

PRACTICE HANDBOOK
Sketty and Killay Medical centres.

Sketty Surgery
De La Beche Road, Sketty, Swansea SA2 9EA
Tel: 206862 Fax: 280158

Killay Surgery
Goetre Fawr Road, Killay, Swansea SA2 7QP
Tel: 201181 Fax: 205816

Email address: practice.manager.w98021@wales.nhs.uk (Practice Manager)
Website: www.skettyandkillaysurgeries.com

Welcome to Sketty and Killay Medical Centres.

COVID – 19 We are now asking all visitors and patients to the medical centres to wear a face covering.

This long-established practice covers a wide area and is one of the largest in Wales. The Partnership consists of two full-time and 9 part-time GPs. As well as 4 salaried GP's. They share their time between the two purpose-built premises in Sketty and Killay. Both centres have suitable access for all disabled patients and there is a lift to the first floor Treatment Centre at the Killay Medical Centre. We are a training practice and undertake the teaching and training of healthcare professionals and those intending to become healthcare professionals. We conduct clinical research to evaluate health risks and to test new ways to treat and prevent specific diseases and disorders.

Security

The surgery grounds and premises are continually monitored and recorded by CCTV.

Practice Manager

Our Practice Manager has responsibility for the overall management of the practice. She is ably assisted by an Assistant Practice Manager, IT Manager, Reception Manager and team. She is based at the Killay Surgery.

How do I make a complaint or suggestion?

The Doctors and staff of this practice want to provide you with a good service. But sometimes things do go wrong and you may want to complain, or maybe just tell us about your concerns or suggest improvements. Your first point of contact should be with the Practice Manager, who will do her best to deal with the matter. Our patient information leaflet explains the practice in-house complaints procedure which we operate in line with NHS guidance. Your suggestions, compliments and complaints will help us to provide you with a better service.

How do I register with the Practice?

To register as a patient, please bring in your medical card or ask at reception for a registration form. We can only accept patients who live in our practice area. You are required to complete a new patient health questionnaire when you join the practice and the receptionist will arrange this for you. Please note you will be registered with the practice

and not with an individual GP. You can, however, give us the name of your preferred GP if you so wish.

As part of the registration process we ask that you complete an ethnicity form, but you may decline to do so if you wish. You can be assured that data or statistics produced using this information is anonymous. The information can be used on a personal basis within the practice to help in the identification of specific medical conditions which may be more prevalent in certain ethnic communities. Where applicable, this will be done in accordance with the practice's General Data Protection Regulations.

If you change your name, telephone number or move house, please let the Receptionist know, in writing, so that your records can be amended.

Removal of Patients from List

The Practice will remove a patient from its list under certain circumstances. This will usually only occur when the relationship between the Practice and a patient suffers an irreconcilable breakdown, and is seen as a last resort when other options have been exhausted.

The GP Partners

Full-time Partners

- Dr Christopher Mellor MB BS DGM DRCOG DFPP MRCGP
Registered 1988 (London)
- Dr Lloyd Ebdon MRCGP MB BCh BSc

Part-time Partners

- Dr John Anthony Rees Lewis MB BCh
Registered 1987 (Wales)
- Dr Christopher Julian Charles Johns MB BS DRCOG DHSM DPD
Registered 1986 (London)
- Dr Joanna Regan MB BS MRCGP DRCOG DCH DFFP DPD
Registered 1992 (London)
- Dr Stephen Donald Lewis BM MRCGP
Registered 1995 (Southampton)
- Dr Ian Robert Joslin MB BCh MRCGP DFFP
Registered 1999 (Wales)
- Dr Zoë Caroline Musson BM DRCOG DFFP MRCGP
Registered 1998 (Southampton)
- Dr Matthew James Seager MB BCh Dip. Diabetes
Registered 1997 (Wales)
- Dr Lucy Katherine George BSc MB BS DCH DRCOG MRCGP DFFP
Registered 1998 (London)
- Dr Htet Win MB BS MRCP (UK) DFFP (UK) MRCGP
DPD
- Dr Richard Gibby MBBCh MRCGP
- Dr Sam Snelling BSc MBBCh MRCGP FRACGP

