

MEDDYGFA
Mostyn House Medical Practice
SURGERY



MOSTYN BROADWAY
LLANDUDNO
LL30 1YL

Telephone: 01492 860401

Facsimile: 01492 871479

Website address:

www.mostynhousemedicalpractice.co.uk

Welcome to Mostyn House Medical Practice. We are conveniently located in the centre of Llandudno just across the road from Parc Llandudno the Shopping Centre and a block up from the Swimming Pool. Our **Practice Area** includes all of Llandudno, Penrhyn Bay, Llandudno Junction, Deganwy, Llanrhos. We register patients from all these areas. See last page for map.

Dr. Mark Ferris

LRCP, MRCS. Guys Hospital, London, 1976. Male.
Special Interests in Gynaecology, Maternity, and Diabetes.

Dr. Desmond McCabe

MB, BCh, BAO, DCH, D.OBS, MRCGP, DFFP.
University College Dublin, 1984. Male.
Special Interest in Child Health.

Dr. Alison Harvey

MB, BCh. University of Wales College of Medicine, 1987.
Female.
Special Interests in Family Planning and Well Woman Clinic.

Dr. Ebby Luithle

FRCS, MRCGP. University of Heidelberg, 1989. Male.
Special Interest in Sports Medicine.

Dr. Vincent McCann

MB, BCh, BAO, MRCGP, Trinity College Dublin, 1991

Dr. Catrin Williams

Female
MB, BCh, RCGP, Welsh Speaker

HOURS

Surgery open between 8.30 am – 6.00 pm weekdays.
Telephone Lines open between 8.30 am – 6.00 pm weekdays.

Our emergency line is open from 8.00 am and closes at 6.30 pm weekdays.

Doctor

Day	Morning Surgery	Afternoon Surgery
Monday-Friday	8.30 – 11.30am	3pm-5.30pm

Practice Nurse

Day	Morning Surgery	Afternoon Surgery
Monday –Friday	8.30am-1.00pm	2pm-5.30pm

24 HOUR SERVICE Overnight, weekends and bank holidays are covered by the Out of Hours Service commissioned by Betsi Cadwaladar University Health Board. To contact this service, telephone Out of hours direct on **0300 123 5566**.

For general medical advice ring NHS Direct Wales on **0845 4647**

THE PRACTICE TEAM

We are a small team and take pride in working together, sometimes covering for each other when necessary in order to maintain a high standard of service for all our patients.

THE PRIMARY HEALTH CARE TEAM

Our **Practice Manager** is Kate Kiddell who has overall managerial and administrative responsibility for the Practice.

Our **Receptionists, Secretaries, & Other Staff** are:- Marian, Sandra, Belinda, Iola, Dionne, Nicola, Karen, Susy, Gill and Chantal.

They are all happy to deal with all your telephone calls and enquiries. **Please don't be afraid to ask for the name of the**

person to whom you are talking. It often helps if you are going to call back at a later time.

This is a training practice and a student doctor may be present at your consultation.

CLINICAL TEAM

Sam is our Nurse Practitioner and Jackie and Iola are our practice nurses. Judy is our HCA. They are highly qualified and work in close co-operation with the Doctors.

STAFF ATTACHED TO THE PRACTICE

Our **Health Visitor** is Rachel Caffery. She works from her own room in the Surgery providing expert advice and support for children, the handicapped and the elderly. She will help to assess your child's development and general health during the early years.

Child Health Surveillance and **Child Immunisation Clinics** are held here every **Tuesday** from **2.00 pm** to **4.00pm**.

The **District Midwife** is Karen Bellis. She assists the Practice in providing all aspects of Maternity care. You can contact her by speaking to a member of staff on the reception desk. She holds **Regular Ante-Natal Clinics at the Practice** on Mondays at 12.00pm and Tuesdays at 9.30am. Please ring for an appointment.

