



Vale Of Neath Medical Centre  
Glynneath Road  
Glynneath  
Neath  
SA11 5AT  
Telephone: 01639 509050  
Fax: 01639 722579

**Web site:**  
[www.valeofneathgps.org](http://www.valeofneathgps.org)

# Welcome to the Practice

The Practice, which is a general partnership, serves the communities of Glynneath, Cwmgwrach, Pontneddfechan, Ystradfellte, Rhigos, Resolven, Melin Court, Clyne and Abergarwed. The Practice is dedicated to delivering high quality general medical care to the community and has contracted to provide various Enhanced Services, as commissioned by the Swansea Bay University Health Board. The Practice is a teaching and training Practice. It is not a dispensing Practice.

## The Doctors

	<u>M/F</u>	<u>Qualifications</u>	<u>Qualified at:</u>
Dr Stephen Harrowing	M	MB BCh	(Wales 2000)
Dr Sianed Burrow	F	MB BS	(London 1994)
Dr Rebekah Hepburn	F	MBChB MRCP DF SRH DRCOG	(Wales 2003)
Dr Hugh Gripper	M	MB BCh MRCP DF SRH	(Wales 2006)
Dr Anthony Ike	M	MBChB MRCP	(Manchester 2005)
Dr Maria Vincent	F	MBChbB BSC MRCP	(Bristol 2011)
Dr Jose Montano	M	MB ChB	(Manchester 2015)
Dr Suzanne Hughes	F	MB BCh	(Cardiff 2009)

## The Nurses

Mrs Julie Kemp RGN, B.Sc, Hons., Nurse Practitioner  
Mrs Tracey Davies RGN Mrs Mair Williams RGN  
Mrs Annie Evans RGN

**Supported by**

Mr Alex Davies, Practice Manager	
Mrs Keri Owens, Assistant Practice Manager	
Mrs Susan Bettell-Higgins, Administration Officer & Phlebotomist	
Mrs Clair Orrells, Phlebotomist & Healthcare Support Worker	
Mrs Jenny Bowen, Clinical Letter Administrator & Prescribing Clerk	
Mrs Frances Davey, Secretary	Miss Leanne Carter, Secretary
Mrs Elaine Geary, Prescribing Clerk	Miss Shannon Edmunds, Secretary
Ms Joanna Kirwan, Prescribing Clerk	Miss Rachel Thomas, Prescribing Clerk
Mrs Anita Heydon, Prescribing Clerk	Mrs Lindy Beaton, Administrator
Mrs Hayley Davies, Medical Summariser	Mrs Janice James-Jenkins, Administrator
Mrs Lisa Davies, Receptionist	Mr Anthony Doe, Receptionist
Mrs Sally Roach, Receptionist	Mrs Melanie Cole, Receptionist

**IN AN EMERGENCY, DURING THE DAY, DIAL – 01639 509050**  
**FOR AN AFTER HOURS EMERGENCY, DIAL – 111**  
*For information or advice Out-of-Hours: Contact 111*

# Doctors Appointment Times

	<b>Glynneath</b>
<b>am</b>	9.00 – 10.50am Mon - Fri
<b>pm</b>	2.30 – 4.20pm Mon - Fri

To see a doctor, please call between 08.30 and 10.30 for a morning appointment and between 13.30 and 15.00 for an afternoon appointment. If you have access to the internet it is now possible to register for on-line access to the appointment system. Please ask a receptionist for the necessary form.

# Practice Nurses Appointment Times

	<b>Glynneath</b>
<b>am</b>	9.00 – 10.40am Mon - Fri
<b>pm</b>	2.00 – 4.30pm Mon - Fri

Nurse clinic appointments can be booked up to one month ahead.

# Door Opening & Closing Times

	<b>Glynneath</b>	
	Morning	Afternoon
Mon -Fri	8.00am – 1.30pm	1.30– 6.00pm

**Note:** If you have an appointment with a clinician outside these times, access is via the main entrance. Please press the intercom bell at the main entrances in Glynneath.

All routine doctors' appointments are ten minutes. Clinic appointments may be longer.

**Note:** the Practice closes for training on 2<sup>nd</sup> Wed. afternoon in Jan, Mar, May, Jul, Sep and Nov.

# Baby Clinics

<b><u>Well Baby &amp; Immunisation:</u></b> (Doctor and Health Visitor in attendance)	<b><u>Glynneath</u></b> Wed. 9:30am - 11.00am
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You will be notified of the recommended schedule well in advance.

