

LLANFAIR SURGERY
PRACTICE HANDBOOK



LLANFAIR SURGERY
LLANDOVERY
CARMARTHENSHIRE
SA20 OHY

Tel: 01550 720648
Fax: 01550 721428
Branch (Llangadog): 01550 777156
Repeat Prescriptions: 01550 720555

www.llanfairsurgery.org

Repeat Prescriptions email:
dispensing.generic.w92055@wales.nhs.uk

Contents

The Practice

The Doctors

Practice Staff

GP Training

Opening Times

How to see your Doctor

My Health On-line

Repeat Prescriptions

Emergency Out of Hours Care

Clinical Services

Other Services

Additional Information

Choose Well

Patient Charter

Confidentiality / General Data Protection Regulation

Suggestions and complaints

Practice Facilities

Help us to Help You

Self-Treatment Advice

Useful Numbers

Map of the Practice Area

The Practice

Although the structure of the building dates back from 1839, it has been home to the practice since 1984.

The practice is fully computerised and believes strongly in preventative medicine.

All partners are committed to providing essential healthcare services to their patients.

If you need to register, simply visit the surgery and fill out a form. The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

Patients have a choice of seeing any doctor within the partnership.

We are both a training practice for doctors wanting to become GPs and a teaching practice for medical students.

We have a branch surgery located in Llangadog where daily surgeries are held. These premises operate almost independently of the main surgery and have a small, dedicated team of clinicians and receptionists dealing with all patient contacts.

Doctors

Dr Philip John Rees

Dr Mohan Jude De Silva

Dr Robert Powell

Dr Neil Windsor-Jones

Dr Alun Davies

Dr Rhiannon Hathaway

Dr Sara Richards

The Partners

Dr Philip John Rees

MB BS London 1982 DRCOG MRCGP

Dr Rees is the Course Organiser for Carmarthen Vocational Training Scheme. He has responsibility for preparing GPs in training for independent General Practice. He is also an approved GP Trainer and Clinical Tutor to Medical Students from "Barts' and The London" Medical School.

Dr Mohan Jude De Silva

MB Bch Cardiff 1995

Dr De Silva joined us as a part-time partner in 2000 having previously worked for the practice as a trainee Registrar. He has an interest in substance misuse and looks after patients with drug dependencies and learning disabilities. He also looks after all IT related matters at the surgery and is our staff liaison officer.

Dr Robert Powell

MB MRCGP Southampton 2006

Dr Powell joined the practice as a Registrar in 2006 and then on a permanent basis in 2012. He is a GP trainer and Clinical Tutor to medical students. He has an interest in minor surgery and diabetes and is our CPR trainer. He is our GP lead for Cluster Network Meetings and is our Prescribing Lead.

Dr Neil Windsor-Jones

Mpharm Master of Pharmacy 1st class Hons Cardiff MBBch i.e. Medical Degree Swansea/Cardiff MRCGP London

Dr Windsor-Jones joined the practice as a Registrar in August 2013 and became a GP at the surgery on a permanent basis in 2014. He is a Clinical Tutor for medical students, is our dispensing lead and has an interest in Palliative care.

Dr Alun Davies

MB BCh 2008 University of Wales

Dr Davies was a Registrar with us in February 2012 and joined the practice on a permanent basis in November 2015. He is a tutor for medical students and is a GP trainer. His interests include Child Health Surveillance, elderly care and diabetes.

Salaried General Practitioners

Dr Rhiannon Hathaway

MB BCh Cardiff MR CGP 2013 Cardiff University

Dr Hathaway joined the practice on a permanent basis in April 2019.

Dr Sara Richards

MB BCh 2014 Cardiff University

Dr Richards joined the practice on a permanent basis in November 2019.

Practice Staff

We have a full complement of attached Primary Health Care staff comprising practice nurses, health care assistant, district nurses, community midwives and a health visitor. We work closely with all members of the team and are proud of the standard of care that they offer.

Practice Manager:

Debbie Smithson, Practice Manager. She is responsible for the overall running of the surgery. If you have any queries or comments about any aspect of the practice, please do not hesitate to contact her.

Practice Nurses

Our practice nurses are:

Rhian Evans	RGN RSCN
Shirley Price-Davies	RGN

They are experienced qualified nurses and their qualifications and experience equip them to examine, assess and treat for a variety of illnesses. They are available for blood pressure checks, dietary advice, smoking cessation, immunisations, and injections, including travel vaccinations, smear test, diabetic care, dressings, stitch removal and other referrals from the doctors. If you need an appointment, please speak to a receptionist.

Practice Nurse

Jan Cox works every Tuesday and specialises in Diabetes. Jan works alongside our Doctors and Practice Nurses who run the diabetic clinics.

Health Care Assistant

Our health care assistant, Louise is available for carrying out blood tests, heart traces, blood pressures, lifestyle checks, home blood pressure monitoring, dressings, stitch removal and urine testing. If you need to change your appointment or would like to discuss a concern, then please contact reception.

Health Care Assistant

Our health care assistant, Julie is available for carrying out wound care, lifestyle advice, blood tests, medication reviews and B12 injections. If you need to change your appointment or would like to discuss a concern, then please contact reception.

District Nurse Team

District Nursing Services work closely with the practice and are available for those who are unable to leave their home. The district nursing team can be contacted on: 01550 – 721039 if they are unavailable, please leave a message.

Health Visitor

Our health visitor, Lorna is based at Llanfair Surgery and can be contacted by telephone on 01550 720 001.

GP Training

GP Registrar

We train doctors who want to become general practitioners. These fully qualified doctors are usually with us for 6-12 months. They are not students and have several years' of postgraduate experience behind them.

Medical Students

We are Swansea University teaching practice.

From time to time, your doctor may have a medical student sitting in on a surgery and as part of their clinical studies, we would be grateful for your co-operation in allowing a student to gain experience in this way.

If however, you do not want the student present during your consultation then please let the receptionist or your doctor know.