Other GPs

- Dr Sara Jones MRCGP DFSRH MBBCh (Cardiff)
- Dr Denise Chapman MRCGP MBBCh
- Dr Sophie Pearson MRCGP MBBCh DFSRH DRCOG
- Dr Tasmin Thomas MRCGP, MBBCh, DRCOG (2015), Bsc(hons), Msc

Qualifications Explained

- MB, BS, ChB, BCh, LRCSI and LRCPI are all basic medical degrees
- MSc and MD are further research degrees
- DCH, DRCOG, DTM, DO bstet, FPCert, DCH, DPD, Dip Int Med and DFFP are professional diplomas or certificates
- MRCGP, FRCGP, FRCS and FRCP are specialist qualifications (membership or fellowship) of the medical Royal Colleges

The Practice Staff

Nurses

Josephine Ritchie	RGN 1 & 2 Cardiac / Diabetes Dip
Karen Thirlwell	RGN
Valerie Davies	RGN Emergency Nursing Diploma, Independent Prescriber (Minor Ailments Nurse Practitioner)
Alyson Darlington	RGN Dip PP SP (Clinical Nurse Specialist)
Heather Featon	RGN Asthma / COPD Dip
Beverley Lansdowne	RGN Asthma Dip
Rebecca Davies	RGN
Hayley Glover	RGN

Health Care Support Workers

- Andrea Pritchard

Health Visitors

- | | | |
|--|--------|--------|
| • Debra Welch - Killay Medical Centre | RGN HV | |
| • Rachel Thomas - Sketty Medical Centre | RGM HV | |
| • Sarah Evans - Sketty Medical Centre | RGN HV | |
| • Angela Sanders - Killay Medical Centre | | RGN HV |

Qualifications Explained

RGN - Registered General Nurse
 SRN - State Registered Nurse
 NDN - District Nurse
 RM - Registered Midwife
 NP - Nurse Prescriber
 Dip PP- Diploma in Professional Practice
 DPD - Diploma in Practical Dermatology
 SP - Supplementary Prescriber

The Practice Manager -Else Ulvi

Assistant Practice Manager - Margaret Gilroy

IT / Admin Manager -Beverley Jones

Reception Manager- Michelle Rees

Assistant Reception Manager – Debbie Parry

Administration Team

Suzanne Henson, Karla Matthey, Jayne Bevan, Sara Holland

Receptionists

Emma Burgess, Susan Simpson, Hayley James, Sarah Rosser, Mim Penry, Joanne Barnett, Ashleigh Pritchard. Aimee Davies, Helen Mudie, Emma James Sara Roberts Liam Gilroy-Taylor and Ellie Lewis.

How to Contact the Practice

When Is The Surgery Open?

The surgery is open at the following times for reception access

Monday:	08:15 to 18:00
Tuesday:	08:15 to 18:00
Wednesday:	08:15 to 18:00
Thursday:	08:15 to 18:00
Friday:	08:15 to 18:00
Weekend:	Closed all day

Telephone Access 8.00 to 8.15 am Telephone 200106 emergencies only
8.15 to 6.00 pm Normal telephone service
6.00 to 6.30 pm Telephone access to the On call doctor

Consulting hours

Monday	8.40 to 11:30am 3.50 to 6.00pm
Tuesday	8.40 to 11:30am 3.50 to 6.00pm
Wednesday	8.40 to 11:30am 3.50 to 6.00pm
Thursday	8.40 to 11:30am 3.50 to 6.00pm
Friday	8:40 to 11:30am 3.50 to 6.00pm

How Do I Make An Appointment?

You can make an appointment with the Doctor or Nurse by phoning the Medical Centres or by calling in person when the reception is open:

Sketty 206862

Killay 201181

Ring from 8:15 am for Telephone first appointments

Ring from 10:30 am for Telephone first appointments.

We will do our best to give you an appointment with the Doctor of your choice. During the COVID pandemic all appointments are telephone triaged 1st. Please remember that the doctors work between the two surgeries and run their clinics and only have limited appointment times in each place. Should your preferred Doctor not have a free appointment you will be offered an appointment with one of the other GPs in the practice.

