How to see your doctor :

Reception Opening Hours

Pontycymmer

Mornings: 8.00am - 6.30pm daily, Monday to Friday

Bettws

Mornings: 8.30am-12.30pm daily, Monday to Friday

Afternoons: 1.00pm-6.00pm Monday,
1.00pm-5.00pm Tues, Wed & Thurs
1.00pm-3.00pm Friday

Llangeinor

Mornings: 8.30am-12pm daily, Monday to Friday

Afternoon: Monday only 1.30pm-6.00pm

BOOKING AN APPOINTMENT….

Appointments are available for both telephone triage and face to face consultation with the doctors or the nurses. Same day and pre-bookable appointments are available. Appointments are available by telephone or online booking. For same day appointments, please ring the surgery between 8.30am and 10.30am, and you will be allocated an appointment time.

For online booking, please register via the NHS Wales app.

If you have an urgent medical condition, and are unable to wait in the reception area, please inform a member of staff. Special arrangements will be made when necessary.

HOME VISITS.... Requests for home visits should only be made if the patient does not usually leave their home for any reason. Any other home visit will be at the discretion of the on-call doctor. Except in an emergency, please make all home visit requests before 10.15am.

EMERGENCIES & OUT OF HOURS CARE..... When surgeries are closed your telephone call will automatically be redirected to the GP out of hours service.

NHS 111..... You can speak to a nurse advisor at NHS 111 for help and advice. **Telephone 111**

ORDERING PRESCRIPTIONS..... You can order prescriptions via the following methods.

By email to your local branch surgery:

pontycymmer.prescriptions@wales.nhs.uk
bettws.dispensary@wales.nhs.uk
Llangeinor.dispensary@wales.nhs.uk

Bettws and Llangeinor patients can order directly from the dispensary. We are also able to delivery your medication from the dispensary for those unable to collect.

All patients can register to use NHS APP and order prescriptions online.

EMERGENCY PRESCRIPTIONS WHEN THE SURGERY IS CLOSED.....

We are hopeful that patients will have enough supply of medication and are able to routinely obtain medication from us when the surgery is open. If you do need medication as an emergency, please call the GP out of hours or call 111.

DISPENSING OF MEDICINES... Dispensaries at Bettws and Llangeinor provide you with medicines directly.

Our dispensary opening times are:

Bettws

Mornings: 8.30am -12.30pm daily Monday to Friday

Afternoons: 1.00pm - 6.00pm Monday
1.00pm -5.00pm Tues, Wed & Thurs
1.00pm-3.00pm Friday

Llangeinor

Mornings: 8.30am-12.00pm daily, Monday to

Friday Afternoon: Monday only, 1.30 pm-6.00pm

VIOLENT BEHAVIOUR.....will not be tolerated at the practice. Patients showing aggression and violence will be off-listed from the practice and referred to the violent patient scheme.

HEALTH PROMOTION..... Keep active, eat healthily and stop smoking, and you may not need to see us at all! However prevention is better than cure, and we advise a health check-up at least every 3 years.

CHANGE OF DETAILS..... If you change your name or address, please inform reception. If you move outside the practice are you will need to register with a new doctor.

NEW PATIENTS.... joining the practice are required to fill out a medical questionnaire and attend for a check-up.

TRAINING.... As we are a training practice, we are usually joined by a GP regisrar every 6 months. They are fully qualified doctors who will be capable of dealing with your needs, and will be under our supervision.

REPEAT PRESCRIPTIONS... must be requested with 72 hours notice. Boxes are provided in each surgery for you to place your repeat slip. Postal requests must be accompanied by a stamp addressed envelope. You may also register and order repeats on our website, or by telephone if other methods are unavailable to you.

COMPLAINTS.... We operate an informal in-house complaints procedure. If you wish to make a complaint about the service we provide you are entitled to do so. You can put your complaint in writing to the practice manager. We will try to resolve all complaints within 30 working days.

CONFIDENTIALITY.... All information held at the surgeries is confidential. It is accessible only by the surgery staff and can only be released to you or a third party with your written consent.

DISABLED ACCESS… Is available in our Pontycymmer and Bettws Branches. Leaflets are available in large print and CD format on request. Guide dogs are permitted.

PRACTICE MANAGER..... Our Practice manager Mark Williams and our Assistant Manager is Ceri Breen. Our Operations Manager is Kelly Thomas. They are here to answer any administrative or non medical concerns that you may have. They can be contacted on 0303 303 1029.

NURSES & HEALTH CARE ASSISTANTS (HCA) We have two practice nurses, Sister Lisa Samuel & Sister Carina Richardson, who offer a range of services. They assist us in the running of all clinics. Our HCAs takes blood samples & blood pressures, & ECGs.

