

**Grŵp Meddygol  
Ystwyth  
Medical Group**

www.ystwythmedicalgroup.co.uk

Parc y Llyn  
Aberystwyth  
Ceredigion  
SY23 3TL

Tel: 01970 613500  
contact.w92025@wales.nhs.uk

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### **Welcome to Ystwyth Medical Group**

Forms included in this pack for you to complete:

- Patient Contract (Essential)
- Consent to share information forms

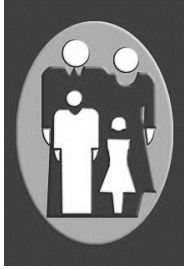
To help us process your registration, please ensure you have done the following:

- Forms are completed in block capitals
- Your NHS number is completed – this can be obtained from your previous surgery.
- All forms are signed.
- We may have asked you for proof of address. If we have, this can be a recent bank statement, utility bill in your own name (mobile phone bills are not accepted), tenancy agreement or council tax statement. We may also require one form of photographic ID.
- If you are on any repeat medication, we will need to have received your medical history from your previous GP before we can issue more. You can help speed this by bringing the white repeat slip in with your registration pack.
- If you are a foreign national, please ensure you complete the date you first came to UK and the GP you have previously registered with. If you are registering with a GP in the UK for the first time you need a valid visa (work, student) and have paid the 'Immigration Health Surcharge' (IHS). Please send us a copy of your visa and proof that you have paid the 'Immigration Health Surcharge' (IHS).

**Please allow up to 7 working days for your registration to be processed.**

Thank you.

General Practitioner Partners  
Dr Gail S Davies, Dr Steffi Grahl, Dr Ahmed Ellaban  
General Practitioners  
Dr Sarah Wright, Dr Nicholas Cooper, Dr Andrew Bates, Dr Kate Santer



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## **Practice/Patient Contract**

At Ystwyth Medical Group, we try to provide optimal care for our patients. This document details how we wish to work together with our patients to provide this. Please read and sign this document, complete the other forms in your registration pack and return all together to the practice.

### **Opening hours:**

We are open from 8 a.m. until 6.30 p.m. Monday to Friday, excluding bank holidays. The Out-of-hours Service can be contacted by ringing 111.

### **Contact:**

It is important that you ensure your contact details are up-to-date at all times. You can update your details via the website or using a form from reception. You can give us permission to contact you with information or reminders via SMS text and also give a third party permission to speak on your behalf / collect prescriptions and letters for you.

### **Appointments:**

Appointments may be made with the clinicians in advance, but there are some urgent appointments available "on the day". If you are acutely unwell, we will always try to fit you in, but it may not be with the practitioner of your choice. When you ring, the receptionists will ask you for a brief description of the problem so that they can direct you to the correct clinic.

You may book for specific clinics (e.g. phlebotomy, asthma, diabetes) in advance. There may be a delay in booking routine appointments for some clinics or practitioners when there is a heavy demand.

All the GPs and pharmacists provide telephone consultations. Many patients find these more convenient than face-to-face consultation, particularly for follow-up. Please note that, because of workload, we cannot promise to phone at a specific time.

A number of appointments are available via 'My Health Online', details can be found in your registration pack.

eConsult can be used to request routine advice from the doctor, or obtain self help information. It can also be used for administrative requests, such as sick notes or letters. The link is on our website.

### **Cancelling appointments:**

Please inform us as soon as possible if you need to cancel an appointment so that another patient can use it.

### **Late attendance:**

Please ring us if you are likely to be late so that we can try to accommodate you. If patients arrive late it can mean that the whole clinic runs very late. You may be asked to wait until the end of the clinic or to re-book.

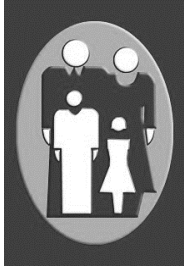
### **Home visits:**

These are only for patients who are housebound and have no means of getting to the surgery. Please request before 11.00 a.m. except in emergency. The receptionist will require some basic details of the need for a home visit in order to prioritise it. You may be telephoned by a clinician prior to being visited by a GP or the practice advanced paramedic. We aim to perform all home visits between 12.00 and 15.00.

### **Test results:**

Please ring between 2-4pm and select option 4 'Test Results'.

