

PRACTICE INFORMATION BOOKLET

**DRS. CRONJÉ BROWNE WILKINS, LU,
BURGE-DAVIES, HYNDA**

**The Surgery
Heol Fach
North Cornelly
Bridgend
CF33 4LD**

**fax 01656 856130
tel 01656 740345**

**Stormybrook Surgery
Waunbant Road
Kenfig Hill
Bridgend
CF33 6DE**

tel 01656 746611

Website:

<http://www.wales.nhs.uk/northcornellysurgery>

Please keep this booklet safe for easy reference

WELCOME TO THE PRACTICE

Last updated: July 2013

Our commitment to you, our patient is to provide you with the highest possible standard of care with an efficiently run and friendly service.

This booklet has been designed to provide you with information on the services we offer. We hope you will find it useful. Please keep it safe for easy reference.

DOCTOR/PATIENT – A TWO WAY RELATIONSHIP

As a patient you are entitled to:

Absolute confidentiality

Be treated with courtesy and respect

Be seen on time if possible or be notified if there is a significant delay

Be seen the same day should you have a medical emergency

See your confidential records subject to any limitations in law

Be given the most appropriate care or treatment by suitably qualified people after discussion with you

Your co-operation will help us to help you:

Please arrive on time for your appointment

Please inform us if you are unable to keep your appointment so that we can offer it to another patient

If you have been offered an urgent appointment please restrict the consultation to the urgent problem only

Appointments are given for the named person only. Please do not ask for another family member to be seen as well, you should make a separate appointment.

Please ask questions if you are unsure of any explanations or instructions.

The doctors, nurse and the practice staff will treat you with courtesy and respect at all times, we expect the same courtesy and respect from you. Bad manners distract from good practice and achieve little.

Please inform us of any change of address or telephone number as we may need to contact you urgently.

THE SURGERIES

Patients normally register at the surgery closest to you and this is where your medical records will be kept. However as all consultation information is recorded on the computer, which is linked to both surgeries, you may request an appointment at either surgery. You may request a routine appointment with any of the doctors in the practice.

North Cornelly Surgery

This is the main surgery and provides medical services for approximately 6,500 patients. The surgery is located on the main road through North Cornelly and is within easy reach of local bus routes. There is access for the disabled through the side of the building.

Stormybrook Surgery

This is our branch surgery at Waunbant Road, Kenfig Hill and this provides services for approximately 3,500 patients living in the Kenfig Hill, Pyle and Cefn Cribwr areas. It is a new purpose built building and provides access for the disabled.

Area Covered by the Practice (O.S. Map Reference in brackets)

The area covered by the practice includes North Cornelly, South Cornelly, Pyle, Kenfig Hill, Cefn Cribwr and Porthcawl (Patients who move to Porthcawl from the other areas can remain on our list but other patients should register with a Porthcawl GP)

CEFN CRIBWR (SS8582) PYLE(SS8282)
KENFIG HILL (SS8383) NORTH CORNELLY (SS8181)
SOUTH CORNELLY (SS8180) PORTHCRAWL (SS8277)

How to register

If possible please bring along your medical card. If this is not available we will provide a form for your

completion. Please ensure that all details are filled in. The receptionists will assist you if necessary.

New Patients

New patients will be asked to fill in a questionnaire on registering with the practice. This will give us any necessary medical information we need until your notes are received from you previous surgery.

THE DOCTORS

Dr. Gareth Williams MB BCh MRCGP First Registered 1977 (UK)	Male
Dr. Alan Robert Workman MB BCh DRCOG FP Cert First Registered 1984 (UK)	Male
Dr. Veena Browne MB BS MRCPCH DFFP MRCGP	Female
Dr. Catrin Wilkins MBBS, DCH, DFRSH, MRCGP (2010) First Registered 2004 (UK)	Female
Dr. Maria Cronjé MB BCh MRCGP DRCOG DFFP	Female
Dr. Dennis Lu MB BCh MRCS DRCOG MRCGP	Male
Dr Melanie Burge Davies	Female

