

Dr R Tristham  
Dr R Clark  
Dr G Lindell  
Dr C Atkins  
Dr I Davies  
Dr R Daniel



Dr T Hammond  
Dr R Boulton  
Dr O Griffiths  
Dr I Macgregor  
Dr K Muthuvairavan  
Dr A Thomas

### Welcome to Cwmtawe Medical Group

Cwmtawe Medical Group is an appointed general practitioner training practice located within the heart of the local communities of Clydach and Morriston. We have 12 GP Partners and being a training practice we often have GP Registrars. These are fully qualified doctors who have had hospital training and join us for further experience in general practice before taking up their own practices. In addition to your typical general practitioner services we also offer a variety of specialist skills and knowledge amongst our GPs ranging from Rheumatology, Dermatology, Respiratory health, Diabetes.

We have locations in Clydach in a new purpose-built premises owned by PHP Ltd and two sites in Morriston. The general practitioners and practice staff share the premises with attached community staff such as our district nursing and health visiting team. We aim to provide the highest standard of care possible. The doctors and staff are here to help and this booklet explains how to use the services provided.

#### The Partners

|                                  |          |  |
|----------------------------------|----------|--|
| <b>Dr Richard James Tristham</b> | (Male)   | MBBCh (Wales 1999) MRCGP DRCOG DFFP Dip. DM      |
| <b>Dr Gavin Lindell</b>          | (Male)   | MBBCh (Wales 2000) MRCGP (2005)                  |
| <b>Dr Catherine Atkins</b>       | (Female) | MBChB (Leicester 1997) MRCGP (2008) DTM&H, DFSRH |
| <b>Dr Iestyn Glynog Davies</b>   | (Male)   | MBBCh (Wales 2005) nMRCGP (2011) Dip. SEM        |
| <b>Dr Russell J Clark</b>        | (Male)   | MBBS MRCGP (2003) Dip. SEM PGCMedEd              |
| <b>Dr Robert W Boulton</b>       | (Male)   | MBBCh (Ireland 1993) MRCGP (2003) BSc MSC DRCOG  |
| <b>Dr Robyn Daniel</b>           | (Female) | MBBCh (Wales 2008) MRCGP (2015) DRCOG DFSRH      |
| <b>Dr Terence John Hammond</b>   | (Male)   | MBBCh (Wales 1982) BA, MA, MRCP (London) DRCOG   |
| <b>Dr Iain Macgregor</b>         | (Male)   | MBChB (Aberdeen 2013) MRCGP                      |
| <b>Dr Owain Griffiths</b>        | (Male)   | BMBS (Southampton 2014) BMedSc MRCGP             |
| <b>Dr Kannan Muthuvairavan</b>   | (Male)   | MBBS (Chennai 2001) MRCGP (2007)                 |
| <b>Dr Aimy Thomas</b>            | (Female) | MBBCh (Cardiff 2011) MRCGP (2018)                |

80 High Street, Clydach. SA6 5LN. (Clydach Primary Care Centre) Tel: 01792 843831  
65 Sway Road, Morriston. SA6 6JA. (Sway Road Surgery) Tel: 01792 771392  
48 Sway Road, Morriston. SA6 6HR. (New Cross Surgery) Tel: 01792 771419

The doctors practice together as a non-limited partnership.

## **Clinical Staff**

### **Doctors**

Dr Oluwasegun Adekunbi

### **Advanced Nurse Practitioners**

Petula Caven   Dwynwen Davies   Sarah Spring   Jenna Colomazza   Ffion Davies

### **Advance Paramedic Practitioner**

Laurance Ford

### **Pharmacists**

Bethan Power   Catrin Fischetti

### **Physiotherapist**

Jeremy Williams

### **Practice Nurses**

Sister Debbie Young

Kathryn Joseph   Holly Allen

Melanie Williams   Ruth Thomas

Catherine Miers   Kelly Braden

Elisa Harries   Holly Allen

Our practice nurses run clinics that monitor the health of people with diabetes, asthma, menopause and cervical screening (smears). They provide other equally essential preventative services such as childhood immunisation, family planning, smoking cessation, dietary advice, health checks, blood pressure reading, ear syringing, dressings and removal of stitches. Clinics and treatment room sessions are by appointment.

