

PRACTICE HISTORY

This practice was established in the late 1870's in Trinity Place by Dr Anderson of Aberdeen and was relocated to Alexandra Road, then to Orchard Street and to its present location in 1993. Over the last century the practice has survived the two great world wars when the city centre was extensively bombed and has endured throughout the years through the commitment of its former partners:

Dr Marks, Dr Fraser, Dr Gaily, Dr Hughes, Dr Thompson, Dr Law & Dr Evans

SURGERY HOURS

Monday – Friday 8.45am-11.00am
3.30pm-6.00pm

STAFF

Practice Manager

Miss Karen Willett is responsible for the overall day to day smooth running of the practice and the financial monitoring and organisation of health services. Any concerns, complaints or suggestions you may have should be addressed to the Practice Manager.

Assistants

Audit *Mrs Judith Bevan*
Medical Secretary *Miss Alison Foot*
Human Resources *Mrs Kathy Thomson*
Office Supervisor *Mrs Lynsey Hughes*
Finance Assistant *Mrs Nicola Margetts*
Prescription Clerk *Miss Alison Catley*

Reception Staff

Senior receptionists *Mrs Zena Howell & Mrs Diana Cursio*

Mrs Donna Jones, Miss Katherine Morgan., Miss Sophie Lewis

Clinic Co-ordinators

Mrs Pet MacKerras, Mrs Janet Wood

OTHER MEDICAL STAFF

Exercise Therapist *Mr Lyn Johnson*

Practice Nurses *Sister Lynne Evans*
Sister Teresa Davies
Sister Linda Jackett

Health Care Support Worker *Mrs Nicola John*

District Nurses *Sister Ann Thomas*
Sister Jenny Hughes
Sister Helen Dawkins

Support Worker *Mrs Yvonne Jones*

Mental Health Liaison Nurse *Mrs Alison McKenzie*

Health Visitors *Mrs Eileen Jones*

Mrs Tania Ward
Mr Paul Phillips

Midwives *The Bryn Team*

Physiotherapist *Mr John Palmer*

Advanced Primary Care Nurse *Mr Jonathan Thomas*

General Practitioner Registrar

Our practice is a training/teaching practice. Our registrars are fully qualified doctors with hospital experience. Registrars are attached to our practice for up to 12 months and usually become general practitioners after completing their training.

As part of the registrar's training and examination process, there is a requirement to video a number of consultations. Your written permission would always be sought for this.

Medical Students

We undertake a programme of teaching medical students and express our thanks to all our patients and staff for their co-operation in this process.

A strict protocol is followed and the receptionist will inform a patient that a medical student will be present and ask for their consent.

REGISTRATION

New patients are welcome to join the practice who live in the area of postcode **SA1**. If you would like to register, please contact reception and we will arrange an appointment for you to discuss this. All new patients will be offered a routine medical consultation upon registering.

The practice operates an equality policy and does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

In line with other NHS organisations this practice operates a zero tolerance policy in respect of inappropriate behaviour by patients (or any persons accompanying them).

Violent, abusive or threatening behaviour, including verbal, where any person present has feared for his or her safety, may lead to the police being called and removal from the practice.

APPOINTMENTS ☎ 650716

Morning Surgery

During the morning we run open access surgeries. You do not need to arrange an appointment, simply turn up between the hours of 8.45am and 11.00am and you will be able to see a doctor.

Telephone Consultations

Many consultations can be dealt with over the telephone, thereby avoiding the need for an appointment or visit. If you would prefer to consult with a doctor over the telephone, please contact the receptionist by 11.00am.

The practice nurses are also available for telephone consultations; please inform the receptionist and the nurse will ring you back on the same day.

Evening Surgery

Evening surgery is strictly by **appointment only**. To make an appointment, simply telephone the surgery or call in at reception. Please ensure a separate appointment is made for each person.

Please arrive promptly and remember to cancel your appointment if you no longer need to keep it; someone else may need to see the doctor urgently.

Medical examinations

Please tell the receptionist if you need a long appointment for any reason, or if the appointment is for a special purpose (e.g., HGV or life assurance medical).

Under and Over 75's

Patients are invited to request a consultation with their doctor annually aged 75 years and over and every 3 years when aged under 75 years.

Emergencies

Genuine urgent cases will be seen every morning in the open access surgery. Patients that become ill after 11.00am and cannot wait until the following morning, should telephone the surgery as soon as possible to speak to a doctor

HOME VISITS AND MESSAGES ☎ 650716

A doctor can see many more patients within surgery time than during home visits. It is therefore your responsibility to come to open access surgery in the mornings, unless you are prevented by serious illness or infirmity. When it is necessary to request a home visit please try and do so before 10.00am unless a genuine emergency arises later. If you wish to speak to a doctor or nurse, please contact the surgery and give your details to the receptionist who will ensure the doctor or nurse ring you back.

OUT OF HOURS CALLS ☎ 650716 / 08458501362

Swansea LHB is responsible for services outside normal surgery hours. A doctor is always available to deal with emergencies, the emergency out of hours service is available 6.30pm-8.00am weekdays, weekends and bank holidays. The telephone number is 08458501362.

NHS DIRECT ☎ 0845 4647

If you require any information or advice outside normal surgery hours, NHS Direct is a 24 hour nurse led advice line. NHS Direct on-line can be found at www.nhsdirect.nhs.uk

DISABLED PATIENTS

The practice has access suitable for disabled patients, induction loop and information available in large print. Please let us know if you are disabled, having any mobility problems or difficulties

with hearing. We may be able to improve our facilities and services to help you.