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**Repeat and acute prescriptions:**

We are not allowed to take requests for prescriptions over the phone. Requests can be made using the re-order form and left in the repeat prescribing box at the surgery, via local pharmacies, by post, or via 'My Health Online' (details in this pack). Repeat prescription requests take 48hrs for collection from the practice and 72hrs from a pharmacy. Requests for acute medications may take longer. You can either collect your prescription from the practice or specify a pharmacy to which you would like it to be sent. You can ring the prescribing clerks if you have any queries by dialling the surgery number and selecting option 2 'prescription queries'.

**Prescribing drugs of addiction:**

All the local practices are working together to reduce prescribing these medications as required by the Medicines Management Team of the Local Health Board and the Medicines and Healthcare products Regulatory Authority. The medications include diazepam, sleeping pills, opiate painkillers and gabapentinoids. The doctors and pharmacists will discuss with you how we plan to reduce this area of prescribing. We may need to amend your current medications when you register if they do not comply with our prescribing guidelines.

**Expected behaviour:**

The Practice supports the government's 'Zero Tolerance' policy for NHS Staff. We aim to give optimal care, kindness and consideration to our patients, and our staff have a right to care for others without fear of being attacked or abused. We understand that contacting your GP can at times be stressful and concerning for patients, and will take this into consideration when trying to deal with a misunderstanding or complaint.

However aggressive, abusive or violent behaviour, or any abuse of our services, will not be tolerated under any circumstances. This behaviour may result in you being removed from the Practice list and the Police being contacted. Examples of unacceptable behaviour include;

- Any physical violence
- Verbal abuse in any form including verbal insults, bad language or swearing
- Racial abuse or sexual harassment
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage or stealing
- Obtaining drugs and/or medical services fraudulently

**Complaints Procedure:**

Should you be dissatisfied with the service we offer; please contact our practice manager Mrs R Copeland to discuss matters. Information about "Putting things right", our complaints procedure, is available on our website, or from reception.

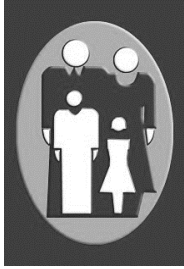
I have read this contract and agree with the above

Patient signature ..... Date .....

Print Name ..... Date of Birth .....

Practice signature *Dr Davies*, Senior Partner

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**Consent for someone to collect for you**  
**Consent for someone to speak for you**

**Patient Name:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

I consent to the following person(s) collecting the below (please tick as appropriate) on my behalf:

- Prescriptions
- MED3 forms (sick notes)
- Documentation being provided to me by the practice

I consent to the practice speaking with the person(s) named below about:

- All my health needs
- My medication
- My test results
- The following specific information (please add clear

instructions): \_\_\_\_\_

\_\_\_\_\_

Name	Relationship	Contact Details

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*If you wish to change these instructions, please contact the Practice.*

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Dr G S Davies  
Dr S Grahl  
Dr A Ellaban  
Dr S Wright  
Dr N Cooper  
Dr A Bates  
Dr K Santer

## **OPENING TIMES**

We are open from 8 a.m. until 6.30 p.m. Monday to Friday, excluding bank holidays. The Out-of-hours Service can be contacted by ringing 111.

## **CHANGE OF ADDRESS OR PERSONAL DETAILS**

Please let us know promptly of any changes of name, address, telephone numbers – including mobile. You can do this via the website, or using a form from reception.

## **APPOINTMENTS**

For urgent matters we offer a limited number of 'on the day' appointments.

Routine appointments with a clinician can be booked up to five weeks in advance.

If you are unable to keep your appointment, please inform our receptionist as soon as possible. By cancelling your appointment, you make it available for another patient.

Please ring us if you are likely to be late so that we can try to accommodate you. If patients arrive late it can mean that the whole clinic runs very late. You may be asked to wait until the end of the clinic or to re-book.

The doctors and nurses all do their best to run to time, but they will sometimes run late. Please be patient if you are asked to wait.

Home Visits are only for patients who are housebound and have no means of getting to the surgery. Please request before 11.00 a.m. except in emergency. The receptionist will require some basic details of the need for a home visit in order to prioritise it. You may be telephoned by a clinician prior to being visited by a GP, or advanced nurse practitioner. We aim to perform all home visits between 12.00 and 15.00.

## **TELEPHONE CONSULTATIONS**

Patients do not need to see a clinician for all illnesses or enquiries and therefore we offer telephone consultations with a clinician. You will be given an approximate time when the clinician will telephone you to discuss.

## **CONTRACEPTION CLINIC**

A 'drop in' contraceptive clinic is held with a doctor between 16.30 & 17.30 every Thursday evening. An appointment in advance is not necessary.

## **E CONSULT**

eConsult can be used to request routine advice from the doctor, or obtain self help information. It can also be used for administrative requests, such as sick notes or letters. The link is on our website.