## **Non Clinical Staff**

### **Group Manager**

Mr Mike Garner

Our Group manager is in charge of the operation of Cwmtawe Medical Group. He is responsible for the practice financial controls, recruiting, training and managing administrative staff as well as building management, security and health and safety.

He is also responsible for ensuring the health centre runs smoothly.

### **Operations Manager**

Mrs Andrea Hamer

Our Operations Manager has a key role in assisting the Group Manager with the running of Cwmtawe Medical Group. She oversees all Administrative and Reception staff and is able to help patients with any queries or problems they might be experiencing.

### **Administration**

Prescription Clerk/Secretary/Data Entry Clerk and Receptionists

The administration team will make appointments for you, take requests for visits and repeat prescriptions, give you results of tests when appropriate, answer your queries and offer help and assistance at all times. They do a difficult job well. Please remember, information they may ask for will be treated in the strictest of confidence, as they are bound by the same rules of confidentiality as the doctors. Please help them to help you.

## **Clinics**

### **Midwife**

By appointment only.

Clinics & Services

Antenatal Clinic

Patients are seen by the community midwife at the clinic by appointment only.

### **Baby Clinic**

The baby clinics are run by both the Health Visitor Team and the practice, for immunisation and development checks, and allow an opportunity to discuss other problems, e.g. sleeping, feeding and child health worries, with a practice nurse and health visitor.

### **Asthma Clinic**

This is run by our qualified practice nurses in conjunction with the doctors, by appointment only.

### **Diabetic Clinic**

This is run by Dr Tristham and our qualified practice nurses, by appointment only. The clinic is for type 2 diabetics. Patients on insulin are seen at the local Diabetic Centre at Morriston or Singleton Hospitals. The clinic has attached staff working with our practice team. A Chiropody service and dietetic advice are available. Diabetic patients are also able to get advice by telephone during this period.

**Family Planning**

Contraception care is provided by all the General Practitioners and practice nurses during surgery hours.

**Community Psychiatric Liaison Nurse**

Appointment via referral from GP

**Well Woman/Cytology Clinic**

These clinics are run by our practice nurses. They are by appointment only.

**Phlebotomy (Blood Tests) Clinics**

The clinics are run by the Trust phlebotomist

**Joint Injections**

Dr Boulton, Dr Davies, Laurance Ford and Jeremy Willaims carry out joint injection procedures by appointment and the doctors will be happy to advise you on this.

**Smoking Cessation**

Please contact the All Wales Smoking Cessation Team on 0800 085 2219.

**Flu Vaccinations**

October - December. An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, the elderly and also patients taking immuno-suppressive medication. Please contact the surgery at the end of September for vaccination dates and clinic times. Appointments will be made. If you are housebound, please contact the surgery and a home visit will be arranged to undertake this facility.

**Over 75 Health Checks**

The practice does not have a dedicated clinic, but three yearly and annual reviews are available on request at the practice, with the practice nurses.

**COPD Clinic**

The chronic obstructive pulmonary disease clinic is run by Dr Francis. Examinations and monitoring work is carried out, with health promotion advice and information available.

**Direct, National and Local Enhanced Services**

The practice undertakes a number of enhanced services. Currently, some of these include: Near Patient Testing and Shared Care. Annual health reviews on patients suffering from learning disabilities or mental health issues, Zoladex injections, contraception services, influenza and pneumococcal immunisations.

**Travel Vaccinations**

If you require any vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required. A charge will be made for certain immunisations and vaccinations, which are not covered by the NHS. Contact reception for more details when booking your appointment with the practice nurse.

It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations.