MB Bch MRCGP

Dr Rhiannan Cooper
MB BCh MRCGP

Female

Appointment Times

North Cornelly

	a.m.	p.m.
Monday	8.30 - 11.30	3.30 - 5.30
Tuesday	8.30 - 11.30	3.30 - 5.30
Wednesday	8.30 - 11.30	3.30 - 5.30
Thursday	8.30 - 11.30	3.30 - 5.30
Friday	8.30 - 11.30	3.30 - 5.30
Saturday	CLOSED	

Kenfig Hill

	a.m.	p.m.
Monday	9.00 - 11.00	3.30 - 5.30
Tuesday	9.00 - 11.00	3.30 - 5.30
Wednesday	9.00 - 11.00	CLOSED
Thursday	9.00 - 11.00	BABY CLINIC
Friday	9.00 - 11.00	CLOSED
Saturday	CLOSED	

Telephone Lines

North Cornelly

Monday	8.00am -6.30pm
Tuesday	8.00am -6.30pm

Wednesday	8.00am -6.30pm
Thursday	8.00am -6.30pm
Friday	8.00am -6.30pm
Saturday	CLOSED

Kenfig Hill

	a.m.	p.m.
Monday	9.00-12.00	2.00-6.00
Tuesday	9.00-12.00	2.00-6.00
Wednesday	9.00-12.00	CLOSED
Thursday	9.00-12.00	2.00-5.30
Friday	9.00-12.00	CLOSED
Saturday	CLOSED	

Door Opening Hours

North Cornelly

	a.m.	p.m.
Monday	8.30-12.00	1.00-6.00
Tuesday	8.30-12.00	1.00-6.00
Wednesday	8.30-12.00	1.00-6.00
Thursday	8.30-12.00	1.00-6.00
Friday	8.30-12.00	1.00-6.00
Saturday	CLOSED	

Kenfig Hill

	a.m.	p.m.
Monday	9.00 -1.00	2.00 -5.30
Tuesday	9.00 -1.00	2.00 - 5.30
Wednesday	9.00 -1.00	closed

Thursday	9.00 -1.00	1.30 - 5.30
Friday	9.00-1.00	CLOSED
Saturday	CLOSED	

Emergency Appointment/Triage Nurse

If you attend North Cornelly Surgery as an emergency, you will in the first instance be seen by a Clinical Nurse Specialist who will assess whether you need to see the on call doctor or whether you need advice or a prescription. This service is not for on-going problems for which we advise you to book a routine appointment with the doctor.

Routine Appointments

Our appointment system offers a choice of routine “book on the day” or routine “book ahead” up to four weeks in advance. These appointments are subject to availability of a specific doctor.

“Book ahead” appointments are available to be booked via website and by contacting the surgery.

“Book on the day” appointments are available by telephoning North Cornelly surgery from 8:00am.

Emergency Treatment Out of Hours (Evenings 6:30 p.m. – 8 a.m. Weekends & Bank Holidays)

The out of hours medical care is provided by Swansea GP Out of Hours Service. The surgery telephone number **(01656 740345)** should be dialled and a recorded message will inform you of the appropriate number to telephone. This will enable the doctor on call to be contacted. Please use this service with discretion as it is intended for **EMERGENCIES** only and remember the doctor has to work the next day. Calls to this service will be recorded.

In case of a dire emergency, please ring 999.

NHS Direct

NHS Direct is a telephone service provided by nurses giving confidential healthcare advice and information 24 hours a day. NHS Direct offers guidance when you have a health worry and can advise callers if they should call a doctor, go to casualty, or if it is safe to care for themselves. NHS Direct can call an ambulance on your behalf.

Tel 111

PRACTICE TEAM

Practice Staff

The Practice Manager

Mr Matthew Haynes

If you wish to make enquiries about administration or non medical aspects of your treatment the Practice

Manager may be able to help you. In her absence the Assistant Manager Mrs Jane Fish will try to help you.

Practice Nurses

Mrs Jane Howell R.G.N R.M.N., Mrs Sarah Goff R.G.N. and Mrs Sian Dennis R.G.N.

