



19 SOUTH PARK ROAD

SPLOTT

CARDIFF

CF24 2LU

Telephone Numbers:

02920 462793

02920 462848

Website:

[www.cloughmoremedicalcentre.co.uk/](http://www.cloughmoremedicalcentre.co.uk/)

Emails:

Non Urgent Admin Queries:

[Enquiries.w97007@wales.nhs.uk](mailto:Enquiries.w97007@wales.nhs.uk)

Prescription Requests:

[Prescriptions@w97007@wales.nhs.uk](mailto:Prescriptions@w97007@wales.nhs.uk)

## **Welcome to the Practice**

Cloughmore Medical Centre is a new purpose-built practice built in 2013. The practice now has just over 7900 patients. All doctors' treatment rooms are on the ground floor and practice Nurse treatment rooms on the first floor.

There are also baby changing and breast-feeding facilities.

This is a General Partnership.

We are a teaching/training practice for healthcare professionals.

### **Accessibility**

Access to the premises: Cloughmore Medical Centre is fully accessible to patients with mobility issues. There are no stairs into the practice and our front doors are automatic and open on approach. For patients needing to access the first floor of the practice we have a fully functioning lift for our patients to use that opens up onto our first floor waiting room

Parking: We have a small patient car park at the front of our practice (12 cars total) with dedicated disabled parking bays.

Audio & Visual Help: To assist patients with hearing difficulties we do have a Hearing Loop system available at our reception desk.

### **The Doctors**

#### **GP Partners**

Dr Jayne Davies	MB Bch MRCGP D.R.C.O.G	Qualified 1996
Dr Joanna Rowe	MB Bch D.R.C.O.G	Qualified 1986
Dr Adele Leighton	MB Bch MRCGP	Qualified 2010
Dr Sayma Ahmed	MB Bch MRCGP	Qualified 2010
Dr Rhys Osborne	BSc MUDr MRCP MRCGP	Qualified 2013

#### **Salaried GP**

Dr Natasha Perera	MB Bch MRCGP	Qualifies 2016
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## **The Practice Nurses**

Debbie Skeels SRN DIP. BSC in health promotion and wellbeing,  
Marilyn Fussell SRN DIP.  
Debbie Warman RGN

Appointments can be made with the nurses for pill checks, dressings, travel vaccines etc.

## **Attached Staff**

**Health Visitor:** Zoe Follon.

Can give advice on healthcare, particularly for expectant mothers & small children.

**Midwife:** Sarah Germain.

Provides antenatal clinics and visits to patients in their homes, both before and after delivery of their babies.

**District Nurses:** The District Nurses are now based at CRI Longcross Street.

**Stop Smoking Wales:** Cathy Fisher

**Cluster Employees:**

Physiotherapy: Rob Jones and team.

Mental Health: Ieuan Pugh and team.

Pharmacist: Ben Jones, Laura Broadley, Lisa Richardson and Sheetal Shah.

**Administrative Staff:**

**Practice Manager:** Jackie Stinton  
**Assistant Manager:** James Woodward  
**Senior Receptionist:** Bernadette Clarkson  
**Carers Champion:** Bernadette Clarkson

**8 other reception and administration staff.**

**Consultation Hours:**

**Times below may vary due to doctors being on leave and with**

<p><b>Dr Davies:</b> Tuesday, Wednesday &amp; Thursday 8:15am – 11:15am Thursday 3:30pm – 5:30pm</p>	<p><b>Dr Rowe:</b> Tuesday, Wednesday &amp; Thursday 9am – 12pm Tuesday, Wednesday &amp; Thursday 3:30pm – 5:30pm</p>
<p><b>Dr Leighton:</b> Monday, Tuesday, Wednesday 8:45am – 11:45am Monday, Tuesday, Wednesday 3:15pm – 5:15pm</p>	<p><b>Dr Ahmed:</b> Wednesday, Thursday &amp; Friday 9:30am – 12:30pm Wednesday, Thursday &amp; Friday 3:30pm – 5:30pm</p>
<p><b>Dr Osborne:</b> Monday, Wednesday, Thursday &amp; Friday 8:45pm – 11:45pm Monday, Wednesday, Thursday &amp; Friday 3:15pm – 5:15pm</p>	<p><b>Dr Perera:</b> Monday, Tuesday, Wednesday 8:30pm – 11:30pm Monday, Tuesday, Wednesday 3:15pm – 5:15pm</p>

## Consultations

Patients between the ages of 16-74 who have not been seen at the surgery for a period of 3 years may request a consultation with a GP, at which any appropriate examinations and investigations will be made. Consultations can also be requested by patients over 75 who have not been seen at the surgery for 12 months.