These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

### **Opening Times**

#### **Clydach Primary Care Centre**

|           |               |
|-----------|---------------|
| Monday    | 08:00 - 18:30 |
| Tuesday   | 08:00 - 18:30 |
| Wednesday | 08:00 - 18:30 |
| Thursday  | 08:00 - 18:30 |
| Friday    | 08:00 - 18:30 |
| Weekend   | closed        |

#### **New Cross Surgery**

|           |               |
|-----------|---------------|
| Monday    | 08:00 - 18:30 |
| Tuesday   | 08:00 - 18:30 |
| Wednesday | 08:00 - 18:30 |
| Thursday  | 08:00 - 18:30 |
| Friday    | 08:00 - 18:30 |
| Weekend   | closed        |

#### **Sway Road Surgery**

|           |               |
|-----------|---------------|
| Monday    | 08:00 - 17:00 |
| Tuesday   | 08:00 - 17:00 |
| Wednesday | 08:00 - 17:00 |
| Thursday  | 08:00 - 17:00 |
| Friday    | 08:00 - 17:00 |
| Weekend   | closed        |

### **Appointments**

Cwmtawe Medical Group is a multi-disciplinary team organisation. Requests are triaged by the doctors and they will decide the best care and treatment plan for the individual. The clinicians will deal with requests on the same day, if this is not possible you will be informed of any delay.

### **Emergencies**

If you are confronted by a serious problem such as severe chest pain, severe shortness of breath or severe bleeding, call an ambulance (telephone: 999) before calling the surgery.

### **Ill Children**

Children who attend the practice who are acutely ill will be seen straight away where possible. Please make a member of the Reception Team aware that your child is acutely ill.

### **Cancellations**

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

### **AskmyGP**

We are delighted to have launched a new service called 'Ask My GP'. This service enables our patients to request help from our clinicians via the internet or a smart phone. You will have the option to request email advice, telephone or face to face help. The service is open between 7.30am and 12.00pm Monday – Friday (excluding Bank Holidays) - we respond in working hours between 8am and 6pm Monday to Friday. If you have an urgent medical problem between 12:00 and 18:30 please telephone the Surgery. All our registered patients are welcome, and as a parent or carer you can use AskMyGP on behalf of a patient. You may prefer a telephone or email response. Ask my GP enables you to see when your usual GP is working so you can request help from specific individuals.

### **Telephone Access**

- Patients can telephone the surgery on 01792 843831 from 8.00 to put in a request to the doctors on duty. Additional dedicated telephone staff will be available to answer calls.
- Appointment times vary occasionally subject to doctor availability. However, telephone access is between 8.00am - 6.30pm.
- We will endeavour to provide you with a practitioner of your choice if available but this may not always be possible.
- The General Practitioners try to maintain an appointment time of 10mins, please consider this when attending for your consultation.
- Test results can be given out via AskMyGp or you can telephone the surgery.

### **Please note all telephone calls are recorded for training purposes.**

Routine appointments may be made two weeks in advance, which will enable us to offer you an appointment at a time suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in oversubscribed situations.

The General Practitioners would appreciate it if patients contacted the surgery by AskMyGP or telephone only, as patients who present at the Health Centre might be asked to attend at a later time.

For advice outside of normal Surgery hours you can choose to send a request and we will respond when we are next open or you can contact 111 for more urgent advice.

### **Prescriptions**

#### **Repeat Prescriptions**

Repeat prescriptions should be requested 72 hours in advance. This includes weekends and bank holidays. These can be made online via AskMyGP or in writing.

For repeat medication the practice will issue you with a repeat prescription slip. Postal requests with an SAE also require at least 72 hours' notice. Please remember to order early enough.

Some items on your repeat slip are not required every month; some are only needed periodically. Let us know which items you require by clearly 'ticking' those that you need. Hundreds of thousands of pounds can be saved, over a period of time, from local health board drugs budgets by this method, and used to provide other essential services in the community.

Generic prescribing is also being encouraged by local health boards and therefore some medication will be changed from branded medication to generic but a letter should accompany such a change. Please do not telephone the surgery for repeat prescriptions as we feel this may result in errors being made and also blocks vital telephone lines for visits etc.