Opening Times

LLANFAIR SURGERY (MAIN): Llandovery, Carmarthenshire, SA20 0HY
Telephone number: 01550 720 648

Monday – Thursday 8:30am – 6:00pm
Friday 8:30am – 16.30pm

Telephone access:

Monday to Thursday: 8 am – 6:30 pm
Friday: 8 am – 4:00 pm

LLANGADOG BRANCH SURGERY, Llangadog, Carmarthenshire, SA19 9BR:
Telephone number: 01550 777 156

Monday 9:00 am – 1:00 pm and
4:00 pm – 6:00 pm
Tuesday – Thursday 9:00 am – 1:00 pm
Friday 9:00 am – 1:00 pm and
1:30 pm – 16:30 pm

Telephone access:

Monday: 9 am - 6:30 pm
Tuesday to Thursday: 9 am – 1 pm
Friday: 9 am – 4 pm

If you require urgent advice or treatment when the surgery is closed, please contact:

Monday – Thursday	NHS 111
Friday 4:00pm – 6:30pm	01550 720648
Friday after 6:30pm	NHS 111

Under the GMS contract, the surgery is closed on Saturday mornings. Emergency cover is provided as part of the Out-of-Hours service.

How to See Your Doctor

Weekday Appointments

To make an appointment, please telephone the practice between 8:00am and 6:30pm Monday to Thursday. Friday between 8:00am and 4:00pm.

Surgeries are held every morning and afternoon Monday to Friday. Wherever possible you will be offered an appointment with your regular doctor. If you require an urgent appointment, you will be seen on the same day with the first available GP, or if appropriate, a nurse or health care assistant.

Routine appointments are booked at 10-minute intervals and are available in advance with the Doctors and Practice Nurses. When an appointment is requested with a specific GP we will offer the next available appointment, however as appointments can be booked up to six weeks in advance, there can sometimes be a wait to see the GP of your choice. For ongoing conditions, we recommend that patients book their next appointment before leaving the surgery.

If you are unable to keep your appointment, then please make every effort to cancel in advance.

MAKING THE MOST OF YOUR APPOINTMENT

Top Tips

- Be prepared – thinking ahead may save you having to come back for a further examination or test i.e. will you need to do a urine test, could you bring one with you.
- Take someone with you – it is helpful if you are getting important results and there is a lot to take in. In addition, if you have problems with your memory or are anxious you may not remember what has been said.
- Don't save everything up – going in with a shopping list can make the consultation unsatisfactory. The GP can only deal with one problem.
- Remember you only have a 10 minute appointment.
- Ask for a longer appointment when booking – if you feel that your problem is going to require more than 10 minutes ask for a longer appointment when booking. Nevertheless, make sure it is a genuine need please.
- Know your history – getting your story straight is vital. Most diagnostic clues are found in what you tell the doctor.
- Say what you think you need – this will save you and the doctor time if you say what you need early on in the consultation. The doctor may not agree with you, but this gives you time to talk things through properly.

- Ask if you don't understand – it's easy to be intimidated by the doctors. Words may be used that you don't understand, by asking this helps both you and the GP check what you think is meant.
- One person one appointment – it may be tempting to ask about family members who are with you, but the time available is limited. If you take longer this affects the patients who are waiting behind you.
- Be a patient Patient – sometimes emergencies occur that are outside the control of the practice or patients may require longer due to the medical problems and this may lead to the doctor running behind time. If you have been waiting and you are unsure, please ask the reception if there is a delay, they will help you to re-book if you are unable to wait.

Home Visits

Home visits will be made when a patient is genuinely housebound, too frail, too ill or too incapacitated to travel to the surgery.

We will not visit for transport or social reasons. If in doubt, the receptionist will ask you to speak to the on-call GP first. Please phone us by 11 am for a home visit request. All house calls take up a lot of the doctors' time and it is important that the patient genuinely cannot attend surgery.

It is the patient's responsibility to arrange transport to attend the surgery. Therefore, not having transport to attend surgery is not a valid reason for a house call.

Please help our receptionists to help you by giving your FULL NAME, ADDRESS & OTHER DETAILS.

Are you a Carer? Let us know

A Carer is someone who looks after a partner, relative or friend who cannot manage without help because of illness frailty or disability. You may or may not live together.

My Health Online (MHOL)

Llanfair Surgery is currently using my Health Online for managing appointments. You are able to book and cancel appointments online instead of calling the surgery.

Registering to use MHOL

To register to MHOL, you will need to come into the surgery to complete a registration letter. Please bring along proof of identity i.e. drivers licence or passport and a utility bill. Once you have completed this, you will receive your unique Account Key, which you will need to register to use MHOL on the internet. When completing your registration, please ensure that you set up a secret question, as this will enable you to change your details without contacting the surgery should you forget your log in details.

If you require any more assistance, please either contact the surgery or use the Frequently Asked Questions on the MHOL website.

Repeat Prescriptions

Repeat prescriptions are only available after discussion with a doctor.
Requests are taken Monday to Friday.

For safety reasons our preferred method to receive your request is via the tear off slip from your previous prescription. Place the slip in the dedicated box at reception during the day.

You are welcome to:

- Send an e-mail repeat request at any time. We have a dedicated electronic mailbox: dispensing.generic.w92055@wales.uk Staff will access this **Monday** through to **Friday** during opening hours. To avoid any possibility of error or delay, please make sure you give your full name, address and date of birth together with the precise name, strength and dosage of the required medication.
- By post
- Fax on 01550 721428
- Pop it through the letterbox if we are closed

As a special service for the housebound or those who find it difficult getting to the surgery we can also accept telephone requests on the dedicated number 01550 720555 between 2pm-4pm Monday –Thursday and 10am-1pm Friday when the prescription clerk is on duty to process them.

Please remember that our staff are permitted to process requests for only those items your doctor has authorized to be repeated. **Please allow 48 hours during the working week** for your prescription to be processed, checked and signed; after this it will be ready for collection.

If you need medicines urgently, please contact the surgery during normal hours on 01550 720 648

After hours, at weekends or during Bank Holidays, contact NHS 111

Prescriptions are not to be collected by persons under 16-years of age.

Dispensing Facilities

These are available for all patients living one-mile or more from their nearest chemist. This gives you the choice of obtaining your prescription from the surgery or a pharmacist. For further details, please ask at reception or speak to our qualified dispensers.

