



## **Welcome to \*\*Llan Healthcare\*\***

Llan Healthcare services are provided across two sites:-

### **Wellbeing Hub @ Maelfa**

Roundwood

Llanedeyrn Cardiff CF23 9PF

Telephone: 029 20731 671

### **Llanrumney Medical Centre**

Ball Road

Llanrumney Cardiff CF3 5NP

Telephone: 029 20792 661

### **ABOUT US:**

Llan Healthcare was formed on 1 October 2017 following the successful merger of Llanedeyrn Health Centre and Llanrumney Medical Group. Situated in the Cardiff East Cluster footprint we deliver primary care services across both sites, covering a practice population of approximately 19,500 patients residing within Llanedeyrn, Pontprennau, St Mellons, Rumney, Llanrumney and surrounding areas. We also register homeless patients and those living in designated residential care homes. Practice demographics indicate we serve a higher than average deprived community; with includes higher proportion of council/housing association homes; higher than average number of elderly, unemployed and single parent families; higher disease prevalence. We are commissioned to undertake all services through a general medical services contract with Cardiff & Vale University Health Board.

For more info please

- visit our website [www.llanhealthcare.co.uk](http://www.llanhealthcare.co.uk)
- join our Facebook page [www.facebook.com/llanhealthcare](http://www.facebook.com/llanhealthcare)
- download the Surgery App\*

*\*Surgery App is new to Practice. Download to your phone, locate the surgery, complete the requested fields and we shall continue to provide you with surgery links and updates. (This is another way to request various appointments, repeat medication, continuation sick notes, change of telephone/address— you can even set reminders for requesting your medication via this app!)*

### **New Registrations**

You can register at our Practice if you qualify for NHS care and live within our Practice boundary. Practice Boundary covering parts of Cyncoed, Penylan, Llanedeyrn, Pentwyn, Pontprennau, St Mellons, Rumney, Llanrumney and surrounding areas.

Registration forms and other documentation can be collected at reception desk or can be completed online via our website or SurgeryApp

\*Children under 16 can only register if their parent/guardian is registered at the Practice.

## **CLINICAL TEAM:**

### **GENERAL PRACTITIONERS**

Dr George Brand	Dr Emily Burgoyne	Dr Amanda Faulkner
Dr Chloe Bullock	Dr Bart Veneman	Dr Gareth Powell
Dr Roger Morris	Dr Lucy Lazarus	Dr Samra Shah
Dr John Shewring	Dr Daniel Herbert	Dr Heledd Griffiths
Dr Ben McIlWham		

Teena Maliyakkal – Physician Associate

### **PRACTICE NURSES**

Lisa Adams	Gaynor Ambler	Carol Davies	Victoria Davies	Anna Harries
Janice Rees	Shirley Salter	Nicola Williams	Nikki Hayes	

Our practice nurses offer a wide range of services to our patients and their families. These can include health promotion screening, vaccination programmes and family planning through to helping patients manage long term conditions and improving overall physical and mental health and wellbeing.

### **HEALTH CARE ASSISTANTS (HCAs)**

Carolyn Harley	Michelle Morgan	Georgia Munro	Sadie Williams	Emily Jenkins
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Health Care Assistants will assist clinical staff in the provision of treatment, preventative care, health promotion and patient education. Such appointments include dressing, health reviews, monitoring of blood pressure, weight, spirometry and phlebotomy (blood tests).

## **PRACTICE ADMINISTRATION TEAM:**

### **PRACTICE MANAGER**

Sharon Lockwood

The practice manager is primarily responsible for the efficient, effective and safe management of Llan Healthcare, which includes service delivery as well as wellbeing of patients, clinical and admin staff throughout the organisation.

### **BRANCH MANAGERS**

Wellbeing Hub @ Maelfa	- Su Pembleton
Llanrumney Medical Centre	- Sam Pritchard

The Branch Managers oversee and co-ordinate the day to day running of their branch site, working closely the reception & admin team whilst supporting the Practice Manager with organisational processes.

## FRONT AND BACK OFFICE STAFF

These staff are the heart of the organisation. Various roles include front desk reception, back office telephony, aiding prescription requests, as well as many other admin tasks - generally ensuring the patient has a safe and positive experience whilst ensuring administrative processes are followed appropriately.

## TRAINEE GENERAL PRACTITIONERS AND MEDICAL STUDENTS

Our practice is a training/teaching practice. Registrars are fully qualified and have a great deal of hospital experience before joining primary care. Registrars are attached to our practice for 6 -12 months before completing their GP training. Foundation Year doctors undertake 4-month placements on a rota system. Medical students often consult with patients and present consultations back to their GP mentor.

When booking an appointment, you may be offered to consult with one of our Trainee General Practitioners who are excellent doctors and have access to the full range of services.