HOW TO REGISTER.... Pick up a registration form at any of our surgeries, or download a copy from our website. You will be asked to complete a health questionnaire and attend for a health check.

CHOICE OF DOCTOR.... You will be allocated a doctor you register with us, and which doctor you see by prebooked appointment.

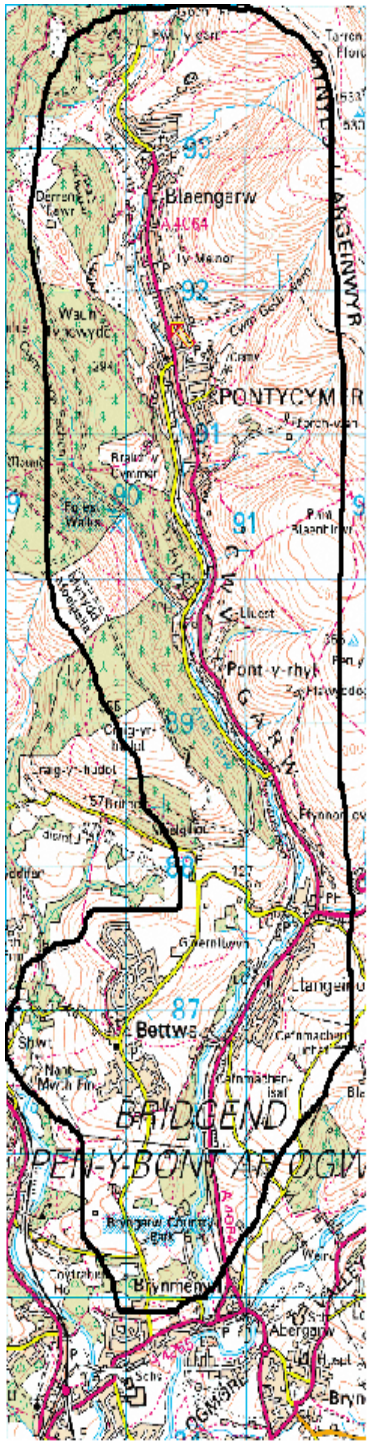
YOUR RIGHTS AND RESPONSIBILITIES....

You have rights as a patient. These include:

- Good care if you become ill,
- Access to health services
- Accurate and up to date records,
- Confidentiality
- Procedure, treatment and access to your records.
- The right to a second opinion,
- The right to complain

You also have responsibilities as a patient

- Treating the surgery staff politely and with respect
- Keeping appointments, being on time and following
- The advice of the health care worker.
- Informing us of any change to your condition or personal details
- Only using emergency services and appointments in a real emergency.
- Keeping a high level of self care



PRACTICE BOUNDARIES....

We have a set practice boundary that you must live in to register as a patient.

Patients usually attend the surgery where their records are held. This is usually the one closest to their home.

The practice area covers: Pontycymmer; Blaengarw; Bettws; Llangeinor.

The boundary extends to cover Llangeinor road (to the North of Ty Fry Farmhouse), Shwt and Penybryn Rd (down as far as Penybryn Villa).

MAKING IT ALL WORK.....

We hope you have found this leaflet useful. We are constantly trying to monitor and improve our services. Any constructive suggestions would be welcome, and should either be directed to the Patient Participation Group, or the Practice Manager.

Cwm Taf Health Board
Ynysmeurig House,
Navigation Park,
Abercynon. CF45 4SN

Tel: 01443 744800

For Complaints and concerns:
Tel: 01443 744915
Email: CTHB_Concerns@wales.nhs.uk

Cwm Garw Practice

PARTNERS

Dr Fiona Porter
MB BCh, DFFP
Diploma Diabetes, Diploma CHD
Diploma Respiratory Medicine

Dr John Nicholas Hughes Williams
MB BCh

Dr Katy Painter
MB BCh(Hons), MRCGP, DFSRH, DCOG

Dr Elisabeth Thomas
MB BCh, MRCGP, DRCOG

Dr Rebecca Robinson
BSc (Hons), BN (hons) MRCGP, DFRSH

PRACTICE MANAGER
Mark Williams

ASSISTANT PRACTICE MANAGER
Ceri Breen

OPERATIONS MANAGER
Kelly-Marie Thomas

Main Surgery:

Victoria Street, Pontycymmer. CF32 8NN

Branch Surgeries (With dispensaries):

Heol Arfryn, Bettws. CF32 8TP

Heol Gellilodrau, Llangeinor. CF32 8PS

Tel: 0303 303 1029