Our practice nurses have received training in family planning, chronic disease management and vaccinations. They are continually trained and updated in changing techniques. They are always happy to advise on minor ailments, diet and many other aspects. In addition we have two health care assistants. They assist the practice nurses with blood tests, blood pressure taking and new patient checks.

Administration

We employ three part-time secretaries, two computer operators and a senior receptionist.

Receptionists

A team of ten who are here to help you. As you will notice when you visit, their job is very demanding. They answer the telephone and deal with enquiries from all directions. Remember that they have to satisfy the need of the doctors, staff and patients, occasionally under difficult circumstances, so please be patient!

Attached Staff

District Nurses visit those who are housebound for general nursing care. They include the elderly, chronically sick and the terminally ill. They are in daily contact with the doctors and practice staff.

Health Visitors work closely with the doctors and are involved in running developmental screening and baby clinics. Their main aim is to promote health in families and young children but they will also visit the elderly.

Community midwives work with the practice to provide care for mothers before and after delivery of their babies, and care for the baby in the first two weeks of life. They also run the ante natal clinics

Messages for all attached staff may be left at the surgeries.

Useful Telephone Numbers

Abertawe Bro Morgannwg Local Health Board

01656 642760

Princess of Wales Hospital

01656 752752

Citizens Advice Bureau

01656 654951

Police

01656 655555

Social Services

01656 642200

Ogwr Borough Council

01656 662200

Cornelly Baby Clinic

01656 740414

Abertawe Bro Morgannwg Community Health Council

01639 683490

HOW TO SEE YOUR DOCTOR

Appointments

Consultations are by appointment, each appointment is for approximately 10 minutes. An appointment may be made by telephone, personally at the reception area or online (Doctor appointments only) by registering for My Health Online – ask the receptionist for details. If you have an urgent problem you will be seen that day although you may be asked to wait. Urgent problems will be seen by the duty doctor or triage nurse.

Home Visits

Home visits are at the discretion of the doctor. They take up a lot of time and are only for patients who are too ill to get out to the surgery. If possible, let us know you need a home visit before 10.30 a.m. Calls received after this time will normally be made the following day unless of an urgent nature. The receptionist will ask for some details about the problem, so that the doctors know how urgent the call is.

Lack of transport or social inconvenience are not acceptable reasons for requesting a visit.

Telephone Advice

If you wish to speak to the doctor on the telephone, if it is an emergency the duty doctor will call you back. For non-urgent calls, you can now book a telephone consultation appointment. For general health enquiries please use the NHS direct service dial 111.

GENERAL INFORMATION

Repeat Prescriptions

Repeat prescriptions can only be authorised by your doctor and are generally for one month's supply of medication at a time. Your doctor will wish to review your condition at regular intervals and you may be asked to attend the surgery to discuss your progress.

We operate a computerised system for repeat prescriptions. Patients on regular medication may obtain repeat prescriptions by requesting them in person, by post with a S.A.E or online via the website (only repeat items may be requested). Please use the tear off slip attached to your last prescription indicating clearly which items you require ensuring that you only request items that you need.

Please do not stock pile items you only use infrequently Please note that prescriptions will be processed within 48 hours.

Sample and Test Results

All samples must be brought to the surgery before 12.00 p.m. to make sure they get to the laboratory. Your name must be on all bottles.

Results of tests may be obtained by telephoning the surgery between 10.00 a.m and 1.00 p.m and after 3.30 p.m. Your doctor or nurse will usually give you some idea how long the results are likely to take and it would help us if you avoided ringing too soon for the results.

Complaints and suggestions

We operate a complaints procedure as part of the NHS system for dealing with complaints. If you wish to make a complaint or have any suggestions or comments about the service we offer please contact the Practice Manager. Our aim is to give you the highest possible standard of service and we try and deal swiftly with any problems that may occur. A copy of our Patient Information Leaflet is available on request.

The Practice Computer

Ours is a fully computerised practice. All consultations are entered directly on to the computer which holds your medical records. Confidentiality is a vital consideration and is preserved under the Data Protection Act.