Afternoon appointments

If you wish to consult with a doctor in the afternoons contact the reception team from 10:30 am that morning. The receptionist will make a note of your details and arrange for a doctor to call you back. The doctor will either give you advice over the phone or arrange for you to be seen by an appropriate health care professional. This could be a doctor or a nurse.

Urgent Appointments

If you need immediate treatment for a condition you feel needs urgent attention, telephone the Medical Centre. There is a "calls and triage" Doctor available to take your calls from 9.00 to 10.30am each morning. When you telephone you will either be given advice over the phone, or be asked to come to the Medical Centre to be seen.

WHAT DO I DO IN AN EMERGENCY?

- Dial 999

WHAT DO I DO IN AN URGENT SITUATION?

- You can get advice over the phone from our triage Doctor between 9.00 and 10.30am Monday to Friday. Phone 201181.

Out of Hours

If you need to contact a Doctor when the surgery is closed (from 6.30pm to 8.00am weekdays and throughout weekends/bank holiday's), you should contact the out-of-hours service by ringing 111 or if you have difficulty getting through ring 0845 4647.

All cases will be triaged and a decision made on whether the caller requires contact with/advice given by a Doctor or to have their details forwarded to the GP Out-of-Hours Service, which is responsible to the ABMU Health Board.

The Swansea Out-of-Hours Service operates an appointment-based service from a separate section of the A & E department at Morriston Hospital. When the Doctor there receives information about a patient it will be further scrutinised, following which the Doctor will either:

- Call the patient back with further advice
- Ask a Receptionist to call the patient to arrange an appointment
- Make a house call to see the patient if deemed clinically necessary

If you have a severe problem such as difficulty breathing, chest pain, or severe bleeding you should call 999

How do I arrange a Home visit?

Requests for home visits should be made when the patient is too ill to attend the surgery. Every effort should be made to attend the Medical Centre where you will be seen more quickly than waiting for a home visit.

The home visits by the doctor are for medical reasons only, for patients who are terminally ill or truly bed-bound patients for whom travel to our Centre would cause deterioration in their condition.

If you do need a home visit, try to phone before 10.30am. You should tell the Receptionist what the problem is so that we can assess how urgent the visit is. The triage Doctor will want to speak to you to decide what is the best option - seeing the Nurse, seeing the Doctor, or going to hospital.

If you do require a house call in normal surgery hours please phone Killay Surgery on 201181 between 9.00 and 10.30am Monday to Friday.

How do I get a repeat prescription?

We use a computerised system to issue repeat prescriptions. Please allow 48 hours before you collect your prescription. You can order your prescriptions in the following ways:

- Online via My Health On line (recommended)
 - Through the dedicated repeat prescription order telephone lines on:
 - Sketty: 280159
 - Killay: 200101
- Open from 9 - 12pm

These lines do get very busy and we would recommend that you avoid ordering your repeat medication on a Monday and use instead the alternative request methods.

- Calling in to the surgery and leaving the tear-off slip.
- By post. We accept postal requests if you enclose a stamped, addressed envelope.
- Faxing a request
 - Sketty 280158
 - Killay 200110

If you are housebound you can have your prescription delivered after it has been ordered from the surgery.

PLEASE REMEMBER THAT THE RECEPTIONIST CANNOT PRESCRIBE ANY ITEM NOT APPROVED BY YOUR GP AND SHE CANNOT SANCTION THE ISSUING OF MEDICATION THAT IS NOT DUE - THIS APPLIES TO THE ONLINE ORDERING SERVICE ALSO

My Health On-Line (Appointments and Prescriptions On-Line)

Online Appointment Booking

This has been turned OFF during the COVID pandemic.

Online Repeat Prescription

The patient can select which of their prescription items they require and the order will be transmitted to the GP who will accept or reject the request.

To access 'My Health Online' - you must

Visit the surgeries to obtain your registration token.

Then Register for MHOL

<https://www.myhealthonline-inps2.wales.nhs.uk/web/ps/welcome>

You will then receive an email message to the email address that you supplied to the practice. If you do not receive an email message then go back to the practice to check that your email address has been logged correctly.

Follow the link and type in your activation code.

How do I get my test results?

You can ring the surgery between 2.00 - 5.30pm for test results. Because of the need for confidentiality we are not able to issue test results to anyone other than the patient concerned.