## ACCESS

We have a full complement of staff, consulting at various times throughout the week. Prebookable face to face or telephone appointments start from 8.30am through to 6.00pm; If you wish to consult with a preferred clinician, please ask for their availability.

\*Days and times are subject to change throughout the year due to clinical cover and leave.

### Practice Telephone Hours

Monday - Friday	8.00am – 6.30pm
Saturday - Sunday	Closed

### Practice Opening Hours

Monday – Friday	8.30 – 6pm
Saturday - Sunday	Closed

The surgery may be accessed during the above times by either phone or by attending either site; Llanrumney Medical Centre or Wellbeing Hub @ Maelfa

## Appointments

Routine prebookable appointments - for all non-urgent appointment requests you can telephone the practice at any time of the day (*you may wish to phone after 11am when telephones are quieter*) The patient care navigators may be able to make the appropriate appointment or will ask you for relevant information ready for a clinician to triage your request, this ensures your appointment is made with the most appropriate health care professional or service. As these are routine appointments, they can be prebooked up to 3 weeks in advance and around working/school hours etc.

Same day appointments - if your medical condition requires you to seek assistance that same day, please phone the surgery from 8am (*you will go into a call queue as there is heavy call volume before 11am*). The patient care navigators will ask you for relevant information and at some point, that day the clinician will then triage the information you submitted. The clinician will either contact you or ensure your appointment is made with the most appropriate health care professional or service. As these are same day appointments you will need to be available to take the call at any time that day. Should you not be able to, then please request a routine prebookable appointment.

Online prebookable appointments are available for smears, B12s, INR's, immunisations etc. To book online access our website at [www.llanhealthcare.co.uk](http://www.llanhealthcare.co.uk) . Or make this easier by downloading Surgery App and follow instructions on how to set up appointment booking.

### **999 Emergencies**

If you are confronted by a serious problem such as severe chest pain, trouble breathing, or severe bleeding call an ambulance (telephone 999) – do not delay by calling the Practice.

### **Disabled Access**

At both sites reserved car parking spaces for the disabled are marked in the car park. Wheelchair users may access the surgery by the front entrances. There are both male and female toilets near the front entrance. If access proves difficult to any of our patients with a disability, we would be happy to consider any suggestions for improvement and hopefully work with the local Council on improving conditions. Please send an email to [enquiries.llanhealthcare@wales.nhs.uk](mailto:enquiries.llanhealthcare@wales.nhs.uk)

### **Home Visits**

To request a home visit you must be unable to attend surgery due to an illness or infirmity and must be living within the Practice boundary area. We cannot provide home visits purely due to lack of patients own transport. When possible, please contact the surgery before midday as clinicians factor house visits into their workload from midday onwards.

### **Out-Of-Hours Service**

For medical emergencies outside our normal practice opening hours (6.30pm – 8am and weekends), information can be found by phoning and listening to the practice answer phone message or call NHS Wales 111 (as they will be able to signpost you to further clinical advice/services/appointments)

\*The Out-of-Hours Service is provided by the Cardiff and Vale University Health Board.

### **Emergency or Immediate and Necessary Treatment**

Our practice will provide treatment under the Emergency or Immediate and Necessary category (Immediate and Necessary meaning 'illness that cannot wait until the return home'). If you are registered with another Cardiff practice, you will be expected to attend your Practice for treatment.

### **Repeat Prescription requests.**

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Please allow 48 hours for your prescription to be ready for collection. Requests for prescriptions can be made: -

- A) By hand - Fill in a repeat prescription request form which is available from the reception and pop it into our prescription box
- B) By post – Please send with a self-addressed envelope. Beware of the delay using post
- C) By telephone – You can telephone the surgery Monday to Friday between the hours of 9.30am – 11.30 using option 2 on your telephone keypad for the prescription team
- D) Online –you are able to set up an account to order your repeat prescription online (follow the link at [www.llanhealthcare.co.uk](http://www.llanhealthcare.co.uk))
- E) New for patients to use is “Surgery App” just download to your phone locate this surgery complete the requested fields (this is another way to request medication and look at any future clinic/important dates coming up within the practice)

### **Test Results**

Test results and letters from hospital appointments/admissions etc are received sporadically into the Practice and then checked by clinicians. Therefore, please allow plenty of time for us to receive and process this information following your blood or hospital appointments. Some tests/letters take longer than others so your clinician should be able to give you an idea of how long you are likely to wait for results. Please telephone for test results between 11-6pm – option 4, as the phone lines are quieter at this time.

### **Text Messaging**

On registering at the practice, you will need to complete the appropriate registration forms which collect all relevant information, including your contact details. Your mobile number may be used to notify you of prebooked appointments, practice changes, up and coming seasonal clinics, research studies, new services etc that you should find useful.