Freedom of Information Act

The practice has a publication scheme which details the information it routinely makes available for patients.

Hospital Referrals

Decisions about your treatment, including the options open to you, will be discussed with you. Hospital referral letters will be sent within a few days or arranged the same day if very urgent. Please inform the doctor if you wish to be referred privately.

Medical Certificates

For the first seven days off work a self certificate is sufficient and is obtained from your employer, post office, or reception. After seven days, the doctor should be seen for a medical certificate.

Non NHS Services

Services such as private sick notes, insurance claim forms, passport application forms, medical examinations, etc. not covered by the NHS can be dealt

with and are charged for in line with BMA recommendations.

Abusive behaviour

Violent or abusive behaviour to doctors or staff will not be tolerated and may result in exclusion from the services provided.

OTHER SERVICES

Clinics and services

We want to keep you healthy and well. The purpose of our clinics is early detection of problems, leading to advice or treatment. The practice nurses or the doctor or both conduct the clinics, following approved protocols. If you are over 75 we recommend you have a health check annually, if you are aged between 16 -74 we recommend you have a check every three years. Please make an appointment with the practice nurse.

The receptionists will be able to give you details of how to book an appointment. You may be invited to attend certain clinics for regular review.

Disease management:

Asthma Clinic

Chest Clinic

Coronary heart/Diabetic Clinic

Well Woman Clinic

Blood Pressure Clinic

In addition we also offer the following:

Child Health Clinic, Acupuncture Clinic

Minor Surgery

Joint injections and removal of warts by cryotherapy

Contraception

General advice on contraception is available from the doctors and nurses during normal consultations.

COILS and contraceptive **IMPLANTS** take a little longer than this and you will need to make a double appointment at our Kenfig Hill surgery.

EMERGENCY CONTRACEPTION (Morning after pill) may be prescribed 72 hours after unprotected sexual intercourse. Patients can request an emergency appointment for this.

Travel vaccines

Advice and immunisations are available from the practice nurse. There may be a charge for certain vaccinations

Dietician

The Community Dietician visits the surgery occasionally and can be seen by appointment following referral by the doctor.

Pre conception advice

If you are planning to start a family the practice nurses or health visitors give you appropriate advice regarding diet, smoking cessation and medication.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Back Pain

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse i.e. lifting too heavy weights etc. be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or Paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment or gentle exercise.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

Colds

Even in this day and age there is still no magic cure of the common cold. Go to bed and take plenty of drinks. If you have a headache or are feverish, take aspirin or Paracetamol. Do not bother to take any antibiotics you may have in the house – these will have no effect.

Diarrhoea

In adults diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. In both the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and dairy products and feeding it a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the point. If the symptoms persist for more than 24 hours or are accompanied by vomiting or weakness, consult your doctor.

Sore Throat

Most sore throats are due to viruses and therefore do not respond to antibiotics. Usually, the condition will

begin to improve over four to five days. In adults, soluble aspirin gargled (unless you are allergic to aspirin or have asthma) then swallowed taken regularly together with drinking plenty of fluids such as squash will help. In children under 12 years Paracetamol taken regularly is helpful. If your sore throat, however, is getting progressively worse after 48 hours, it would be wise for you to see your doctor.

Earache

This is a common symptom and an ear infection is just one of the many causes.

Management in the first 24 hours should be regular use of Paracetamol. If the earache persists, you should consult your doctor, but it does not merit an emergency visit. Both viruses and bacteria cause ear infections and the use of antibiotics is still much debated in the medical press.

A Temperature

A temperature occurs commonly even with mild infections. In small children it is important to stop the temperature rising too quickly and children should be given Paracetamol syrup, which may be bought from the chemist. If they still appear hot, they should be gently sponged with tepid water in order to cool them. If a temperature is very high and does not come down with the above treatment of the child appears very unwell with the temperature, you should consult a doctor. A child or adult with a temperature will not

come to any harm being wrapped up and brought by car or by pram to the surgery.