MEDICATION REVIEWS

In order to safeguard your wellbeing it is necessary for the doctors to review your medication with you regularly. If you are coming to see you GP on another matter, they will perform the review then. Otherwise, they may want to talk to you on the telephone or face to face. If you do not attend for a regular review, it may delay the issuing of your repeat prescriptions.

RESULTS OF INVESTIGATIONS

Please telephone after 10.00 am and before 6.00pm for the results of tests, x-rays etc. To protect the patient's confidentiality results will only be given by telephone to the actual patient concerned. Please check that your results are back before attending for any follow up appointment.

RECEPTION AND ADMINISTRATION TEAM

Our reception/administration team does a fantastic job in keeping the practice running smoothly and looking after the interests of the patients. The phones and reception desk can be very busy so if you have to wait we would welcome your patience.

RIGHTS AND RESPONSIBILITIES

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment.

Please contact the surgery if you are unable to keep your appointment, as we may be able to use it for another patient.

Due to the nature of general practice sometimes, surgeries may run late. Please be patient, as you may need more time on occasions too. If you have been waiting more than 30 minutes please tell reception and they will do their best to offer you an alternative.

ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records; if you wish to view your medical notes, please contact reception for further information. We will need to have proof of your identify before sharing any information.

EMERGENCY OUT-OF-HOURS CARE

EMERGENCIES

In the event of a serious problem, such as chest pain or collapse, call **999** immediately.

Emergency contact telephone number when practice is closed is 111.

Out of Hours' cover for urgent and non-urgent advice

Medical advice is always available for urgent and non-urgent advice, at night, weekends and all bank holidays, call **111**.

You can also ring **01550 720 648** where the recorded message will give you advice about emergency and out of hours cover.

Please only contact the service out of normal surgery hours in a genuine emergency.

Clinical Services

Pregnancy Services

Pregnancy tests are available in the surgery (*or over the counter in supermarkets and chemists*). If you think you are pregnant, please arrange to see the doctor as soon as possible or you can self-refer to the midwifery team, please telephone the surgery for contact details.

If you think you might want a termination of pregnancy, please see the doctor as soon as possible.

The "booking in" care is completed by a midwife at 9 weeks. After this, you will be invited to attend the midwife run antenatal clinics, held every Wednesday morning in Llandovery Hospital.

You will have the 24-hour on-call telephone number of the midwifery team to contact in emergencies or when labour starts. One of the team aims is to be available to assist you in labour.

They will continue to see you for 10-days after your labour. After this time the Health Visitor, Lorna Cunniffe will watch over your child's development.

A postnatal check-up for mother and baby is undertaken by a GP at eight-weeks after labour. Please ensure you have had your check before your baby's first injections.

Child Health Surveillance (eight-week check)

Clinics are run by one of our doctors and health visitor. It offers general advice and routine screening examinations by the doctor.

Family Planning

A range of family planning services is available, including emergency contraception during normal surgery hours. We do not offer contraceptive implants or fit coils.

Clinics

Asthma Clinic

We call our patients with asthma for regular review.

Coronary Heart Disease Clinic

Clinics are held every Thursday. The Practice Nurse Team run this clinic by appointment only aiming to provide an annual check-up. Patients will be contacted by the practice to arrange a clinic appointment.

Diabetic Clinic

This clinic is by appointment only and run by our nursing team and a doctor. Clinics are held every Tuesday of the month at 2pm – 5pm. We call all our diabetic patients for regular review and monitor their state of well-being.

Cervical Cytology Tests (Smears)

This clinic is by appointment only. Clinics are held on Tuesday and Thursday mornings. We can offer alternative appointments if you are unable to attend during the dedicated days.

To arrange a smear test contact the surgery on 01550 720 648.

Consultant Attachments

A Consultant psychiatrist visits Llanfair Surgery and holds a clinic every week.

Other Services

Minor Surgery

Surgical procedures are arranged through consultation with Dr Powell.

Tetanus, Influenza and Holiday Vaccinations

All patients should keep their tetanus immunity up-to-date with a booster every 10 years. Children and adolescents will routinely be sent appointments as part of the child health programme.

Each autumn we run flu vaccination clinics. We strongly recommend these for the over 65s, as well as all patients with diabetes, chest, heart complaints or kidney, liver, immunity problems and those who care for a person in poor health.

It is recommended that all 65 year olds have one pneumonia vaccination in their lifetime, which the nurse can provide for you.

Weight Reducing Consultations

Helpful advice is available on a personal basis from the practice nurses during normal surgery hours – please book a double appointment.

Smoking Cessation Service

Are you serious about quitting?

Contact the Specialist Smoking Cessation Service for FREE and FRIENDLY advice and support to help you become smoke free.

Call: 0300 303 9652

Counselling Service

Voluntary organisations provide counselling which is available through the doctor.

Stress Control Training

Stress Control is a 7-session course and is for people who want to learn better ways to get on top of their problems such as depression, anxiety, panic, poor sleep and low self-confidence. This course is free and available throughout Carmarthenshire. Please contact:

CARMARTHEN / AMMANFORD : 07816 064644

LLANELLI : 07816 064643

Email: stress.control-registrations@wales.nhs.uk

Additional Information

Llandovery Hospital

The doctors in Llanfair Surgery provide medical care for Llandovery Hospital during surgery opening times. They care for the in-patients and patients attending the minor injuries unit who require a doctor's attention.

There are numerous advantages provided by the proximity of the hospital e.g. X-ray with limited opening hours, out-patient physiotherapy, podiatry (chiropody) clinics, cardiac rehabilitation classes, home-based occupational therapy and physiotherapy for up to six-weeks, phlebotomy clinics, antenatal clinics run by the midwives and consultant out-reach clinics by Hywel Dda NHS Trust.

Visiting Times

	From	Until	From	Until
Monday	2.00 pm	3.00 pm	6.30 pm	7.30 pm
Tuesday	2.00 pm	3.00 pm	No	Visiting
Wednesday	2.00 pm	3.00 pm	6.30 pm	7.30 pm
Thursday	2.00 pm	3.00 pm	6.30 pm	7.30 pm
Friday	2.00 pm	3.00 pm	6.30 pm	7.30 pm
Saturday	2.00 pm	3.00 pm	6.30 pm	7.30 pm
Sunday	2.00 pm	3.00 pm	6.30 pm	7.30 pm

X-Ray Department

Monday	10:00 am – 12 noon
Tuesday	10:00 am – 12 noon
Thursday	10:00 am – 12 noon

CHOOSE WELL

Choosing the right NHS Wales service if you become ill or are injured

<http://www.wales.nhs.uk/sitesplus/862/page/65890>



Choose Well will help you decide if you need medical attention if you get sick.

