

DE WINTON FIELD PRACTICE



DR PANNA PITROLA (Female) Partner Qualified MBBCh 2003, MRCGP 2008, DRCOG

DR GWYNDAF WILLIAMS (Male) Partner Qualified MBBCh 2006 MRCGP 2011

DR CARYL BROOKMAN (Female) Partner Qualified MBBCh 2003 MRCGP

DR THOMAS JENKINS (Male) Partner Qualified MBChB 2003 DFRH DGM MRCGP 2008

DR ALLISON JOHN (Female) Salaried Qualified MBBCh 2010 DRCOG MRCGP

DR MADURA APPANNA-DAVIES (Female) Salaried Qualified MBBS 2009 MRCGP 2018

DR RASHA RAHMAN (Female) Salaried Qualified MBBCh 2013 MRCGP 2019

DR JANE NICHOLLS (Female) Salaried Qualified MBBCh 2006 MRCGP 2016

DR CHARLOTTE ORR (Female) salaried Qualified MBBCh 2015 MRCGP 2020DRCOG

The practice address is:

**De Winton Field Practice, Tonypandy Health Centre, De Winton Field,
Tonypandy. CF40 2LE**

Telephone: 01443 432112 (Monday-Friday 8am-6.30pm)

The practice website is: Dewintonfieldpractice.co.uk

This leaflet is designed to inform you of all our services currently provided to patients and to help you use these services efficiently and to your best advantage. If you wish to join the practice, please speak to the receptionist.

SURGERY OPENING TIMES: - MONDAY-FRIDAY 8.30am-6.00pm

(PHONE LINES ARE OPEN 8.00am-6.30pm)

OUT OF HOURS MEDICAL CARE - 111

Doctor Consultations are by appointment only and mainly book on the day with a proportion of book in advance and can be made over the telephone or

in person at Reception. Please arrive 5 minutes before your appointment time. If you arrive more than 10 minutes late you may be asked to wait or to make another appointment.

PRACTICE PHARMACY TEAM

Laura Anthony Practice Pharmacy Technician

Charlotte Pritchard Cluster Pharmacist

Anya Bowen Cluster Pharmacist

The team can undertake medication reviews both face to face and over the telephone where appropriate and deal with patients' medication queries.

NURSING TEAM

Angela Hough- Advanced Nurse Practitioner- RGN
BSc MSc (Advanced Clinical Practice) IP

Leeann O'Leary- Advanced Nurse Practitioner - RGN
BSc MSc (Advanced Clinical Practice) IP

Samantha Rees Practice Nurse SENG. Dip (Minor illness)

Rosie Green Practice Nurse RGN BSc (Hon) (adult nursing)
BSc (Hon) (community health studies) SPQ GPN

Mandy Rees Practice Nurse RGN RSCN
BSc (community health studies)

Helen Howells Healthcare Assistant

Beverly Bowditch Healthcare Assistant

Jemma Morgan Healthcare Assistant

The Advanced Nurse Practitioners can examine, refer, diagnose, issue MED3s and prescribe and you will be given an appointment with her if deemed suitable. They do not normally see children under the age of 18. Warfarin monitoring is undertaken by the Practice. The Practice Nurses/ ANP undertake a Minor Illness Clinic, which can only be booked on the day. You will be expected to tell Care Navigators what the problem is. The Practice Nurses will see things such as Urine Infections, Sore Throats, Coughs, Ear infections, Rashes, Thrush and Emergency Contraception but they will not see long standing problems or see children under the age of 18.

The Practice Nurses also have pre-bookable appointments for things such as pill checks, contraception, injections, and certain holiday vaccinations. They look after the Diabetic Patients and the Respiratory Care (Asthma & COPD) patients, Smear Clinic and Baby Clinic. You can ask at reception for details of the clinics.

The Healthcare Assistants have pre-bookable Blood Clinic Monday - Friday between 8.30am-11am. There are also some afternoon clinics which are primarily for patients on shared care drugs (i.e. methotrexate). Please ring the surgery or call in to book an appointment.

