inconveniences are not acceptable reasons for requesting house calls. If you or a family member or friend has access to transport or if you can use public transport then please make every effort to attend the surgery for your appointment.

Where possible please make a house call request **before 11am**.

### Test Results

Please call the surgery for your results after 3pm Monday – Friday.

### Services available at Ty'r Felin Surgery:

More information on our services and other external services is available on our website.

#### Antenatal:

This is a midwife-led clinic for pregnant women. Please contact the surgery to make a booking appointment with the midwife if you become pregnant.  
The Community Midwife is at Ty'r Felin Surgery on a Thursday.

#### Anticoagulation Clinic:

For patients on warfarin and 'DOAC' anticoagulation medication. Clinics are run by our nursing team and Practice Pharmacists to oversee monitoring.

#### Baby Clinic:

Baby clinics run on a Thursday afternoon for immunisations and well-baby checks. The clinic is run by the health visitors, our nursing team and a doctor.

New parents can request a postnatal contraception and wellbeing discussion at your baby's 8 week check. Please book this appointment with reception when booking your baby clinic appointment.

#### Chronic conditions clinics:

Our nursing team run our chronic conditions clinics.

If you have any of these conditions - diabetes, hypertension, asthma, COPD, non-alcoholic fatty liver disease, it is important you attend your annual review. There are set clinics you can book into for this.

#### Contraception Services:

Ty'r Felin provides a comprehensive contraception service. Our nursing team provide counselling for all contraception methods. They also run annual 'pill checks' for those taking oral contraception and provide counselling for those women considering long-acting reversible contraception (LARC).

Dr Nia Rice, Dr Laura Newington and Dr Lisa Heath run our LARC clinics. For further information on different methods please see the information provided on our website or contact the surgery to make an appointment with a nurse.

If you require emergency contraception please contact a community pharmacist, book an appointment with a nurse or make a triage appointment with a GP at the earliest opportunity. Please emphasise to the receptionist that your request is for EMERGENCY contraception.

#### Cryotherapy:

Cryotherapy can be a helpful treatment for some painful warts and other benign skin lesions that haven't responded to over the counter treatments from a community pharmacy. We are unable to provide treatment for cosmetic skin lesions. These appointments can be booked when appropriate following a triage appointment with a doctor.

#### Dementia Care Reviews:

Dr Nia Rice is our lead GP in dementia care, supported by Claire Thomas and Sarah Passmore as our Patient Liaison Officers.

If you have a diagnosis of memory impairment or dementia (which includes Alzheimer's disease or Vascular dementia), you are encouraged to attend our dementia (memory impairment) annual review clinic.

This clinic is to review your physical health, emotional needs and medication. It is run every 2 months and is supported by Elaine James from Swansea North Dementia and Carer Project.

#### Joint injections:

Joint injections can be a helpful treatment for musculoskeletal conditions such as osteoarthritis of the knee, tendinitis of the shoulder and triggering of the finger. Dr Stephen Greenfield, Dr Keith Hawkins and Dr Ainsley Rees-Evans provide this service. A joint injection may be a treatment option recommended for you by a doctor or a physiotherapist. Please make a GP triage appointment to discuss this further.

#### Mental Health Services:

The Llŵchwr Cluster share the expertise of a mental health practitioner who attends Ty'r Felin Surgery weekly on a Friday for assessments, signposting and wellbeing advice. If felt appropriate a GP would book this appointment following discussion at a telephone triage appointment.

#### Non-NHS services:

The Practice provides a limited number of non-NHS examinations and reports. Please contact the Practice for details. There is a charge for these services. Full payment will be required in advance.

Our NHS services will always take priority and non-NHS services are provided subject to the GP availability. A list of fees can be found on our website or at reception.

#### Travel Clinics:

Our nursing team offer travel advice and can assess your need for vaccination and antimalarial prophylaxis prior to travel. Some vaccinations can be offered at the surgery. If we are unable to give what is recommended here, our nursing team will signpost you to where you can obtain what is required.

Please complete a \*Travel Risk Assessment Form\*\* prior to your nurse appointment. This form is available on our website and also at reception.

### When Ty'r Felin Surgery is closed

If you require urgent advice when the surgery is closed please call NHS 111 Wales free.  
There is more information online at <https://111.wales.nhs.uk/>.

Please remember to call 999 if you require emergency advice.

\*\*Your community pharmacist can offer free confidential NHS advice and/or treatments for a number of common health problems without you having to make an appointment with your GP under the Common Ailments Scheme.\*\*

## Prescriptions

You can request a repeat prescription in the following ways

### My Health Online

If you register for a My Health Online account you can order your repeat prescriptions online. Please visit our website for a My Health Online registration form; alternatively please contact the surgery.

Two forms of identification will be required on receipt of the completed form. Following this your account can be activated. This is the preferred method of ordering your prescriptions.