## Clinics

Ante-Natal Clinic:	Thursdays: 9am—12:30pm
Asthma, COPD and Diabetes Reviews:	Make appointment with practice nurse
Family Planning (Appointment Only):	Thursdays: 4pm—5:30pm
Minor Surgery e.g., Joint Injections:	Booked by GP only
Phlebotomy Clinics:	Tuesdays: 1:30pm—3:30pm. Wednesdays: 8:30pm—12pm. Fridays: 8:30am—11am.
Routine Childhood Immunisations:	Tuesdays: 1:30pm—3:30pm

## When we are closed

If you require urgent medical attention when we are closed, you may access the out-of-hours service by telephoning 111 or 0345 46 47.

If you are feeling ill and are unsure what to do: NHS 111 Wales is a health advice and information service that is available online 24 hours a day every day.

For life threatening emergencies such as **severe bleeding, collapse, unconsciousness and severe chest pains: CALL 999 IMMEDIATELY.**

## **How to Register:**

The new registration forms are available from reception or online on our website. Once completed please return the forms to our reception team. Our receptionists will then check that the forms have been completed. It can take up to one week to register as a new patient.

If you move out of the practice area you will be removed from the practice list and you will have to register with a more local practice.

## **How to make a GP appointment?**

Routine Appointments can be booked on the day by telephone subject to availability. The phone lines open at 8.00 a.m. You can pre-book up to six week in advance subject to availability. *We do not currently offer online booking.*

For urgent non-life-threatening problems that cannot wait for the following day emergency appointments can be made.

If you cannot attend an appointment please let us know as soon as possible so that the cancellation may be offered to another patient

## **Home Visit Requests**

Home visits can be requested for terminally ill patients and those patients who are truly housebound by calling the surgery on 02920462793 and speaking to a member of our reception team. We ask that home visit requests are submitted to the practice by 12pm on the day. If you do not fit into these categories the doctor will contact you by telephone to assess the situation further.

Lack of transport is not an appropriate reason to request a home visit. .

## **Prescription Requests:**

We offer a repeat prescribing service. **We do not take prescription requests over the telephone**, to order your prescription you can either:

- By Hand – Tear off prescription slip or hand written note,
- Call your nominated chemist to use their chemist prescription services.
- Send your prescription request via post with a stamped addressed envelope for us to post back,
- Order your repeat prescription online via the NHS Wales App or email to: [Prescriptions.w97007@wales.nhs.uk](mailto:Prescriptions.w97007@wales.nhs.uk), or
- Order your prescription through the NHS Wales App.

Please allow 2 working days/ 48 hours for your prescription request to be actioned before collecting.

Demands for an immediate prescription disrupts the service we try to provide and creates delays for others. If you take several medications it is more sensible to request them all at the same time. If you attend a hospital appointment and you are given a prescription you should take it to the hospital pharmacy where the medication is dispensed. Pink forms handed into the surgery will be treated in the same way as other prescription requests.

## **Express Preference of Practitioner**

If you have a preferred clinician you would like to speak to please let our reception staff know on contact and will we try and accommodate your request.

## **Test Results**

Please do not assume the practice will contact you regarding your test results. It is your responsibility to contact the surgery. We have a dedicated phoneline for Test results that opens after 2.00 p.m.

## **Patient Behaviour & Zero-Tolerance**

Unfortunately, over recent years the practice, along with many areas within the NHS, has experienced changes in the attitude towards its staff, clinical and administration from a small, but vocal part of our patient base.

The practice will not accept under any circumstances abusive or violent behaviour at the surgery.

If our staff report any abuse from patients, we will consider the most appropriate way of dealing with this behaviour, which could result in your immediate removal from our patient list, resulting in you having to find another practice willing to take forward your care.