## **NHS APP - [app.nhs.wales](http://app.nhs.wales)**

The App is a simple and secure way to book routine appointments, order repeat prescriptions & view parts of your medical record.

## **TEST RESULTS**

Please ring between 2-4pm and select option 4 to obtain test results.

## **NURSE/HEALTHCARE ASSISTANT CLINICS**

All nurse clinic appointments are available to book in advance. These staff are vital to the wellbeing of our patients and can help/advise on a vast range of medical conditions, including:

- minor ailments & accidents, wound care & dressings
- blood pressure checks
- cervical smear tests
- chronic disease clinics – diabetes, respiratory, heart disease etc
- Lifestyle advice

## **REPEAT PRESCRIPTIONS**

Many patients are given medication which must be taken regularly. You can order these by post (enclosing a SAE), My Health Online (MHOL), or by visiting the practice in person. In line with Local Health Board guidance, we are unable to accept repeat prescription requests over the telephone.

Our prescription processing times for repeat prescriptions from receipt of request:

Collection from surgery – 48 hours    Collection from pharmacy – 72 hours  
Requests for acute medications may take longer.

## **COMMUNITY DISTRICT NURSE**

District nurses visit housebound patients to give nursing care to those suffering acute, chronic, or terminal illness. They assess the patient's needs and plan with the doctors their appropriate care. 01970 627401

## **PRIVATE MEDICALS**

Appointments with the doctor for private medicals (e.g. HGV and taxi driving licence, paternity tests, insurance medicals) are not covered by the NHS. You should contact the medical-legal secretary (01970 613 500, option 3) to discuss fees and make a pre-booked appointment.

## **SICKNESS CERTIFICATES/FIT NOTES**

For 7 days of sickness you do not need a note from your doctor. After 7 days you will need a note from your doctors. You can request a note via eConsult.

## **PRIVATE SICK NOTES**

Unfortunately some employers insist on a note from a doctor even if you have been off work for less than 7 days. Providing a note under these circumstances is not a legal requirement, and is not provided for by the NHS, therefore we have to charge for issuing private sick notes.

## **PATIENT CONFIDENTIALITY AND DATA PROTECTION**

We ask for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

## **CARERS SUPPORT**

A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. Please let our reception staff know that if you are a carer and for whom in order for this information to be added to your medical record. All carers are entitled to an assessment from Social Services if they wish.

Rydym wedi ein lleoli ar gyrion tref Aberystwyth, ger swyddfeydd Llywodraeth Cymru, gyda digon o le i barcio ceir a safle bws cyfeus. Ceir mynediad i'r feddygfa ar hyd ramp o'r maes parcio, sy'n ei gwneud yn hygyrch i bawb. Mae'r holl ystafelloedd ymgynghori wedi'u lleoli ar y llawr gwaelod ynghyd â chyfleusterau toiled addas ar gyfer pobl anabl/defnyddwyr cadeiriau olwyn.

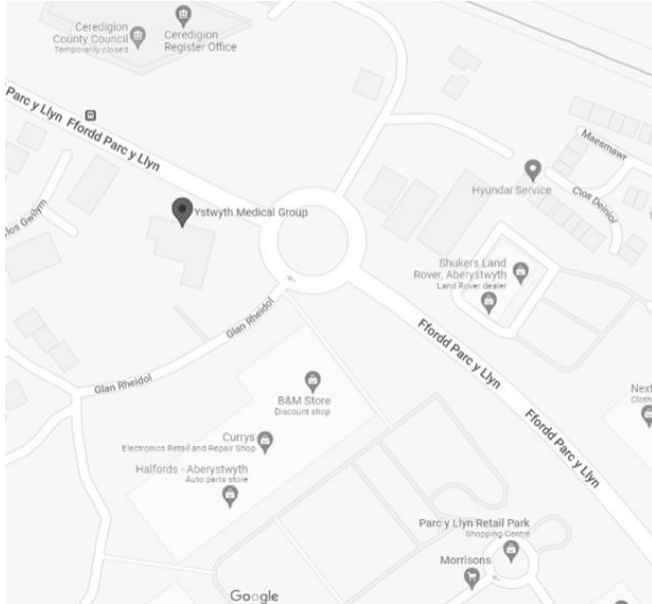
Gan ein bod yn fan hyfforddi, yn aml gweithiwn ynghyd a meddygon dan hyfforddiant.

Mae nifer o fysiau yn stopio y tu allan i'r feddygfa, gan gynnwys y gwasanaeth parcio a theithio.