### Local Pharmacies

The local community pharmacies are happy to manage your repeat prescription ordering for you. If you wish your prescription to go to a nominated pharmacy please complete the relevant form available on our website and at reception and return this to the surgery.

### At the surgery

Between 8.15am and 6pm you can drop off your repeat prescription form in the black post box in the surgery foyer at the main entrance to the surgery.

### By Post

Prescriptions can be ordered by post. If you wish for the prescription to be returned by post then please enclose a stamped self-addressed envelope

If you don't have you re-order prescription slip then there is a medication request form available on our website or at the surgery foyer.

There is also a form available for 'Non-repeat medication' requests.

Please complete and return these form by email, by hand or by post.

Please allow 2 working days for ALL repeat prescriptions. Prescriptions are available to collect after 3pm two working days after being requested.

## Controlled Medication Information

Ty'r Felin Surgery will provide for the general medical needs of people suffering from substance misuse. However we will not provide any patient with a source of drugs that is not necessary in their treatment.

Therefore, if you are on any of the following medication, proof from your previous surgery is required: Diazepam, Nitrazepam, Lorazepam, Temazepam, Dihydrocodeine, Zopiclone , Tramadol, Morphine Sulphate, Oramorph, Pregabalin, Gabapentin etc.

We as a Practice will also introduce a reducing regime where appropriate to patients who are on some of the above drugs. Any patient who has substance misuse problems will be offered referral to an agent with expertise in this area.

### **People with disabilities**

Our Practice accommodates disabled access. The surgery has a ramp for wheelchair access and toilet facilities for disabled people. There is a hearing loop available at reception. We have two wheelchairs which patients may use if required. They are located in reception. If you require any practice leaflets or information in larger print or in another format please contact the surgery.

Please make us aware if any issues arise on accessing the services at Ty'r Felin Surgery.

### **Language Service**

If you require an interpreter please inform our administrative team when contacting the surgery.

The Practice has an "Active Offer" for Welsh Language. We have a part time Welsh speaking receptionist and a Welsh speaking GP. Our self-service booking-in system also allows patients to register their arrival for their appointments in Welsh should they choose to do so.

### **Ty'r Felin Surgery Complaints and Concerns**

Ty'r Felin Surgery is committed to providing high quality healthcare and services.

If you have a complaint or concern about the service you have received from doctors or any of the staff working at the practice please let us know.

We aim to resolve any complaints and concerns easily and quickly, and if possible at the time they arise with the person concerned.

If your complaint or concern cannot be resolved immediately and you wish to raise this formally letters should be addressed to the Practice Manager.

Ty'r Felin Surgery Complaints Procedure operates in line with NHS guidance. For our full complaints procedure please visit our website or contact the surgery to request a written leaflet.



## Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager.

Your right to receiving a confidential service means we can only discuss your health matters with you. If you want someone to act on your behalf then we will need your written permission to do so. If you contact the practice on behalf of someone else please be aware that we require the patient's express permission before we can enter into any discussion.

## Zero Tolerance

We aim to treat our patients courteously at all times and expect our patients to treat our team in a similarly respectful way. All of our team have a right to work in an environment where they are protected from harm and we do not tolerate any threatening, abusive or violent behaviour against any of the team or patients. If a patient or anyone attending the surgery is violent, abusive or aggressive we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. A letter of explanation will be sent to the patient explaining the reason for removal.

## Practice Values

We will treat you with courtesy, respect and sensitivity.

We will offer advice and seek to inform you of steps you can take to promote good health and avoid illness.

We will involve you as much as possible in the making of decisions around your health and treatment.

You will receive appropriate information regarding your medical condition and treatment.

We will provide you with emergency care promptly when you need it.

All information about you is treated as confidential.

We respect your religious and cultural beliefs.

We will show no discrimination to our patients and will treat everyone as an individual.

The practice team (both clinical and administrative members) participates in regular professional development.

We will keep you informed of our services and any developments through our website, notice boards and information screens in reception.

## Patient Responsibilities

Please treat our Practice Team with courtesy and respect.

Please understand that consultations are for one person only. An appointment should be booked for each person requiring medical advice.

Please notify us of any change of name, address or telephone number.

Your health is your own responsibility, which we can help you with but cannot take over for you.

Please let us know if you are unable to attend an appointment; this could be offered to someone else.

Home visit requests are for those who are truly housebound or too unwell to travel to the surgery. Where possible please contact the surgery before 11am to request a home visit.

Please read the information on our website or in our practice leaflet for the procedure for requesting repeat prescriptions.

Patients moving outside the practice area will be asked to register with a GP surgery providing care to that area.

## Your Local Health Board

The area served by Ty'r Felin Surgery is covered by Swansea Bay University Health Board. The Health Board is responsible for ensuring you get all the services you need.

The contact details for Swansea Bay University Health Board are as follows:

Swansea Bay University Health Board  
Swansea Locality Office  
2<sup>nd</sup> Floor, Beacon Medical Centre  
Langdon Road  
Swansea  
SA1 8QY

Tel: (01792) 601800