**Special note:** We ask mothers of all newly registered children under 5 to provide us with details of previous immunisations.  
It is extremely important that we record these.

## Other Clinics

	<b>Glynneath</b>
<b>Smear Clinic (By Appointment)</b> The Practice Nurse in attendance	Mon 11.15 – 12.30pm Tue 2:00 – 3:00pm Thurs 9.00 – 11.30am Thurs 12.00 – 1.30pm
<b>Blood Pressure Clinic (By Appointment)</b> This is run by the nurse for patients referred by the Doctor	Mon 2.00 – 4.30pm
<b>Family Planning</b> Full Family Planning advice and services are available during normal consultations	Normal surgery times
<b>Diabetic Review Clinic (By Appointment)</b> The Practice Nurse & Doctor in attendance	Thurs 9.00 - 10.45am Thurs 2.00 – 4.30pm
<b>Holiday Vaccinations (By Appointment)</b> The Practice Nurse in attendance	Tues & Thurs 3.30 - 4.30
<b>Asthma Clinic (By Appointment)</b> The Practice Nurse & Doctor in attendance	Wed 2.00 – 4.30pm Thurs 2.00 – 3.15pm
<b>Spirometry Clinic (By Appointment)</b> The Practice Nurse in attendance	Tues, Wed & Thurs 2.00 – 4.30pm
<b>Phlebotomy Clinic (By Appointment)</b> Health Care Support Worker in attendance	Mon 8.00 – 11.30 Tue 8.00 – 11.30 Wed 8.00 - 11.30 Thu 8.00 – 11.30 Fri 8.00 – 11.30

## Disabled Access

The Medical Centre has designated disabled parking bays, external ramps, low receptionist desk counters and hearing loops to aid disabled access. Please inform the Practice Manager if other facilities would make your access to our service easier.

## **Midwife**

The Midwife now sees patients at the Vale Of Neath Medical Centre on Monday mornings, appointments can be arranged by phoning 01639 862103 or 862117.

## **Receptionists**

Our receptionists have all taken specialised training and are keen to help patients in any way possible. They do not offer medical advice but may be able to resolve queries by seeking more information from patients. All information given to the receptionists is treated with strict confidentiality. If a patient feels the need to speak confidentially to a receptionist, please ask and a private place will be found.

***Note:*** Please be aware that any member of staff may come into contact with patient information in the course of their work. All such information is treated in strict confidence and may not be divulged to unauthorised persons. A patient's own information and records can be viewed, on request to the Practice Manager. An administrative charge may apply - details on request.

## **Other Services Available Through the Surgery**

District Nurses, Midwife, Health Visitors and Phlebotomist are attached to the Practice from Swansea Bay University Health Board NHS Trust. Counselling is available for selected patients. The Medical Centre had been designed with disabled users in mind.

## **New Patient Registration & Health Screening**

We like to meet and screen all new patients and try to do this at the time of registration. Otherwise, please make an appointment as soon as is convenient.

New Patients should contact reception to register. All patients are now registered with the Practice rather than with a specific doctor. If you wish to specify a preference to normally see a specific doctor, please contact reception.

## **Health Promotion**

It is our policy to pursue preventative medicine for all patients. Our practice nurses offer "Well Person" checks and will advise on disease prevention. Patients with asthma, coronary heart disease, diabetes or hypertension are advised to attend for regular check-ups. Where a patient has not been seen by a doctor for some time, additional health promotion checks and questions may be made.

## **Non-NHS Medical Examinations**

All the partners carry out medical examinations for insurance companies, and other fitness medicals by appointments. These include PSV & HGV licences, elderly drivers, sporting, and pre-employment needs. There is a charge payable by the patient for some of these medicals. Please ask the receptionist.

## Carers

If you are a carer of are cared for, please inform the surgery and complete a registration form or inform the doctor during your consultation.

## Closed Circuit Television

CCTV is used to at the Glynneath Medical Centre for the purpose of staff, patient and premises security. The partnership is the Data Controller for the purposes of the Data Protection Act 1998 (Section 4 (4)). Access request forms are available at reception. Or ring the Practice Manager on 01639 509050 during open hours.

## Travel

Our practice nurses are available by appointment to offer medical advice regarding travel and vaccinations where appropriate. Do plan ahead – don't leave your vaccinations until the last minute. Give details of your proposed journeys to a receptionist and the nurse will produce a personalised vaccination schedule for you. There is a fee for some vaccinations.