It explains what each NHS service does, and when it should be used.

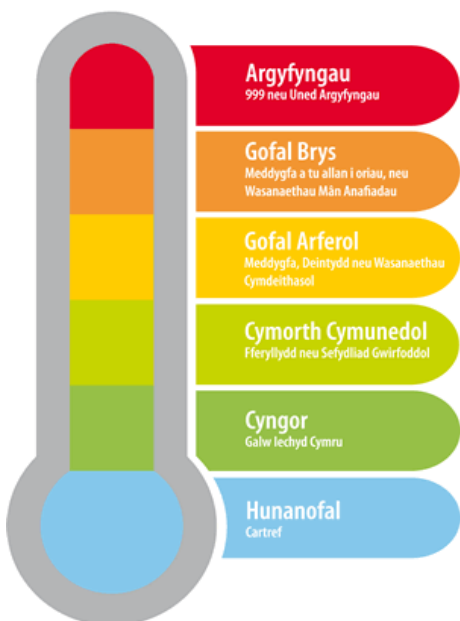
Choosing Well means that you and your family will get the best treatment. It also allows busy NHS services to help the people who need them most. Your help with this will save lives.

If you don't know which option to choose, please [contact NHS Direct Wales](#) on 111.

In emergencies always dial 999

Dewis Doeth-yn eich helpu i benderfynu a oes angen sylw meddygol arnoch pan fyddwch yn sâl

<http://www.wales.nhs.uk/sitesplus/862/page/65890>



Bydd Dewis Doeth yn eich helpu i benderfynu a oes angen sylw meddygol arnoch pan fyddwch yn sâl.

Mae'n esbonio beth mae pob un o wasanaethau'r GIG yn ei wneud, a phryd y dylid eu defnyddio.

Bydd dewis yn ddoeth yn golygu y cewch chi a'ch teulu y driniaeth orau. Mae hefyd yn caniatáu i wasanaethau prysuraf y GIG helpu'r bobl hynny sydd eu hangen fwyaf. Fe fydd eich cymorth chi yn achub bywydau.

Os nad ydych chi'n gwybod pa un i'w ddewis, [cysylltwch â Galw Iechyd Cymru](#) ar 111.

Mewn argyfwng ffoniwch 999 bob tro



An NHS Wales pharmacy service for adults and children living in Wales

How does it work?

- If you visit a pharmacy and have a common ailment you can ask the pharmacist for advice. The pharmacist may ask if you wish to register for the service. Registering means the pharmacist may supply you with the medicine you need free of charge.
- You may need to show the pharmacist some form of identification before you can use the service but this will depend on whether you are known to the pharmacist.
- The pharmacist will check your details against the NHS Wales Welsh Demographic Service to confirm that you are registered with a GP Practice in Wales.
- You don't have to make an appointment. You can go along at a time that suits you.
- Your consultation will always be with a qualified pharmacist and will take place in a confidential area within the pharmacy.
- If your pharmacist agrees that you need a medicine or product to treat your symptoms they may give it to you free of charge.
- If you do not wish to register with the service the pharmacist will provide you with advice but will not be able to supply any free medicine.

Who is the service for?

You can use the service if you live in Wales and are registered with a GP Practice.

You will still have to go to your GP if:

- Your pharmacist suggests that you should, or
- You need a medicine that you can only get on prescription from your GP.

What does the service offer?

You will receive advice and free treatment from your community pharmacist for common minor illnesses and ailments such as:

- | | | | | |
|------------------|---------------|----------------------|------------------|-------------|
| • indigestion | • nappy rash | • mouth ulcers | • cold sores | • acne |
| • dry eyes | • dermatitis | • verruca | • back pain | • scabies |
| • vaginal thrush | • oral thrush | • ingrowing toenails | • hay fever | • piles |
| • constipation | • colic | • eye infections | • sore throat | • head lice |
| • diarrhoea | • chicken pox | • threadworms | • athlete's foot | • teething |

Can I still go to my GP?

- You can still make an appointment with your GP if you feel this is more suitable.

Can I still go to other pharmacies?

- You can use other pharmacies to buy medicines or to pick up your prescriptions but remember;
- You can only use the service at the community pharmacy you are registered at; and
- It is safer if only one pharmacy has a record of all the medicines you are taking so that they can be sure that if your health changes your medicines are still suitable for you.

If your pharmacist feels that it is better for you to see your GP or another healthcare professional then they may tell you to make an appointment.

How do I register?

- You can register for Choose Pharmacy at one of the community pharmacies by using the following link: www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=Pharmacy



Dewis Fferyllfa
Byddem i'n darparu Gwasanaeth Anhwyldeu Cyffredin ar gyfer oedolion a phlant y'n byw yng Nghymru.

Choose Pharmacy
We provide the Common Illnesses Service for adults and children living in Wales.

Gwasanaeth fferylliaeth GIG Cymru ar gyfer oedolion a phlant Cymru

Sut mae'n gweithio?

- Os oes gennych anhwylder cyffredin, gallwch ymweld â fferyllfa a gofyn am gyngor gan y fferylllydd. Efallai y bydd y fferylllydd yn gofyn a hoffech gofrestru ar gyfer y gwasanaeth. Drwy gofrestru gall y fferylllydd roi'r feddyginiaeth sydd ei angen arnoch yn rhad ac am ddim.
- Efallai y bydd angen i chi ddangos rhyw fath o ddogfen adnabod i'r fferylllydd cyn medru defnyddio'r gwasanaeth, ond bydd hynny'n dibynnu a yw'r fferylllydd yn eich adnabod neu beidio.
- Bydd y fferylllydd yn gwirio'r manylion yn erbyn Gwasanaeth Demograffig GIG Cymru er mwyn cadarnhau eich bod wedi cofrestru gyda Meddygfa yng Nghymru.
- Nid oes angen i chi wneud apwyntiad. Gallwch alw unrhyw bryd sy'n gyfleus i chi.
- Cewch ymgynghori â fferylllydd cymwys, mewn ardal gyfrinachol o fewn y fferyllfa.
- Os bydd eich fferylllydd yn cytuno bod angen meddyginiaeth neu gynnyrch i drin eich symptomau, gall eu rhoi i chi yn rhad ac am ddim.
- Os nad ydych am gofrestru gyda'r gwasanaeth, gall y fferylllydd roi cyngor i chi ond ni fydd modd iddo roi unrhyw feddyginiaeth am ddim.