REPEAT PRESCRIPTIONS ☎ 456904

Order between 8.30am – 5.00pm (closed 11.30am-12.30pm)

All our repeat prescriptions are on computer and any patient who is on long term treatment will be given a request slip. This lists every item that you are allowed to order without seeing a doctor. Receptionists are not allowed to give prescriptions for medication, which the doctor has not authorised.

Requests can be made by calling into the surgery, by telephone or by post, enclosing a stamped addressed envelope. Always ensure the drugs you require are clearly indicated on your request slip and allow 24 hours notice.

CLINICS

Clinics are held weekly. Please ask at reception for details:

Diabetes, Well Woman, Antenatal, Child Health, Asthma, Family Planning, Smears, Minor Ops, Cryotherapy, Physiotherapy, Exercise Therapy, Epilepsy, Mental Health, Coronary Heart Disease (CHD), Stroke

NURSES

The treatment rooms are staffed by qualified nursing sisters. They carry out certain procedures, including wound dressings, ear syringing and vaccinations. They also assist the doctor e.g., in minor operations. The practice nurses run a range of their own clinics e.g., in asthma, family planning and cervical smears.

WELL WOMAN CLINIC

This clinic is run by the doctor and aims to deal with all matters relevant to feminine health, including cervical smears, breast screening, and menopausal problems.

SMEAR CLINIC

Routine cervical smears are carried out by the Practice Nurse. It is advisable for all women aged between 20 and 65 to have a cervical smear every 3 years. If you are at all anxious about this, any of the practice staff will be happy to discuss this with you.

ANTENATAL/POSTNATAL

The aims are to ensure that you remain healthy during and after your pregnancy and to make sure the baby is growing normally. Please let the doctor or staff know immediately when you think you may be pregnant. The doctor and midwife attend this clinic.

DIABETIC CLINIC

This clinic is held weekly for the care of insulin and non-insulin dependent diabetics.

CHILD HEALTH CLINIC

This clinic deals with immunisations, development checks and any problems relating to early childhood. It is run by the doctors with the health visitors. **Please do not bring ill children to this clinic.** Appointments are usually sent by the Trust's computer recall system, but open access is always available.

CARDIAC

This clinic is held weekly for all our patients with heart problems, such as angina, heart attack or heart failure. At the clinic, you will have the opportunity to discuss issues, such as blood pressure, diet, medication and pain management.

ASTHMA CLINIC

Asthma is a reversible airways disease, which means the symptoms are treatable. In order to achieve the best control of your asthma, we regularly educate, update and offer advice and support in our clinics.

EPILEPSY

This clinic is held weekly. Our aim is to improve symptoms and provide regular medication checks.

MENTAL HEALTH CLINIC

This clinic is held weekly and aims to review your health by carrying out integrated care for your condition.

PHLEBOTOMY

Blood samples can be taken for testing every Monday, Wednesday & Friday between 9.00-10.00am.

ARE YOU A CARER OR BEING CARED FOR?

In order that your GP can do all he can to help when dealing with your needs, it is important that you inform us if you are a carer or you are being cared for. Please ask for a form at reception.

ACCESS TO PATIENT INFORMATION

Your personal health information is confidential and this confidentiality is rigorously guarded. It will only be used within the health and social care service and will not be shared outside it i.e., with external organisations or third parties without your explicit written consent.

HOW TO MAKE A COMPLAINT

If you decide to make a formal complaint, please ask for a copy of our Complaints Procedure. All complaints should be addressed to the Practice Manager or Senior Partner. All complaints will be handled with complete discretion and confidentiality will be maintained at all times.

SWANSEA L.H.B ☎ 784800

The Swansea Local Health Board is situated at Kidwelly House, Charter Court, Phoenix Way, Llansamlet, Swansea, SA7 9FS. The Chief Executive is **Mrs Sue Heatherington**. Its aim is to improve the health services provided to you and the population as a whole. Swansea LHB can be found on-line at www.swansealhb.wales.nhs.uk

Your co-operation in helping us to help you will enable us to provide the best service to all our patients.

A final thought

If you are active, watch your weight, don't smoke, drink in moderation and don't worry too much then you probably won't need us at all.

WELCOME

to the

KINGSWAY SURGERY

*37 The Kingsway
Swansea SA1 5LF*

Telephone numbers

Reception: 01792 650716

Prescriptions: 01792 456904

Fax: 01792 456902

Website www.kingsway-surgery.co.uk

THE DOCTORS

DR B S RAICHOUDHURY (Male)
MBBCh (Wales 1974) DRCOG MRCCGP

DR L B MORGAN (Male)
MBBCh (Wales 1975) DRCOG DCH

DR MALCOLM LEWIS (Male)
MBBS (Lon 1982) LLM DRCOG FRCGP ILTM

DR ROBERT J MORTIMER (Male)
MBBCh (Wales 1983) DRCOG MRCCGP

DR CATHRYN J BEVAN (Female)
MB BCh (Wales 1991) MRCCGP

DR MARTIN J SULLIVAN (Male)
BM (Soton 1994) DRCOG MRCCGP

DR I RICHARD THOMAS (Male)
MA (Hons) MBBChir MRCP MRCCGP

DR SARAH OBAID (Female)
MBBS DRCOG MRCCGP

Gallwch ymgynghori yn Gymraeg gyda Dr Lewis.