Family planning advice

All the Doctors and Nurses will be pleased to offer free advice on any aspect of family planning including contraception and fertility counselling.

SMEARS

As a preventative measure, all women aged 25 years and over should have a smear test once every three years. This is a simple procedure and takes only a few minutes. We have Nurses fully trained in the procedure. Please telephone your usual surgery for an appointment for a smear test.

Vaccinations

Children and adults should keep up to date with their vaccinations. Our Practice Nurses will be pleased to advise on and administer the full range of childhood and travel vaccinations. Before travelling abroad please ensure you allow adequate time for your vaccination to become effective.

What clinics and services are available?

Diabetic Clinic with Nurse - By appointment

Killay Surgery Thursday

Sketty Surgery Wednesday

We aim to achieve good control of diabetes and prevent complications by providing regular check-ups and education. You can get more information about the care for diabetes from the variety of leaflets available from our Diabetic Nurses.

Minor Illness Clinic

Patients presenting with minor illnesses such as coughs, colds, sore throats, earache and minor injuries can now be seen by Valerie Davies and Susan James. They are based at our Killay Surgery but available to all patients. Please book through reception.

Respiratory Clinic

Clinic Nurse By appointment

Asthma held at Sketty Surgery on Monday and Thursday afternoons and Tuesday, Wednesday and Friday morning. COPD – Thursday morning.

If you have asthma or COPD (chronic obstructive pulmonary disease), we will regularly monitor your care and help you to improve the way you manage your condition yourself.

Child Health and Well Baby Clinic

Doctor, Nurse and Health Visitor By appointment

Sketty Surgery Wednesday 12:30 - 2.00pm

Killay Surgery Wednesday 12:30 - 2.00pm

Antenatal Clinic

Community Midwife By appointment

Sketty Surgery Thursday

Killay Surgery Tuesday

Smear Clinic

Cryotherapy Clinic

Doctor By appointment - Ask at reception

Flu Vaccination Clinics

These are available each autumn for people over 65 and those with certain medical conditions such as chronic (long-term) chest problems, diabetes and heart disease.

Minor Operations

The Doctors carry out minor surgery in our well-equipped treatment room. Such surgery includes the removal of cysts and warts and is usually arranged in consultation with your Doctor.

Joint Injections

There are doctors in the practice able to provide more specialist care. After routine assessment, if appropriate, the doctor can offer joint injections to relieve discomfort.

Treatment Centre

The following services are presently available:

- Podiatry – Our Podiatrist treats urgent referrals from your Doctor that may be dealt with in a few visits. This service is on hold – during the Covid pandemic.

IF YOU ARE UNABLE TO KEEP AN APPOINTMENT FOR ANY OF THESE SERVICES PLEASE LET THE RECEPTIONIST KNOW. SOMEONE ELSE CAN BE FITTED IN FOR TREATMENT.

Nursing Services

We employ fully-qualified Practice Nurses, assisted by health care support workers, who keep abreast of developments through courses and seminars. They are available by appointment to deal with dressings, ear syringing, removal of sutures, blood pressure checks and to give advice on diets, common ailments, immunisation and vaccinations for travel. We have our own ECG equipment and all the Nurses take readings on instruction from the Doctor. The Nurses also assist with minor operations and are able to perform a wide range of procedures unsupervised, including cervical smear tests. Our Nurses can deal with many minor ailments and routine blood pressure checks should be carried out by them, thus freeing up appointments with the Doctor for the more serious problems.

Cardiac Nurses

We have specialist Cardiac Nurses based at the Sketty and Killay Surgeries. They will follow up patients discharged from hospital after a heart attack to give advice and support. They also screen patients referred by the Doctors using specialist equipment.

Reception Staff

Our Receptionists have the difficult task of trying to keep Doctors and patients happy. Their duties and responsibilities keep them busy, often behind the scenes providing an efficient service. It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff. Please be patient with the staff and help them to help you - remember, they are often following instructions from the Doctor.

Training

You may come across video-taped surgeries. These are used (with the patient's permission) to train GP Registrars, who are fully-qualified hospital Doctors wishing to pursue a career in General Practice. They are carefully selected and work under the supervision of the practice for one year. The new ideas and enthusiasm they bring to the team is welcomed.