Ar gyfer pwy mae'r gwasanaeth?

Gallwch ddefnyddio'r gwasanaeth os ydych yn byw yng Nghymru ac wedi cofrestru gyda Meddyg Teulu.

Bydd rhaid i chi fynd at eich Meddyg Teulu:

- Os yw'r fferylllydd yn awgrymu y dylech wneud hynny, neu
- Os oes angen meddyginiaeth na ellir ei gael heb bresgripsiwn gan eich Meddyg Teulu.

Beth mae'r gwasanaeth yn ei gynnig?

Cewch gyngor a thriniaeth yn rhad ac am ddim gan eich fferylllydd cymunedol ar gyfer mân salwch neu anhwylderau cyffredin fel:

- camdreuliad
- llau pen
- edeulyngyr
- dermatitis
- clefyd crafu
- tarwden y traed
- rhwymedd
- torri dannedd
- wlseri ceg
- dafadennau
- casewin
- dolur rhydd
- brech cewyn
- dolur annwyd
- poen cefn
- llwnc tost/dolur gwddf
- peils
- colig
- acne
- llindag y wain
- clefyd y gwair
- brech yr ieir
- llygaid sych
- llindag y geg
- heintiau ar y llygaid

Oes modd i mi fynd i weld fy meddyg teulu beth bynnag?

- Gallwch wneud apwyntiad i weld eich meddyg teulu os ydych yn teimlo y byddai hynny'n fwy priodol.

Oes modd i mi fynd i fferyllfeydd eraill?

- Gallwch ddefnyddio fferyllfeydd eraill i brynu moddion neu gasglu presgripsiynau ond cofiwch;
- Dim ond yn y fferyllfa lle'r ydych chi wedi cofrestru y gallwch ddefnyddio'r gwasanaeth hwn;
- Byddai'n fwy diogel i un fferyllfa yn unig gadw cofnod o'r holl feddyginiaeth yr ydych chi'n eu cymryd, er mwyn sicrhau, os oes unrhyw newid i'ch iechyd, bod eich meddyginiaethau yn parhau i fod yn addas i chi.

Sut fedra i gofrestru?

- Gallwch gofrestru gyda'r cynllun Dewis Fferyllfa yn un o'r fferyllfeydd cymunedol drwy ddefnyddio'r ddolen ganlynol: www.nhsdirect.wales.nhs.uk/LocalServices/default.aspx?s=Pharmacy&locale=cy

- Bydd eich fferylllydd yn gofyn am rai manylion, fel eich enw, dyddiad geni a chod post.
- Os and yew's fferylllydd yn eich adnabod, bydd gofyn i chi ddangos rhyw fath o ddogfen adnabod er mwyn cadarnhau eich enw, dyddiad geni a chyfeiriad.
- Bydd eich fferylllydd yn egluro'r gwasanaeth, yn gofyn a ydych yn hapus i gofrestru, ac yn rhoi copi o'r daflen hon i chi.
- Dim ond gydag un fferyllfa gymunedol y gallwch gofrestru ar y tro.
- Os hoffech gael y gwasanaeth drwy fferyllfa gymunedol arall, gallwch wneud hynny, ond bydd angen i chi gofrestru gyda'r fferyllfa newydd.
- Os byddwch yn cofrestru gyda fferyllfa newydd, bydd eich enw'n cael ei dynnu oddi ar gofrestr y fferyllfa flaenorol.

Pa wybodaeth fydd yn cael ei chadw amdanaf?

- Bydd y fferyllfa gymunedol lle'r ydych yn cofrestru yn cadw cofnod o'r canlynol: eich enw, cyfeiriad, dyddiad geni, manylion am yr anhwylder sydd gennych ac unrhyw gyngor neu feddyginiaeth a roddwyd.
- Os byddwch yn defnyddio'r gwasanaeth yn y dyfodol, bydd manylion ymgynghoriadau blaenorol ar gael i'r fferylllydd yn y fferyllfa lle'r ydych yn gofyn am driniaeth neu gyngor. Gall fod yn fferyllfa wahanol i'r un a ddefnyddiwyd yn flaenorol. Y bwriad yw helpu i benderfynu a oes modd i'r fferylllydd eich trin yn ddiogel, neu oes angen i chi weld meddyg teulu.
- Bydd manylion ymgynghoriadau blaenorol ar gael i'ch meddyg teulu er mwyn ei helpu i roi'r gofal cywir i chi.
- Gall eich gwybodaeth gael ei defnyddio gan staff GIG Cymru sy'n gyfrifol am sicrhau bod y fferyllfa wedi'i thalu'n gywir am y gwasanaethau a ddarparwyd. Bydd eich cofnodion yn cael eu defnyddio ddim ond lle bo'n briodol ac yn angenrheidiol, ac os yn bosib ni fydd unrhyw wybodaeth a allai arwain at eich adnabod yn cael ei defnyddio.
- Os oes gennych unrhyw bryderon neu os hoffech gael rhagor o wybodaeth am y ffordd y bydd eich gwybodaeth yn cael ei defnyddio, trafodwch gyda'ch fferylllydd.
- Er mwyn gweld pam bod GIG Cymru'n casglu gwybodaeth gennych a sut mae'r wybodaeth honno'n cael ei defnyddio, gofynnwch am gopi o'r daflen "Eich gwybodaeth, Eich hawliau: Gwybodaeth amdanoch chi" neu ewch i: www.nhsdirect.wales.nhs.uk/pdfs/V2YourInformationyourrightsw.PDF

Beth os byddaf yn anfodlon â'r gwasanaeth?

- Dylech siarad gyda'ch fferylllydd i ddechrau;
- Os ydych yn anfodlon o hyd, dylech gysylltu â'ch Bwrdd Iechyd Lleol.