Please note that ALL telephone calls to and from the surgery are recorded for training and monitoring purposes.

## **Your Responsibilities as a patient**

- To always treat all staff with respect and courtesy.
- To tell us if you are unsure about the treatment, we are offering you.
- To keep your appointments and to contact the surgery in advance if you cannot.
- To attend appointments on time and to make separate appointments for each family member wishing to see the doctor.
- Do not expect a prescription from every consultation with a doctor – there may be other options for treatment
- To let us know when you change your address or telephone number.



## **Failed Appointments**

We ask all of our patients to do their best to attend their appointment. We understand that at times this is difficult and you are unable to do this.

In this instance, please phone the Practice and explain so that we can cancel your appointment and offer it to another patient.

We have good attendance at the Practice, and are grateful to you for ensuring you attend, however there are times when patients do not inform us that they are unable to keep their appointment.

We usually contact these patients and explain that they have missed an appointment with their GP. IF patients frequently miss appointments we may have cause to ask them to register with another GP.

## **Complaints and Suggestions**

If for any reason you are not happy with any aspect of our service please let us know. We always welcome opportunities to improve patient experience.

If you wish to raise a formal complaint, this must be done in writing to the Practice Manager. All complaints are fully investigated and a response made within 30 days of receipt.

More information on our complaints procedure can be found on our practice website.

## **Information Sharing**

Your doctor and 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 be 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 organisations 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.

## **Access to Medical Records**

The practice is registered and complies with the Data Protection Act 2018. Any request for access to notes by a patient, patient's representative or outside body will be dealt with according to the Act.

## **Services**

The following services are available under contract.

### **Core Services**

General Management of Medical Conditions  
Health promotion Advice  
Access to General Medical Services  
Quality information preparation  
Emergency Care – if applicable  
Referral for other services – if appropriate

## **Additional Services**

- Cervical Screening
- Contraceptive Services
- Vaccinations and Immunisations
- Child Health Surveillance
- Maternity Services

### **Local Supplementary Services**

- Long acting reversible contraceptives—e.g., Coil and Implant.
- Provision of near patient testing.
- Monitoring of patients on Direct Oral Anti Coagulants (DOAC).
- Minor Surgery: Joint Injections.
- Drug Misuse.

### **Direct Supplementary Services**

- Seasonal influenza immunisations for patients 65 and above and at risk patient between 6 months to 64.
- Whooping Cough vaccines for pregnant patients.
- Monitoring of patients on Warfarin.

### **National Supplementary Services**

- Childhood Immunisations.
- Non-Routine immunisation for adults and children at risk.
- Unscheduled vaccines for children and young people who have outstanding immunisations.
- Shingles Vaccination Programme.

### **Price List for Non-NHS Work**

<b>Form</b>	<b>Price</b>
Any Simple Certificate/ Private Sick Certificate and Patient/ Private Letters:	£35
Insurance Forms for Holiday Cancellation <i>(Cost depends on type of form):</i>	£30—£60
Private Insurance Claim Forms e.g. Mortgages etc:	£50
Fitness to Travel Certificate:	£35
HGV, LGV, Taxi Medicals:	£90
Course of Hep B Vaccines:	£150
Completion of Water Forms:	£30

## **UPCC (Urgent Primary Care Centre)**

To assist with increasing patient need the surgeries in the South East Cardiff Cluster have come together to fund a UPCC.

The UPCC deals with a range of non-complex acute conditions e.g., chest infection, tonsillitis, UTI, and many more. If you are feeling acutely unwell our care navigation team may offer you an appointment at the UPCC.

**The UPCC is based at the Cardiff Royal Infirmary (Orbit Street, Cardiff, CF24 0SZ).**

## **Common Ailment Service**

This service is also known as “Choose Pharmacy”.

Your pharmacist can provide free confidential free NHS advice and treatment for common ailments that cannot be managed by self care without having to make an appointment to see your GP.

Please visit your local pharmacy for more information.

## **Cardiff & Vale University Health Board**

Please find below the address and contact details of our local health board. Here you can find details of primary medical service in the area.