## X-ray, Pathology and Other Test Results

Please telephone for these results, but please do so between 14.30 and 16.30.

All results are pre-assessed by the doctors.

The receptionist will confirm the arrival of results to patients, and indicate if there is a need to speak to the doctor or nurse.

## Specimens

All specimens to be handed in at reception and to be labelled with  
FULL NAME, ADDRESS & DATE OF BIRTH.

## Home Visits

Home visits are only made to patients who are genuinely housebound or those patients whose condition would significantly deteriorate if they travelled to the surgery (in which case the patient should consider calling 999) Please note **lack of transport is not a reason for a home visit**. Home visits are generally not made to children. If you need a home visit, please telephone before 09:30am and speak to a receptionist. Please give an indication of the illness to the receptionist. Your request will then be triaged by the duty doctor who will decide the most appropriate place and time for the patient to be assessed.

Please remember that a doctor can see at least five patients at the surgery in the time it takes to do one visit.

## Access to Consultations

All registered patients irrespective of their age, the frequency and the length of interval between appointments are entitled to request and be given a consultation.

# Practice Aims and Responsibilities

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim. The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

## ***Our responsibility to you:***

- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

## ***Your responsibility to us:***

- Please treat all surgery staff with the same respect – we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only – the Out-of-Hours Service has responsibility for this service
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- You will be advised of the usual length of time to wait
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

## **Change of Personal Details**

Please inform Reception if you change your name, address or telephone numbers, so that we may keep our records accurate.

## **Out-of-Hours Emergencies – 111**

Please note that this service is for problems that cannot wait until the morning. It is available from 18.30 to 08.00 Monday-Friday and at weekends and Bank Holidays. The Abertawe Bro Morgannwg University Health Board is responsible for the delivery of this service.

## **Emergency Contraception**

The “morning after” pill is effective for up to three days after you have been at risk, and is available from the doctor in normal surgery hours.

## **Repeat Prescriptions**

For regularly prescribed drugs, please mark the items needed and put your computerised slip in the box provided or hand to a receptionist. Allow 48 hours for the prescription to be processed. Repeat Prescriptions should be collected from the surgery or the nearby pharmacy as appropriate. Additionally, we have an on-line repeat prescription system. Please ask the receptionist for the request form.

Patients sending a stamped addressed envelope with their prescription can have them posted back. Please allow one week for the postal system.

**All patients on repeat prescriptions must have an annual medication review.**

*Note: Repeat prescription requests are not taken over the phone, to avoid errors.*

## **Violent or Abusive Patients**

Any violent, intimidating or abusive behaviour towards doctors, members of staff or other patients is unacceptable and may result in being removed from the Practice register.

## **Suggestions and Complaints**

All members of the Primary Health Care Team at this Practice are keen to provide patients with the best possible care, and we actively engage with “Putting Things Right”, which is the process for managing concerns within the NHS in Wales. Therefore, if any patient has a suggestion for improving our service, please do discuss this with our Practice Manager.

If any patient has any constructive criticism of the service offered, please feel free to discuss this with the Practice Manager, so that we can try to resolve the matter.



# Teaching and Training

## GP Registrar

A GP registrar is attached to the practice. The registrar is a fully qualified doctor who is undertaking postgraduate training in general practice. Patients will be offered appointments with the GP Registrar. At times patients may be asked if the registrar can video the consultation for training purposes. All consultations are strictly confidential and are used for training purposes only.

## LLAIS (Formerly known as Community Health Council)

LLAIS (Formerly known as Community Health Council (CHC)) is an independent statutory organisation that represents the interests of the patient and the public in the National Health Service.

LLAIS seeks the views of patients and the public to inform their work with the NHS, They inspect NHS premises and make recommendations for improvement where necessary. LLAIS also scrutinises the NHS and work with service planners and providers to improve the patient experience of services.

LLAIS provides a free and independent advocacy service that offers confidential support, advice and guidance for those wishing to make a complaint against the NHS.

You can write to LLAIS at: Llais - Neath Port Talbot and Swansea Region, Cimla Health & Social Care Centre, Cimla, Neath, SA11 3SU. Alternatively they can be contacted on 01639 683490 or by emailing:

[NPTandSwansea.enquiries@llaiscymru.org](mailto:NPTandSwansea.enquiries@llaiscymru.org)

## Health Data Collection and Health Observatory

The staff at the Practice record information about you and your health so that you can receive the right care and treatment. We need to record this information together with the details of the care you receive, so that it is available each time we see you.