Our Pharmacists Gill or Dianne can help with information on medicines – ask at reception.

District Nurses

If you need to contact the district nurses please contact the surgery for details.

APPOINTMENTS

Doctor

Pre bookable routine appointments can be booked up to 3-4 weeks in advance. These can be booked by phoning the surgery, calling in to the surgery or online through My Health on Line.

On the day appointments are also available from 8.30 am. These can be booked by phoning the surgery or calling into the surgery.

Urgent Appointments – If you need to be seen urgently please contact the surgery on the day.

You may be asked some questions about why you are calling so that you can be directed to the right person that can help.

All children under 16 years of age with an acute presentation will be offered a same day consultation (this may be over the telephone).

Appointments are for 10 minutes and for one person only.

Patients aged 16-74 years who have not been seen for three years may request a consultation and patients aged over 75 years who have been seen in the previous 12 months may request a consultation.

PRACTICE NURSES

Pre-bookable appointments are available with all practice nurses up to 8 weeks in advance and they can help with the following: minor ailments, diabetes, asthma/respiratory, smoking cessation, family planning, immunisations/travel advice, ear syringing, dressings, removal of sutures, vaginal swabs, coil checks, contraception review, emergency contraception, blood pressure checks, smear tests, diet and exercise advice, new patient checks.

PHLEBOTOMIST

Our Phlebotomist Angela is in the surgery Tuesday, Wednesday and Friday between 8.30am and 11.30 am. This is a walk in clinic. Please allow 2-3 days for your result to be returned. Please ring after 2pm for your results.

HOME VISITS

Doctors are available to make Home visits. **Before you phone, please be certain that you are really too unwell to get to surgery to see a Doctor.**

Home visits are for patients who are housebound or too unwell to come into the surgery. Please phone before 10am if you require a home visit.

NEW PATIENTS

Any patient wishing to register with the practice will need to be living in our catchment area. You will need to complete a new patient registration questionnaire and complete and sign a GMS1w form which entitles you to free NHS treatment. You will need your NHS number. We will also need to see identification that confirms your name and address.

All new patients are asked to attend the surgery for a new patient check. This includes weight, height, and blood pressure checks and allows us to record your medical history while waiting for your notes to arrive from your previous doctor.

Please bring details of any past illnesses, vaccinations, and smears where applicable. Bring a sample of urine for testing. (We can provide a sample bottle). The health check usually lasts 20 minutes.

REPEAT PRESCRIPTIONS

Please allow two working days for your prescription request to be processed. Requests should be posted through the letter box when closed, sent by post or posted into the prescription box in the entrance. It is not possible to take requests for repeat prescriptions over the telephone. You can also order on line using the internet – please speak to a member of staff about signing up to this.

You may collect your prescription from the Practice or most of the chemists in the area offer a collection service so you can collect

your prescription direct from them. (Please let us know the name of the chemist if you do use a chemist).

Alternatively, we will post your prescription to you if you include a stamped, addressed envelope.

MINOR SURGERY

We offer a wide range of minor Surgery treatments including wart treatment and skin tag removal, avoiding the need for hospital appointments. Please ask at Reception for details.

CERVICAL SMEARS

It is recommended that all women between the ages of 24 and a half and 65 years have a cervical smear test every 3 years in order to prevent Cancer of the Cervix. An appointment can be made with the practice nurse.

FAMILY PLANNING SERVICES

We provide a full range of contraceptive services and advice, including oral contraception and injections. If you require Emergency Contraception please contact the surgery within 72 hours for advice.

ASTHMA / RESPIRATORY & DIABETIC CARE

These conditions require regular checks by the practice nurse to help you to stay healthy – ask at reception.

HEART DISEASE

Our practice nurses assist the doctor with treatment of patients with coronary heart disease and how to decrease the risks of developing it.

SMOKING CESSATION SERVICE

Our nurses are able to advise patients who wish to give up smoking.