Cardiff and the Vale University Health Board  
Woodland House  
Maes-Y-Coed Road,  
Cardiff  
CF14 4HH  
02921845965  
02920747747

## Useful Telephone Number

Community Midwives:	029 20 932784
Health Visitors:	029 20 499391
University Hospital of Wales:	029 20 747747
Llandough Hospital:	029 20 711711
Carer's Helpline:	029 20 221421
Police (Emergency):	029 20 222111
Age Concern:	029 20 567883
Samaritans:	029 20 344022
Local Health Board:	029 20 747747
Cardiff Addictions Unit:	029 20 461742
Cardiff & Vale Drug & Alcohol Service:	0300 300 7000
Independent Living Services (Adult):	029 20 234234
NSPCC:	0808 800 5000
NSPCC (18 or under):	0800 1111
Victim Support Support-line:	0808 168 9111
Cardiff Children's Services:	029 20 536400
Cardiff Adult Care Services:	029 20 234234
NHS111/Advice:	111 or 03454647
NHS111 Online:	<a href="http://www.111.wales.nhs.uk">www.111.wales.nhs.uk</a>

Please ask at reception for more information on Helplines available.

## Take action with your health

Smoke and drink alcohol less  
Move more and often  
Eat more colours  
Sleep better, feel better



### **Want to Stop Smoking:**

Free stop smoking service and NRT  
<https://www.helpmequit.wales/>  
08000852219



### **Want to drink less alcohol?**

Visit the “keeping me well” website,  
search for “alcohol awareness”



Free 24hr phone line for drug  
and alcohol issues  
Freephone: 08088082234 or  
Text DAN to: 81066





## Keeping Me Well

Cardiff and Vale University Health Board

### Want to lose weight?

Visit the “keeping me well” website,  
search for “weight-management”



### Want to eat more healthily?

Visit the “keeping me well” website,  
search for “eating well”

### Want to sleep better?:

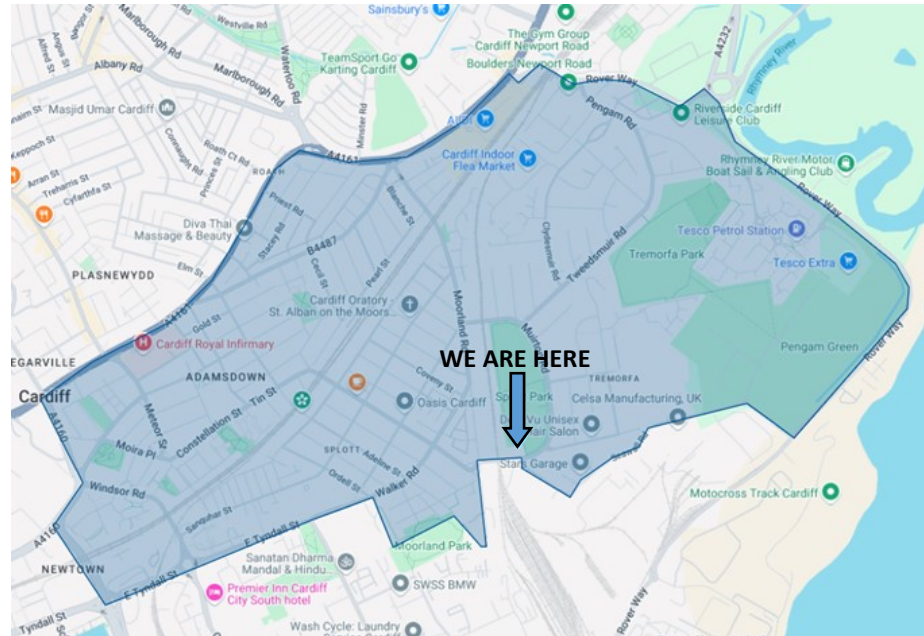
Visit the “keeping me well” website, search  
for “sleeping well”



Visit “mind.org” , for “Sleep  
Hygiene” or tips on improv-  
ing sleep



## MAP OF PRACTICE BOUNDARY



### **Opening Times:**

#### **Our Building is open:**

Monday to Friday: 8:30am—6:00pm

#### **Our Telephone lines are open:**

Monday to Friday: 8am—6:30pm