Health Visitors

Our Health Visitors are specialists in health education. They give help and support to expectant mothers, the elderly and families. They can be contacted by leaving a message at the surgery.

District Nurses

Our District Nurses help our housebound patients and those recently discharged from hospital. They can be contacted on 01792 636007

NON-NHS Work

Insurance, pre-employment, driving and other medicals, private certificates and insurance claims etc.

Your Doctor will be pleased to perform these services for you, but as the NHS does NOT cover them you will be charged a fee that is recommended by the BMA. PLEASE BE PREPARED TO PAY AT THE TIME; a list of fees is displayed in the waiting room, or the Receptionist will advise you of the cost when you telephone for an appointment. The company concerned pays for life insurance medicals and most pre-employment medicals.

Patient Forum

The Patient Forum was formed in 1997. At present it consists of nine members, representing all areas of the practice and meets once a month. A GP and the Practice Manager usually attend each meeting. The Forum has proved very successful in voicing the patients' point of view on various matters and sometimes changing subsequent action. A Patient Forum notice board is displayed in the surgery for your information, and, at the request of the Forum, a range of leaflets on a number of subjects are available. Look out for their newsletter which is produced periodically.

Singleton Hospital Physiotherapy Direct Service

Self referral via telephone The service can be contacted on Swansea 01792 487453. Monday – Friday 9 am – 1pm.

Podiatry Direct

Unfortunately, due to the current situation, the Podiatry Walk in clinic has ceased for the foreseeable future. All routine Podiatry clinic appointments have also ceased, however, if people are experiencing any foot problems and require advice, they should contact the department on 0300 300 0024 to discuss this with a Podiatrist.

Mission Statement

The Practice of Sketty and Killay Medical Centres is committed to providing the highest quality health care available under the NHS to all its patients with a well-trained and motivated primary health care team. We believe it is important to work in partnership with our patients in their care and treatment

Aims and Responsibilities

It Will Help Us If:

- You let us know if you cannot keep, or no longer need an appointment.
- You notify us if you change address or telephone number.
- You don't leave ordering your medication to the last minute.
- You understand that the Receptionist cannot know how long individual patients will take with the Doctor as some problems are more complex than others.
- You treat Doctors, Nurses and Receptionists with courtesy and respect.

The Practice operates a zero tolerance policy and will not accept any violence or abuse towards partners, their staff or any other persons on the practice premises. In such cases the patient will be taken off the practice register immediately and advised to find an alternative healthcare provider.

We Will:

- Aim to provide the best possible service.
- Make information available about the services we provide.
- Deal with complaints via our complaints procedure as efficiently as possible.
- Ensure that you are dealt with professionally and with courtesy.
- Aim to provide an explanation if you wait longer than 30 minutes in the waiting room to see a Doctor.
- Ensure that all those handling information understand that confidentiality is to be maintained.
- Aim to give you access to an appropriate member of the healthcare team within 24 hours of requesting an appointment.

Access to patient information

Medical personnel are obliged to keep medical records confidential. Medical information is structured within the practice on a need-to-know basis. There are some circumstances in which a health professional may disclose confidential medical records to others - for example, if the patient consents to such disclosure or when it is required by a court. It may also be ethical to disclose medical records if it would be in the patient's best interests or, if necessary, to protect another person or society generally. There are certain circumstances where it is a legal requirement to disclose information, for example, in relation to infectious diseases. Doctors are obliged to report incidences of specified infectious diseases to health boards and the Infectious Diseases Surveillance Centre.

The confidentiality of personal information such as medical records is protected by both the GDPR and the Freedom of Information Act. Under both Acts, third parties may not be given access to personal information except under exceptional circumstances. These third parties would be parents/guardians and personal representatives.

Carers

Are you looking after a relative or friend? Then you are a carer. In order that your GP can do all he can to help, it is important that he is aware of your status as a carer. The practice will not be able to share any clinical information with carers without the written consent of the patient concerned. Please ask at reception for a carers form to complete.

Contact details for ABM University Health Board Headquarters:

One Talbot Gateway,
Baglan Energy Park,
Baglan
Port Talbot,
SA12 7BR
Tel: 01656 752752

www.wales.nhs.uk

LOCATION AND ACCESS



