

**Our Practice Area covers the whole of Risca except Fernlea and postcodes beyond Oxford House. We also cover the Rogerstone area:** If you move out of our area, you will be required to change your doctor. If you are temporarily staying out of area, you can seek attention from any NHS surgery within that area. The practice area is in the district covered by the Aneurin Bevan Health Board (ABUHB). More information can be found at [www.aneurinbevanhb.wales.nhs.uk](http://www.aneurinbevanhb.wales.nhs.uk) or telephone 01495 241200.

**Teaching & Research:** The surgery is committed to teaching and training of medical students, and sometimes other healthcare students. We also take part in some research studies that have been approved by NHS Wales. We will always ask your permission to be involved in teaching, training, or research alongside your normal healthcare. If you choose not to have students involved or to take part in research studies, then your care will be provided as normal

**Caerphilly East Network of GPs:** We also collaborate with local practices for some services and development of the GP services. For example, a nurse specialising in diabetes, a Pharmacist, a Mental Health Practitioner and a Physiotherapist visit the practice regularly for additional services. Figures from our practice, such as appointment access or prescribing rates, are sometimes used in planning further service changes across Caerphilly East. Your individual record information will not be disclosed without asking your consent in advance.

**Complaints:** We hope that you do not have cause for concern but if you do then please ask to speak to the Practice Manager who will often be able to address your concern. If you wish to pursue your complaint, then please write to The Practice Manager. We will take any complaint seriously and undertake to investigate the matter and report back to the complainant promptly. You can also contact The Putting Things Right Team at ABUHB on 01495 745656.

**Your rights, your information:** We keep your health information confidential and secure. We may need to share this information with other NHS organisations involved in your care. This information is only available so that those treating you can give the best possible advice and care. You have a right to know what information we hold about you. If you would like to see your records then please ask at reception for more details and for a copy of the NHS Wales leaflet: Your information, your rights or go to [www.nhsdirect.wales.nhs.uk/lifestylewellbeing/yourinfoyourrights](http://www.nhsdirect.wales.nhs.uk/lifestylewellbeing/yourinfoyourrights)

**The surgery operates a zero-tolerance policy on verbal or physical aggression:** We aim to treat patients courteously at all times and expect patients to treat our staff in a respectful way. We take very seriously any threatening, abusive or violent behaviour against any of our staff or patients.

# Wellspring Medical Centre

Park Road, Risca, NP11 6BJ

**TEL: 01633 612438**



**Dr Stuart Thomas (M)** MB BCh Wales DRCOG MRCGP

**Dr Katy Finch (F)** MB BCh (Wales) 2000 MRCGP DRCOG

**Dr Kasim Ramzan (M)** MB ChB (Wales) 2010 MRCGP

**Dr Bethan Thomas (F)** MBBS BSc (London) MRCGP

**Dr Suraj Prabhu (M)** MBChB MRes (Manchester)

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

Open Monday – Friday, 8am - 6:30pm

**Appointments:** Urgent same day appointments can be booked online via our My Health Online service, eConsult service or by telephoning the surgery from 8am – 10.30am. Non-urgent cases may be asked to book an appointment for another day. Appointments are now available to be booked a month in advance.

**My Health Online:** is a new online service brought to you from NHS Wales, offering patients the convenience of booking appointments and ordering repeat prescriptions online. This requires registration at the surgery.

**Two way text messaging service:** is a new service offering patients the option of receiving an appointment text reminder. Patients can also cancel appointments by text message. To use this service, please ensure the practice has an up to date mobile telephone number.

**New Patients:** The Practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance or disability or medical condition. All new patients are required to attend for a new patient check with the Healthcare Assistant.

**Home visits:** If you are too unwell to visit the surgery, please telephone the surgery before 10.30am to request a home visit by the doctor. A Doctor may phone you back initially. Please note that one home visit can take five times as long as a surgery consultation and facilities at the surgery are far better for examination and treatment.

**Test Results:** Patients are asked to ring or attend for results after 11am. X-ray results may take 7-28 working days.

**Repeat Prescriptions:** Please use the Back slip, with each prescription, to order repeat prescriptions. We require 48 hours' notice, excluding weekends and bank holidays. Arrangements can be made with a Pharmacy for collection and delivery of repeat prescriptions. Repeat prescriptions can also be ordered online. Enquire at reception.

**Change of Address:** Please inform the surgery and the hospital as soon as possible if you change your name, address or telephone number.

**Emergencies:** For emergency hospital admission, i.e. suspected heart attack, severe breathing difficulties, severe bleeding, unconscious patient, telephone 999 for an ambulance.

If you need urgent medical attention, health information and advice, please telephone 111, day or night. When the surgery is closed, a recorded message will tell you how to contact the doctor. Have a pen and paper at hand when you telephone.

**Certificates:** If you are off work for less than one week due to illness, you do not need a note from the doctor. Self-certification notes are available from the reception desk.

**Free flu vaccines are available:** for all eligible patients from October. This includes all patients over the age of 65 and all patients with chronic diseases such as asthma, emphysema, heart disease, diabetes, kidney and liver disease. Enquire at reception.

**Smoking:** Over 100,000 people die, each year in the UK, from smoking related diseases. A smoking cessation clinic is available. Telephone: 0800 085 2219.

**Non-NHS Services:** Some services are not covered by the NHS, i.e. HGV, insurance, pre-employment medicals, travel advice, travel vaccinations. We are able to provide these services but they incur a charge. Enquire at reception.

**Practice Nurse:** Our Practice Nurses are normally here every weekday and you can make an appointment to see them. They run clinics for diabetes, asthma, heart disease and hypertension. Travel advice and vaccinations are available, as are smear tests, E.C.G's, ear syringing and advice on diet, smoking and exercise.

**Services offered:** As well as routine consultations the practice provides a service to monitor patients with the following conditions: diabetes, asthma, epilepsy, hypothyroidism, stroke and TIA, learning difficulties, mental illness and dementia. We also offer minor surgery and baby clinic.

**Monthly Contraceptive Clinic:** Includes contraceptive subdermal implant fitting and removal and "coil" (IUD / IUS) fitting and removal. Also available is Mirena® Coil (IUS) for heavy periods.

**Healthcare Assistant/Phlebotomist:** Our Phlebotomist is available for authorised blood tests. We have pre-booked appointments available Monday to Friday. Our Healthcare Assistant performs blood pressure checks and may also monitor your height, weight and smoking status.

**District Nurse:** The district nurse team provides care to patients in their homes who are too unwell to attend the surgery. Your doctor can arrange for the district nurse to visit when appropriate.

**Health Visitor:** The Health visitors are located at Ty-Sign Clinic, Risca. Please phone 01633 619090.

**Community Midwives:** Midwives provide care for mothers before and after delivery and care for the baby for up to the first 28 days of life. We have a weekly midwife-led clinic.

**Counsellor:** We have a counsellor working in our surgery who can help with emotional difficulties. Your doctor can arrange for you to see her when appropriate.