### **Medication Reviews**

Patients on repeat medication will be asked to see a doctor, nurse practitioner, practice nurse or pharmacist at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

### **Test Results**

Patients will be notified of their test results only if their result needs further action. This may mean a further appointment is needed to follow-up the initial consultation, a prescription or a repeat test is required.

### **Specimens Collection**

All specimens are sent to the pathology department at the Morriston or Singleton Hospitals therefore all specimens need to be at the practice by 12 noon. Tests & Results

### **Registration**

#### **New Patient Registration**

If you live within the boundary area covered by the practice, you can register with us by completing a registration form which can be obtained from the reception desk.

The practice has the right to refuse your registration on residence grounds e.g. if you live outside the Practice area. The practice area covers a large part of Swansea, but please contact our receptionists if you require further details.

Patients are registered with the Practice not with an individual GP. However, you have the right to express a preference for a particular practitioner, in general or for a particular condition when you make appointments. We will endeavor to meet such a preference where possible and reasonable.

#### **Change of Personal Details**

Please notify us of any change of name, address or telephone number. In an emergency this may be vital. Please make sure you include all relevant family members. Please note, if you move outside the boundary area you will need to register with another practice in the new area.

### **Temporary Registration**

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient. You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice. To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

### **Disabled Access**

The surgery has access for easy access for wheelchairs and toilet facilities for the disabled. There are also appointed disabled parking areas at all three sites.

### **Out-of-Hours Emergency Service**

The out-of-hours service is strictly for emergencies only. Swansea ABM UHB employs the Swansea out-of-hours service to provide cover from 6.30pm - 8.00am Monday to Friday. They also provide the service for weekends and Bank Holiday cover.

Requests for urgent treatment should be made by telephoning the surgery on **0330 123 9180**. For advice only: please telephone NHS Direct, a 24-hour nurse-led helpline on 0845 4647.

### **Home Visits**

Home visits are at the discretion of the doctor. Please phone before 10.00am. When the patient's condition genuinely warrants a home visit, please give the reception staff as much detail as possible - patient's full name, address, age, telephone number and the reason for the visit. This information is vital for the doctor on-call to prioritise his rounds and allows urgent cases to be seen promptly. We realise that most people make a valiant effort to attend the surgery for which we are considerably grateful. Please remember that several patients can be seen in the surgery in the time it takes to do a home visit.

### **Comments and Suggestions**

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing to the practice manager or general practitioners.

### **Complaints Procedure**

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, which is in accordance with the NHS complaints procedure. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made.

If you use this procedure it will not affect your right to complain to the SBU Health Board. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.



A leaflet is available explaining the full complaints process, please contact us if you require one.

### **Confidentiality**

The practice is registered with the Information Commissioner, an independent official appointed by the government to oversee the Data Protection Act. The information we hold on our patients will only be disclosed to authorised individuals for the purposes of health administration and services. All the staff at the Clydach Primary Care Centre take the issue of patients' confidentiality very seriously and are bound by the same code of confidentiality as the GPs.

### **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. Please put requests in writing to the practice manager.

### **Staff Protection**

A zero tolerance policy towards violent, threatening or abusive behaviour is now in place at the practice. The staff in the practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right. At no time will such behaviour be tolerated at this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

**There are also CCTV systems in operation.**

### **Welsh Speaking Staff**

Some of our staff are bilingual.

### **Swansea Bay University Health Board**

The role of Swansea **SBUHB** is to implement health strategies which will improve the health of the population of the Swansea area. They serve 240,000 patients and 35 General Practices plus Opticians, Dental and Pharmacy practices in the area.

**SBUHB** Swansea is based at :

SBU Health Board Headquarters  
1 Talbot Gateway  
Baglan Energy Park  
Port Talbot  
SA12 7BR  
Telephone: 01639 683363/683316  
Email: [SBU.complaints@wales.nhs.uk](mailto:SBU.complaints@wales.nhs.uk)