Hawlfraint y Goron 2017 WG31912 ISBN digidol 978-1-4734-9669-9

CHOOSE OPTICIAN

Oes angen gweld y meddyg arnoch heddiw?

Os yw un o'r rhain yn eich poeni...

llygaid coch, rhywbeth yn eich llygad, problemau gyda'ch golwg sy'n ymddangos yn sydyn, gweld smotiau neu fflachiadau, poen neu broblem gyda'ch llygaid.

Gall eich optometrydd lleol (optegydd) roi cyngor arbenigol ar broblemau gyda'r llygaid sydd angen sylw ar frys a'r ffordd orau i'w trin. Does dim angen talu, a byddant yn eich gweld o fewn 24 awr, neu'n eich cyfeirio at rywun a all eich gweld o fewn yr amser hwnnw. Mae nifer o optometryddion ar agor ar ddydd Sadwrn.

Lawrhythwch app Dewis Doeth neu ewch i'r wefan www.dewisdoethcymru.org.uk

Do you need to see your doctor today?

If you think you have...

red eyes, a foreign body in your eye, vision problems that came on quickly, eye pain or discomfort, or you're seeing flashes or floaters.

Your local optometrist (optician) can give you expert advice on eye problems that need urgent attention and the best way to treat them. There isn't a charge, and they will see you within 24 hours or refer you to someone who can. Many optometry practices are open on Saturdays.

Download the Choose Well Wales app or visit the website www.choosewellwales.org.uk



OCL, Hwylus y Goleu / Crown Copyright 2015. IMG 28200

Make an appointment with your GP for medical advice.

For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.

Your GP can treat your illnesses or injury that has been treated with self-care but just won't go away. Call your GP Practice to make an appointment.

We can also provide urgent appointments and will see a child quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.

For serious illnesses, injuries and conditions that may be life threatening choose A&E or 999. Do I really need to attend A&E or call 999?

Many visits to Accident & Emergency can be resolved by other NHS services. If your condition is not critical then please choose another service to get the best possible treatment.



Please keep A&E for emergencies only – choose well

Emergencies include:

choking, severe bleeding, chest pain, blacking out, suspected stroke, serious injury

Alternatives include:

- out of hours GP services
- pharmacies
- NHS 111

Our Patient Charter

1. We aim to deliver excellent clinical care.
2. We will treat you with respect and in return, you should treat the practice team respectfully.
3. We will at all times have to deal with unexpected emergencies and we ask that you be understanding in the event of there being a delay.
4. We will not tolerate verbal or physical abuse and this may result in you being asked to register at another practice.
5. We listen and respond to our patients' complaints and suggestions.
6. If you are unable to attend your appointment you are expected to cancel.
7. If you frequently miss your appointments without explanation, we will contact you to discuss the matter further.
8. If your health genuinely prevents you from leaving your house you can request a GP visit. Home visits are very time consuming for the doctors. They may telephone you before deciding if you need to be visited. If you are **NOT** housebound, please book an appointment at the practice.
9. We operate a completely confidential service and will only share your details with health professionals involved in your care, unless you give us written permission to do otherwise.
10. We are unable to share with you any information regarding other patients even if they are family members.
11. All patients have the right to express a preference of practitioner and the means of expressing such a preference.

Confidentiality

All staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the General Data Protection Regulations 2018.

No patient information is divulged to any person outside the practice team other than a person dealing with patient care, e.g. Consultant.

Occasionally we have members of an outside agency visiting the practice or requesting patient information. It is mandatory that they read and sign the Practice Caldicott Code of Confidentiality.

Care is always taken by our staff to retain patient confidentiality during telephone conversations with outside agencies.

General Data Protection Regulation

How Llanfair Group Practice uses your information to provide you with healthcare

This practice keeps medical records confidential and complies with the General Data Protection Regulation.

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

- We will share relevant information from your medical record with other health or social care staff or organisations' when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital. Alternatively, your GP will send details about your prescription to your chosen pharmacy.
- For more information on how we share your information with organisations' who are directly involved in your care can be found here: <http://howis.wales.nhs.uk>
- Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record or Individual Health Record. For more information see: <https://digital.nhs.uk/summary-care-records>.
- You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any mistakes or errors corrected.

Other important information about how your information is used to provide you with healthcare

Registering for NHS care

All patients who receive NHS care are registered on a national database.

This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive.

NHS Shared Services Partnership, a national organisation, which has legal responsibilities to collect NHS data, holds the database.

More information can be found at: www.wales.nhs.uk/primarycareservices or the phone number for general enquires at NHS Shared Services Partnership 01792 860 457.

Identifying patients who might be at risk of certain diseases

A computer programme will search your medical records, so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital.

This means we can offer patients additional care or support as early as possible.

This process will involve linking information from your GP record with information from other health or social care services you have used.

Information, which identifies you, will only be seen by this practice.

Safeguarding

Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs are protected from risk of harm.

These circumstances are rare.

We do not need your consent or agreement to do this.

Information leaflets are available at reception.

We are required by law to provide you with the following information about how we handle your information.

Data Controller contact details	Llanfair Group Practice Llandovery Carmarthenshire SA20 0HY
Data Protection Officer contact details	Debbie Smithson, Practice Manager Contact number: 01550 720 648
Purpose of the processing	To give direct health or social care to individual patients. For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care. To check and review the quality of care. (This is called audit and clinical governance).
Lawful basis for processing	These purposes are supported under the following sections of the GDPR: <i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’; and</i> <i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...’</i> Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.
Recipient or categories of recipients of the processed data	The data will be shared with: healthcare professionals and staff in this surgery; local hospitals; out of hours services; diagnostic and treatment centres; or other organisations involved in the provision of direct care to individual patients.
Rights to object	You have the right to object to information being shared between those who are providing you with direct care. This may affect the care you receive – please speak to the practice. You are not able to object to your name, address and other demographic information being sent to NHS Digital. This is necessary if you wish to be registered to receive NHS care. You are not able to object when information is legitimately shared for safeguarding reasons. In appropriate circumstances, it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm. The information will be shared with the local safeguarding service Safeguarding Children Team: 01267 227056 Safeguarding Adult Team: 01437 773877

Right to access and correct	You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff or look at our the practice website: www.llanfairsurgery.org We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
Retention period	GP medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016
Right to complain	You have the right to complain to the Information Commissioner’s Office. If you wish to complain follow this link https://ico.org.uk/global/contact-us or call the helpline 0303 123 1113
Data we get from other organisations	We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to date when you receive care from other parts of the health service.