The practice nurses undertake removal of sutures, wound dressings etc. The District Nursing Team have a referral system for the removal of sutures and wound dressing etc, Care Navigators can complete the referral forms. The booking centre will contact you to arrange an appointment. Home visits will be arranged for house bound patients only.

PRACTICE ADMIN TEAM

Chris Wise	Practice Manager
Odette Roach	Deputy Practice Manager
Sarah Thomas	Practice Administrator
Carol	Care Navigator/Prescribing Clerk
Bernie	Care Navigator /Prescribing Clerk
Nicola	Care Navigator /Prescribing Clerk
Lisa	Care Navigator /Prescribing Clerk
Rachel	Care Navigator
Zoe	Care Navigator
Rebecca	Care Navigator
Luanna	Care Navigator

All of the Care Navigators are trained to cover the reception desk and answer the telephones. All Care Navigators book appointments and you will be expected to tell them what the problem is, this information will help to navigate you to the correct healthcare professional. This may be a pharmacist, physiotherapist, dentist, optician, Mental Health Nurse, Well Being Coordinator or the Choose Pharmacy scheme. If you do not wish to disclose the problem, then the practice will still book an appointment, but it cannot be prioritised in

any way. All staff are fully trained/compliant with the need for patient confidentiality. Please be patient and polite with us as we continuously improve the access arrangements for the Practice.

HOME VISITS

Requests for home visits must be made before 11.00am. Home visits will only be agreed for patients who are **house bound** or **where a current condition makes the patients mobility difficult**.

REPEAT PRESCRIPTIONS

We DO NOT take request for medication over the telephone. All medication that is prescribed regularly will be on the request slip for a patient to tick and either hand into the surgery or to a chemist where the request will be processed allowing a minimum of 48 hrs notice. You may also wish to send in a stamped addressed envelope for the return of your prescription. Patients can also register with the My NHS App (app.NHS.Wales) and can then order their prescriptions electronically.

AVOID WASTE! - PLEASE ONLY ORDER THE ITEMS THAT YOU NEED!

REGISTER AS A PATIENT

New patients will need to complete a purple registration form, a health questionnaire, and a Behaviour contract. The practice can then request your medical notes in line with current procedures. This can sometimes take a little while and if you have regular medication, please ensure you will not run out of medication between moving practices wherever possible.

Any new patients who have been prescribed certain medications (eg those that have been prescribed to help with sleep or pain) will be reviewed and will be accessed for a potential reducing program in line with practice policy.

Patients have the right to express a preference for a particular practitioner and wherever possible these needs will be met.

This Practice does not discriminate on the grounds of Race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

This Practice complies with all aspects of the following acts: Freedom of Information Act, Data Protection, Disability, Discrimination and the Human Rights Act. Patients have the right to view their medical records subjective to

the relevant Act and refuse access to a third party. Information will not be divulged to outside agencies without written consent from the patient.

There are parking spaces opposite the front entrance with One Disabled parking bay easy wheelchair access. There is also a patient car park to the left of the building. All facilities are at ground floor level with a Disabled toilet.

We have a zero tolerance policy for violence or abusive behaviour.

The Practice reserves the right to off list patients who behave inappropriately. The practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of your care, please let the practice know. If you wish to make a complaint, please speak to the Practice Manager. The practice can usually resolve any issues however if you are not satisfied you can write to the Complaints Manager, Cwm Taf Health Board, Unit 3 Navigation Park, Abercynon. CF45 4SN or telephone 01443 744800.

If you would like to comment, compliment, or make a suggestion please put this in writing or speak to a member of the team.

PRACTICE BOUNDARY AREAS

Tonypany, Clydach Vale, Penygraig, Williamstown, Edmonstown, Penrhiwfer Dinas, Trealaw, Porth, Tonyrefail, Llwynypia, Ystrad, Gelli, Pentre

The practice can only accept patients within our catchment area. If you move house and are outside of our practice catchment area, you will need to register with another practice.

Useful Telephone Numbers

Royal Glamorgan Hospital	01443 443443
Ysbyty Cwm Rhondda	01443 430022
Prince Charles Hospital	01443 721721
NHS Direct	084574647
Health Visitors	01443 435521
Cwm Taf Local Health Board	01443 744800
Out of Hours Number	111