We are located on the outskirts of Aberystwyth town, near to the Welsh Government offices, with ample car parking and a convenient bus stop. Access to the surgery is via a ramp from the car park, making it accessible for all. All consulting rooms are located on the ground floor along with suitable toilet facilities for disabled/wheelchair users.

We are a teaching practice, and we often have trainee GPs and student doctors working with us.

Numerous buses stop outside the surgery, including the park and ride.



### **Cysylltiadau defnyddiol Useful contacts**

Community Health Council	01646 697 610
Carer's website	<a href="http://www.carers.gov.uk">www.carers.gov.uk</a>
Ysbyty Bronglais Hospital	01970 623 131
North Road Eye Clinic	01970 636 200
Citizens Advice	01970 626 256
Social Services	01545 574 000
Age Concern Cymru	0800 1696 565
Age Cymru Ceredigion	01970 615 151
Ymwelwyr Iechyd Ceredigion	07970 501 609
Health Visitors	07970 501 609
District Nurses	01970 627 401
Covid Vaccine bookings	0300 303 832

### **AMSERAU AGOR**

Rydym ar agor o 8 a.m. tan 6.30 p.m. Dydd Llun i Ddydd Gwener, ac eithrio gwyliau banc. Gellir cysylltu â'r Gwasanaeth y Tu Allan i Oriau drwy ffonio 111.

### **NEWID CYFEIRIAD NEU FANYLION PERSONOL**

Rhowch wybod i ni yn brydlon os oes unrhyw newid i enw, cyfeiriad, rhifau ffôn – gan gynnwys ffôn symudol. Gallwch wneud hyn drwy'r wefan, neu drwy ddefnyddio ffurflen o'r dderbynfa.

### **PENODIADAU**

Ar gyfer materion brys rydym yn cynnig nifer cyfyngedig o apwyntiadau 'ar y diwrnod'. Gellir trefnu apwyntiadau arferol gyda chlinigwr hyd at bum wythnos ymlaen llaw.

Os na allwch gadw'ch apwyntiad, rhowch wybod i'n derbynnydd cyn gynted â phosibl. Trwy ganslo'ch apwyntiad, rydych chi'n sicrhau ei fod ar gael i glaf arall.

Ffoniwch ni os ydych yn debygol o fod yn hwyr er mwyn i ni allu ceisio rhoi llety i chi. Os bydd cleifion yn cyrraedd yn hwyr gall olygu bod y clinig cyfan yn rhedeg yn hwyr iawn. Efallai y gofynnir i chi aros tan ddiwedd y clinig neu i ail-archebu.

Mae'r meddygon a'r nyrsys i gyd yn gwneud eu gorau i redeg ar amser, ond weithiau byddant yn rhedeg yn hwyr. Byddwch yn amyneddgar os gofynnir i chi aros.

Mae Ymweliadau Cartref ar gyfer cleifion sy'n gaeth i'r tŷ yn unig ac sydd heb fodd o gyrraedd y feddygfa. Gwnewch gais cyn 11.00 a.m. ac eithrio mewn argyfwng. Bydd angen rhai manylion sylfaenol ar y derbynnydd am yr angen am ymweliad cartref er mwyn ei flaenoriaethu. Efallai y bydd clinigwr yn eich ffonio cyn i feddyg teulu neu uwch ymarferydd nyrsio ymweld â chi. Ein nod yw cynnal pob ymweliad cartref rhwng 12.00 a 15.00.

### **YMGYNGHORIAD FFÔN**

Nid oes angen i gleifion weld meddyg ar gyfer pob salwch neu ymholiad ac felly rydym yn cynnig ymgynghoriad ffôn gyda meddyg. Rhoddir bras amser i chi pan fydd y meddyg yn eich ffonio i drafod.

### **CLINIG ATAL GENHEDLU**

Cynhelir clinig atal genhedlu 'galw i mewn' gyda meddyg rhwng 16.30 & 17.30 bob Nos Iau. [Nid yw apwyntiad](#) o flaenllaw yn angenrheidiol.

### **E CONSULT**

Gellir defnyddio eConsult i ofyn am gyngor arferol gan y meddyg, neu i gael gwybodaeth hunangymorth. Gellir ei ddefnyddio hefyd ar gyfer ceisiadau gweinyddol, megis nodiadau salwch neu lythyrau. Mae'r ddolen ar ein gwefan.