ELECTRONIC TRANSMISSION OF PATIENT DATA PROTOCOL GP to GP Record Transfers

NHS Wales require practices to utilise the GP2GP facility for the transfer of patient records between practices, when a patient registers or de-registers (not for temporary registration).

It is very important that you are registered with a doctor at all times. If you leave your GP and register with a new GP, your medical records will be removed from your previous doctor and forwarded on to your new GP via NHS Wales. It can take your paper records up to two weeks to reach your new surgery.

With GP to GP, your electronic record is transferred to your new practice much sooner.

The Partners confirm that GP to GP transfers are already active and we send and receive patient records via this system.

Suggestions and Complaints

Things go wrong even in the best run organisations. We hope there will not be many complaints, but if you feel something is going wrong, or could be done better, we want to know. In our experience most problems between medical staff and their patients are due to poor communication. If you have a problem, please write to our Practice Manager, Debbie Smithson.

Patients wishing to raise a concern in relation to any aspect of their care should contact Debbie Smithson. The senior partner would normally deal with concerns of a clinical nature. The practice manager will address concerns relating to administrative issues. The practice follows local and national guidelines on dealing with concerns.

A suggestion box is available in the waiting room for patients to post their comments or ideas in. Our practice manager welcomes your comments for improvement and is glad to hear from the patients' perspective. These suggestions will be discussed with all the staff.

Raising a Concern about NHS Services in Wales

From 1 April 2011, the way in which NHS organisations' in Wales deal with complaints, claims and incidents (collectively known as 'concerns') is changing. These new arrangements will be called "*Putting Things Right*" and will require a different approach to dealing with concerns. Practice staff are trained to give support and encourage the sorting out of problems as they arise and being open if something has gone wrong.

For further information on how to raise a concern, you can contact **Patient Support Services** at Hywel Dda University Health Board by:

Phoning: 0300 0200 159

Emailing: hdhb.patientsupportservices@wales.nhs.uk

Website: www.hduhb.nhs.wales

Writing a letter to: **FREEPOST FEEDBACK @ HYWEL DDA**

Withybush Hospital, Fishguard Road, Haverfordwest, SA61 2PZ.

Texting: 07891 142240

Alternatively, if you are not happy with the outcome of your concern, you can contact the **Public Services Ombudsman for Wales**.

Phone: 0300 790 0203

Email: ask@ombudsman.wales

Website: www.ombudsman.wales

Address: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

If you need more advice and support, you can contact Hywel Dda Community Health Council, Suite 5, 1st Floor, Ty Myrddin, Old Station Road, Carmarthen, SA31 1BT.

Tel: 01646 697610 (option 3)

Email: complaints.advocacy2@waleschc.org.uk

Website: <http://www.wales.nhs.uk/siteplus/904/home>

Facebook: Hywel Dda Community Health Council

Inappropriate Behaviour

This surgery has a zero tolerance to inappropriate behaviour.

Incidents of physical or verbal abuse will not be tolerated and will be reported to the Practice Manager and discussed with the Doctors.

The surgery reserves the right to remove from their list any patient who acts in an aggressive or violent manner. Violence includes actual or threatened physical violence or verbal abuse leading to a fear for a person's safety.

If felt appropriate, such instances will be referred to the police and/or the Local Health Board. As a result, registration at this practice may be terminated and such patients will need to apply for registration at an alternative surgery, or other provider as deemed appropriate.

Non-NHS Work

There is a charge for non NHS work these include pre-employment driving and other medicals, insurance claims, life insurance, private certificates, firearm applications etc. We do not provide validation for passports, ID cards, driving licence etc. A list of fees is available from the reception. Please be aware of the fees before you arrange any non NHS work as you or your employer will be liable for the fee. Please also be aware that this work is non-NHS work and will not be treated as a matter of urgency.

Freedom of Information

As a patient you have the right to have access to your medical records, subject to any limitations in the law, and know that those working for the NHS are under a legal duty to keep their records confidential.

Practice Facilities

Parking and Transport Facilities

There is a car park at the surgery. Please do not block access for ambulances at the Cottage Hospital. The 'Country Car Scheme' is a service to provide help with transport for patients to attend the surgery or hospital. Please ask at the reception desk for further details.

Disabled Access

If you have any special needs, please let our staff know so that we can help and ensure you get the same support in the future.

The main entrance to the surgery has electronic doors.

The Practice is easily accessible and user-friendly for disabled and wheelchair bound patients. At Llanfair, there are designated parking spaces in the car park together with full wheelchair access to all patient areas of Practice.

The Blue Badge scheme is for people with severe mobility problems. It allows Blue Badge holders to park close to where they need to go.

We have a disabled toilet on the ground floor, just outside the reception area.

We have a wheelchair for patient's use, at their own risk, should you require one whilst visiting our premises. Please contact the reception desk for further details. Should you have trouble, do let us know.

Due to fire regulations, we do have heavy fire doors, however if you have trouble opening these, please ask Reception for assistance as they are always happy to help.

Hard of Hearing

If you wear a hearing aid, we have a hearing aid loop to ease communication with any member of staff.

For visually impaired patients, we offer the opportunity to have an escorted tour of the public areas of the practice to help to familiarise them with the layout of the building.

Please speak to our Reception Staff, who will do their utmost to assist you.

Five Ways to a Healthier Lifestyle:

Don't smoke

Be a reasonable weight

Take regular exercise

Eat a high-fibre, low-fat diet

Take alcohol only in moderation.

If you would like advice about any of the above, then please ask for a lifestyle check-up with our nurse or health care assistant.

Self-Treatment Advice

Colds, Coughs and Flu

- These are usually caused by viruses
- Antibiotics are seldom indicated unless a bacterial infection occurs in addition
- Paracetamol given regularly will relieve most symptoms including sore throat, aching muscles and fever
- It is important to drink plenty of fluids
- Symptoms may persist for several days before settling.