The information recorded about you may also be used for reasons other than your personal care, for example, to help to protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research or studies.

Thus, we are involved in a health observatory based on anonymised patient information. The reasonable security measures and anonymisation processes are in place to comply with the relevant data protection regulations. If you would like to opt out of this data collection scheme, please let your Doctor know and your records will not be collected for use for this Observatory. This will not affect your care in any way.

If anything to do with the Observatory or derivate research would require that you provide additonal information about yourself, you will be contacted by your GP to see if you are willing to take part; you will not be identified in any published results.

You have a right of access to your health records, if at any time you would like to know more, or have any concerns about how we use your information, please ask at reception for more details.

A list of published research using the THIN database is available on request.

Please contact Michelle Page on telephone number 020 7501 7540, or email [info@the-health-improvement-network.co.uk](mailto:info@the-health-improvement-network.co.uk) for a copy.

**EVERYONE WORKING WITH OR FOR THE NHS HAS A LEGAL DUTY TO  
KEEP INFORMATION ABOUT YOU**

## Useful Telephone Numbers

Swansea Bay University Health Board (SBUHB) – Neath Port Talbot Locality <i>Address: Block A, Neath Port Talbot Hospital, Baglan Way, Port Talbot, SA12 7BX</i>	01639 684500
Action on Hearing Loss (formerly RNID) Cymru	0808 808 0123
Addoldy Road Clinic	01639 720276
Age Concern (including Legal Helpline)	01792 818200
Alcoholics Anonymous	0845 769 7555
Alzheimer's Society	029 2048 0593
Anti-social Behaviour reporting	01639 889709
British Red Cross – Aids and equipment loans	01639 639894
Care & Repair	01792 321122
Carers Service	01639 642277
Cefn Coed Hospital	01792 561155
Chemist (Glynneath)	01639 720328
Chemist (Resolven)	01639 710248
Child Line - Children Requiring Counselling	0800 1111
Child Line – Children in Care	0800 884444
Citizens Adviceline Cymru	0844 477 2020
LLAIS (Formerly Known as Community Health Council)	01639 683490
Cruse (Counselling for Bereaved)	01792 462845
Department for Work and Pensions: Benefit Enquiries	0345 608 8545
Department for Work and Pensions: Benefit Enquiries (for Welsh Speakers)	0345 600 3018
Department for Work and Pensions (for Text Phone Users – both languages)	0345 608 8551
District Nurses	01639 720276
Drugs Advisory Council, Swansea	01792 654630
Elder Abuse Helpline	0808 808 8141
Emergency Dentist	0845 601 0128
Family Planning Central Office	01792 517976
Glynneath Dentist	01639 721999
Glynneath Surgery	01639 509050
Glynneath Surgery (Fax)	01639 722579
Health Visitor	01639 729002
Home Opticians – The Outside Clinic	0800 85 44 77

## **Useful Telephone Numbers (Continued)**

Mail Preference Service (to stop junk mail)	0207 291 3310
Marriage Guidance (Relate)	01792 655960
Morriston Hospital	01792 702222
National Drugs Helpline	0800 77 66 00
Neath Police Station	01639 635321
Neath Port Talbot Hospital (Baglan)	01639 862000
Neath Port Talbot CBC General Enquiries	01639 686868
Neath Port Talbot Drugs Advisory Council	01639 890863
Older People's Commissioner for Wales	0844 264 0670
Out-of-hours Service - ABMU	0330 123 9180
Podiatry Service (Chiropody)	01639 683054
Prince Charles Hospital	01685 721721
Resolven Health Centre	01639 509050
Resolven Health Centre (Fax)	01639 710720
Royal National Institute for the Blind (RNIB) Cymru	0303 123 9999
Action on Hearing Loss (formerly RNID) Cymru	0808 808 0123
Samaritans	01792 655999
Singleton Hospital	01792 205666
Social Services, Neath	01639 765300
Social Services, Older Persons' Team	01639 765500
Social Services, Swansea	01792 636000
Swansea Birth Registration	01792 637444
Swansea Bay Racial Equality Council	01792 457035
Telephone Preference Service, to stop unwanted calls	0845 070 0707
Victim Support	01639 639179
Volunteering Opportunities (NPTCVS)	01639 631387
Winter Fuel Payments	0845 915 1515