### **NHS AP - [app.nhs.wales](http://app.nhs.wales)**

Mae'r Ap yn ffordd syml a diogel o drefnu apwyntiadau arferol, archebu presgripsiynau amlroddadwy & gweld rhannau o'ch cofnod meddygol.

### **CANLYNIADAU PRAWF**

Ffoniwch rhwng 2-4pm a dewiswch opsiwn 4 i gael canlyniadau profion.

### **CLINIGAU CYNORTHWYOL NYRS/GOFAL IECHYD**

Mae pob apwyntiad clinig nyrs ar gael i'w archebu ymlaen llaw. Mae'r staff hyn yn hanfodol i les ein cleifion a gallant helpu/cyngori ar ystod eang o gyflyrau meddygol, gan gynnwys:

- mân anhwylderau a damweiniau, gofal clwyfau a gorchuddion
- gwiriadau pwysedd gwaed
- profion ceg y groth
- clinigau clefyd cronig – clefyd siwgr, anadlol, clefyd y galon ac ati
- Cyngor ffordd o fyw

### **PRESGRIPSIYNAU AMLRODDADWY**

Rhoddir meddyginiaeth i lawer o gleifion y mae'n rhaid eu cymryd yn rheolaidd. Gallwch archebu'r rhain drwy'r post (gan amgáu SAE), Fy Iechyd Ar-lein (MHOL), neu drwy ymweld â'r practis yn personol. Yn unol â chanllawiau Byrddau Iechyd Lleol, ni allwn dderbyn ceisiadau am bresgripsiynau amlroddadwy dros y ffôn.

Ein hamseroedd prosesu presgripsiynau amlroddadwy o dderbyn y cais: Casgliad o'r feddygfa – 48 awr Casgliad o'r fferyllfa – 72 awr Gall ceisiadau am feddyginiaethau aciwt gymryd mwy o amser.

### **NYRS ARDAL GYMUNEDOL**

Mae nyrsys ardal yn ymweld â chleifion sy'n gaeth i'r tŷ i roi gofal nyrsio i'r rhai sy'n dioddef o salwch aciwt, cronig neu derfynol. Maen nhw'n asesu anghenion y claf ac yn cynllunio eu gofal priodol gyda'r meddygon. 01970 627401

### **MEDDYGINIAETH BREIFAT**

Nid yw apwyntiadau gyda'r meddyg ar gyfer profion meddygol preifat (e.e. HGV a thrwydded yrru tacsï, profion tadolaeth, archwiliadau meddygol yswiriant) yn dod o dan y GIG. Dylech gysylltu â'r ysgrifennydd meddygol-cyfreithiol (01970 613 500, opsiwn 3) i drafod ffioedd a gwneud apwyntiad a archebwyd ymlaen llaw.

### **TYSTYGRIFAU SALWCH/NODIADAU FFIT**

Am 7 diwrnod o salwch nid oes angen nodyn gan eich meddyg. Ar ôl 7 diwrnod bydd angen nodyn gan eich meddyg. Gallwch ofyn am nodyn trwy eConsult.

### **NODIADAU SALWCH PREIFAT**

Yn anffodus mae rhai cyflogwyr yn mynnu nodyn gan feddyg hyd yn oed os ydych wedi bod i ffwrdd o'r gwaith am lai na 7 diwrnod. Nid yw darparu nodyn o dan yr amgylchiadau hyn yn ofyniad cyfreithiol, ac nid yw'r GIG yn darparu ar ei gyfer felly mae'n rhaid i ni godi tâl am gyhoeddi nodiadau salwch preifat.

### **CYFRINACHEDD CLEIFION A DIOGELU DATA**

Gofynnwn am wybodaeth personol fel y gallwch dderbyn gofal a thriniaeth. Mae'r wybodaeth hon yn cael ei chofnodi ar gyfrifiaduwr ac rydym wedi'n cofrestru o dan y Ddeddf Diogelu Data. Bydd y practis yn sicrhau bod cyfrinachedd cleifion yn cael ei gynnal bob amser gan bob aelod o dîm y practis.

### **CEFNOGAETH GOFALWYR**

Gofalwr yw rhywun sydd, heb dâl, yn darparu cymorth a chefnogaeth i bartner, plentyn, perthynas, ffrind neu gymydog, na allai ymdopi heb eu cymorth. Rhowch wybod i'n staff derbynfa os ydych yn ofalwr ac ar gyfer pwy er mwyn i'r wybodaeth hon gael ei hychwanegu at eich cofnod meddygol. Mae gan bob gofalwr hawl i asesiad gan y Gwasanaethau Cymdeithasol os dymunant.