Fever (Raised Temperature)

- A fever is natural with many infections and simple measures to lower the temperature will improve general comfort
- Keep the room cool and don't wrap up the patient excessively
- Leave the body exposed to allow excess heat to escape, especially with children
- Give plenty of cool drinks
- Sponge down regularly with tepid water.

Vomiting and Diarrhoea

- Prevent dehydration – maintain a high fluid intake
- Dioralyte is useful, especially in young children
- Avoid milk and solid food for at least 24-hours.
- Fizzy drinks should be avoided.

Family Medicine Chest

Useful medicines which are well worth keeping at home in readiness for minor illnesses:

Paracetamol Tablets

For adults and older children, good for headaches, colds, sore throats and relieving temperatures and pain.

Paracetamol Mixture

For the relief of pain or fever in children.

Antihistamine

Treatment for allergy or hay fever symptoms.

Remember your local pharmacist can give advice about medicines available "over the counter", and the treatment of most minor illnesses.

**Please keep all medicines well Out of the
reach of children**

USEFUL TELEPHONE NUMBERS

NHS 111	111
Llandovery Hospital	01550 722200
Glangwili General Hospital	01267 235151
Prince Philip Hospital	01554 756567
NHS Direct	0845 46 47
Passenger Transport Unit	01267 234567
Email: publictransport@carmarthenshire.gov.uk	
Hospital transport bookings	0300 123 2303
Police Station (Llandovery)	101
Alcoholics Anonymous	0800 9177 650
Email: help@aamail.org	
Citizens Advice Bureau	01267 234488
Community Health Council	01646 697610

For all enquiries relating to Patient Support Services, please contact:

The Patient Support and Advisory Team:

Phone: 0300 0200 159

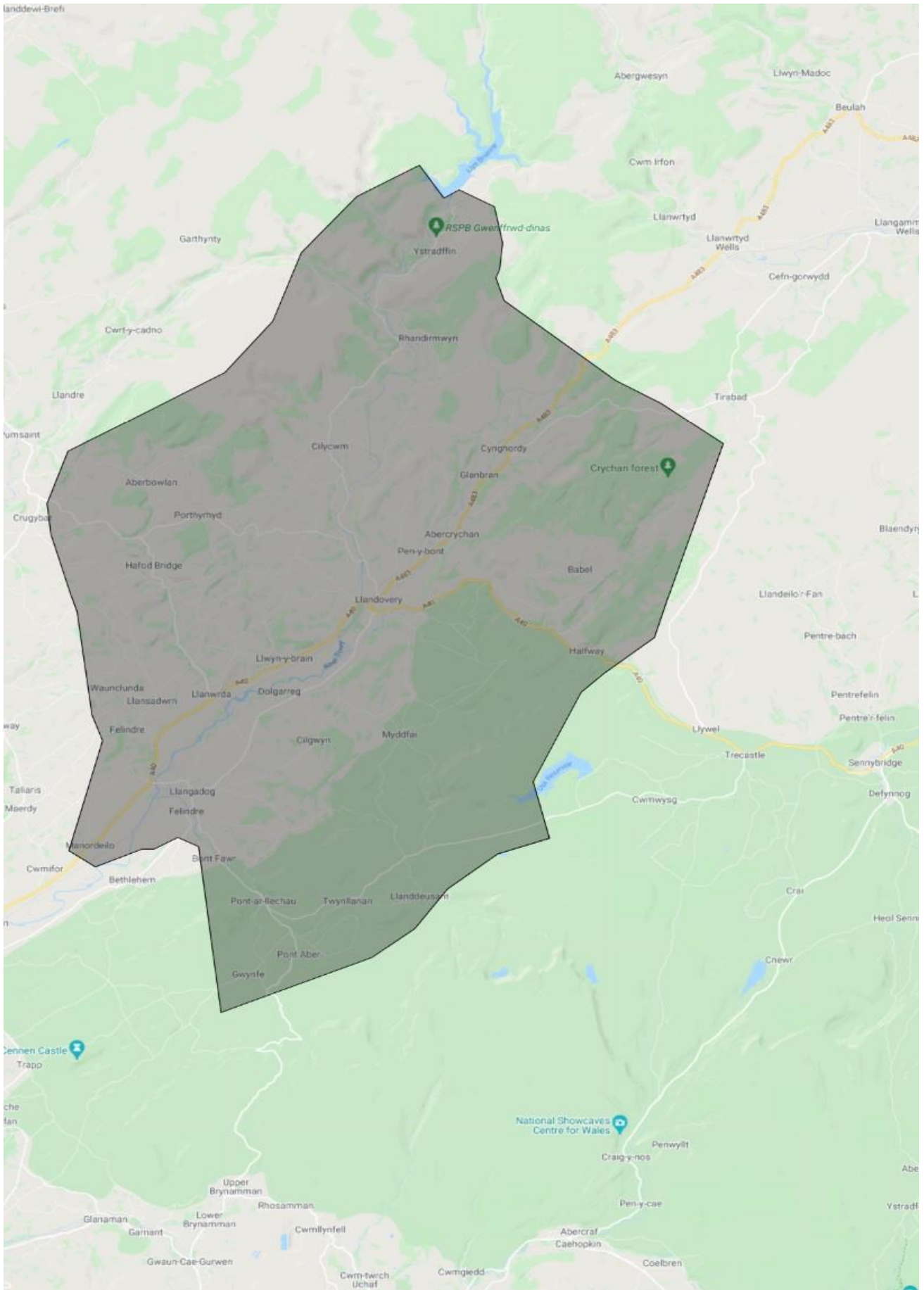
Email: hdhb.patientsupportservices@wales.nhs.uk

In person or by post to:
Freepost Feedback @ Hywel Dda
Withybush General Hospital
Fishguard Road
Haverfordwest
SA61 2PZ

Faxing: 01437 773353

Texting: 07891 142240

Guide Map of Practice Boundary Llanfair & Meddygfa Cadog (highlighted in blue)



This leaflet has been designed to help you get the most from the services that our practice offers.

If you have any comments on the way the surgery is run, then please let us know. We are always open to any new ideas or suggestions, which will help improve the service to the benefit of us all.