### **Research**

We are often involved in some exciting research studies which aim to improve patient care. Please be rest assured you will always receive our best treatment and advice whether you choose to partake or not. We regularly promote our research studies on Surgery App and our Facebook page.

### **Access to Medical Records**

The practice is registered and complies with the Data Protection Act 1998 and GDPR 2018. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Leaflets on this are available from reception or please contact the practice manager for further details.

## **Information Sharing**

The team of health professionals caring for you, keep records about your health and any treatment or care you receive from the NHS. This information will either be written down (manual records) or be held on the computer (electronic records). These records are then used to guide and manage the care you receive. For the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of your healthcare teams. This may sometimes involve receiving care from organisations outside the NHS (such as social services). If so, we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

## **Confidentiality**

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

## **SERVICE PROVISIONS**

Under contract, we provide various services and clinics throughout the year. For instance, throughout the year, we are able to vaccinate against shingles, pneumonia and we also hold seasonal clinics such as flu vaccinations or catch up campaigns such as MMR for those attending university. For further information on any specific service, please ask at reception, visit our website, or download Surgery App.

### **Antenatal Clinic**

The midwife consults with patients by appointment only. The midwife is not situated at the Practice so please note the midwives contact details upon pregnancy booking.

### **Minor Surgery Clinics**

These clinics involve joint injections and minor excisions/incisions. You need to be referred to this specialist clinic by your clinician. Your clinician will be happy to advise you on this.

### **Contraception**

For advice on starting contraception please book a practice nurse telephone or face to face appointment. We also offer coil fitting and contraceptive implant services.

### **Teen Talk appointments**

We invite our teenagers, on the month of their 14<sup>th</sup> birthday, to come in to complete their vaccination schedule as well as speaking with the clinician about things such as diet, drugs and alcohol intake.

### Child Health Surveillance & Immunisations

Child health appointments are sent out in order to provide an opportunity to discuss immunisations and other problems, eg sleeping, feeding and child health worries, with a doctor or a health visitor. Should your child have missed any vaccinations please speak with a member of staff.

### Adult immunisations

Flu vaccines are offered annually to all patients aged 65 and over or in an “at risk” category. Pneumonia Immunisation is required once ever and offered from the age of 65 or in an “at risk” category.

Shingles campaign is currently changing so you may be required to have 1 or 2 vaccines depending on individual circumstances.

Ask at reception or check out our website or Surgery App for this information.

### INR clinics (international normalized ratio)

These clinics are run throughout the week, but please ask your clinician about the new service called NOAC which is an oral anti-coagulation which is available to some patients as opposed to Warfarin.

### Counselling

We have a variety of external and in-house counselling sessions run by registered Counsellors. Please discuss further with your clinician regarding referral

### Non-NHS Examinations and Reports

Clinicians are happy to carry out private medicals, reports and letters (e.g. for insurance, commercial driving and housing purposes). Please ask at reception about the relevant appointment and fee payments. This is not NHS work so a fee is payable

### Comments and Suggestions

We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. Please leave your suggestions in our Suggestion Box at reception or email [enquiries.llanhealthcare@wales.nhs.uk](mailto:enquiries.llanhealthcare@wales.nhs.uk) If you leave your contact details, we would be happy to feed back.

### Concerns Procedure

Llan Healthcare aims to provide a high-quality service to all its patients. One aspect of a quality service is that concerns are dealt with quickly and efficiently so please ask to speak with the Branch Manager so we can hopefully resolve any concerns at that time or email [enquiries.llanhealthcare@wales.nhs.uk](mailto:enquiries.llanhealthcare@wales.nhs.uk) We operate a practice complaints procedure following NHS Wales complaints and concerns: Putting Things Right which can be found on GOV.WALES.

## **Zero Tolerance**

Llan Healthcare has a zero-tolerance policy regarding abusive behaviour towards both medical and non-medical staff. By registering with Llan Healthcare, patients are signing up to this zero tolerance policy and any patients found in breach will be required to register with another Practice for full primary care services.

## **Practice Charter**

### ***Your Doctor's Responsibilities: -***

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we or other external agencies can offer.

To give you the most appropriate care by the most suitably qualified staff.

To allow you access to your health records, subject to any limitations in the law.

### ***Your Responsibilities as A Patient:-***

To treat all staff with respect and courtesy at all times.

To ask us questions if you are unsure about the treatment available to you.

To access our services correctly: -

- request a home visit only through illness or infirmity, by midday when possible.
- attend each appointment OR cancel when no longer required or inconvenient.

To utilise the out-of-hour services appropriately only when necessary

To appreciate clinicians may have other options for treatment as opposed to prescriptions.

To keep medicines safe, for your use only and take according to the instructions.