ADULT IMMUNISATION

We recommend that all patients over the age of 65 years and those patients under 65 who suffer from chronic illnesses, such as lung disease (bronchitis, asthma, emphysema etc), heart disorder, kidney disease or diabetes should have a vaccination to prevent influenza each autumn. All patients over 65 or under 65 in an at risk group are eligible for a pneumonia vaccine. All patients aged 70-79 are eligible for a shingles vaccination.

TRAVEL

Before travelling abroad, we strongly recommend that you seek advice from the practice nurse regarding appropriate vaccination. Please plan well ahead so that the full course of treatment can be given before your departure. We advise that you make a travel appointment with the nurse at least 6 weeks before you are due to leave.

CHILD HEALTH SURVEILLANCE

The Practice provides Child Health Surveillance services together with the Health Visitors every Tuesday afternoon in our Child Health Clinic. If you have any worries or concerns about your child's development, please come to the clinic and see the Doctor or the Health Visitor.

ANTE-NATAL / MATERNITY CARE

This is provided by the doctor during normal surgery times and by the midwife. The midwife holds regular Monday & Tuesday Clinics.

MEDICAL EXAMINATIONS

Medical examinations for special purposes, e.g. elderly driver, HGV medical, Pre-employment, Insurance medical, Fitness to travel etc., will be provided by appointment. There will be a CHARGE for this service, so please ask the receptionist beforehand.

DENTAL CARE

If you require a dentist in an emergency please phone the dedicated NHS Direct Wales Helpline on 0845 46 47

ACCESS TO MEDICAL RECORDS

In accordance with the General Data Protection Regulations and Access to Health Records Act, patients may request to see or obtain a copy of their medical records. Requests must be put in writing (please ask at reception for a form) We will need to see identification. We will respond to your request within 30 days.

SUGGESTIONS

Please let us know if you have any suggestions as to how we can improve the service we provide.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

For a copy of our complaints procedure please ask a member of staff.

We hope that, if you have a problem, you will use our complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our service.

This however, does not affect your right to approach outside agencies. If you feel you cannot raise your complaint with us, or if you are dissatisfied with the result of our investigation, the following addresses may be useful:

The Concerns Team

Ysbyty Gwynedd Hospital

Penrhosgarnedd

Bangor

Gwynedd

LL57 2PW

Telephone: 01248 384194

Email: ConcernsTeam.bcu@wales.nhs.uk

You can also get in touch with the Community Health Council who provide a free and independent advocacy service that offers confidential support, advice and guidance for those wishing to make a complaint against the NHS. They can be contacted on: 01248 679284

ZERO-TOLERANCE

This practice operates a zero-tolerance policy regarding abusive and violent behaviour.

CONFIDENTIALITY AND MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you eg from district nurses and hospital services
- To help you get other services eg from the social work department. This requires your consent.
- When we have a duty to others eg in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Please ask for a copy of our Fair Processing and Privacy Notice.

FREEDOM OF INFORMATION

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

FACILITIES FOR THE DISABLED

The Surgery has Full Wheelchair Access both into and around the Surgery; there is a wheelchair for patients to use at the surgery. There is also a toilet specially designed for disabled patients. The staff are always keen to help disabled patients move around the premises and will help whenever it is required; please ask for assistance if required.

Staff can book appointments with WITS for anyone who think they need an interpreter, this can be done via the telephone or at:

<http://howis.wales.nhs.uk/sitesplus/861/page/43133>

Doctor / Patient Responsibilities

YOUR DOCTOR'S RESPONSIBILITIES

- To treat you with courtesy and respect 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 offer.

- To give you the most appropriate care by suitably qualified staff.
- To provide you with emergency care when you need it.
- To refer you to a consultant acceptable to you when necessary.
- To give you access to your health records, subject to any limitations in the law.
- To give you absolute confidentiality and privacy.

YOUR RESPONSIBILITIES AS A PATIENT

- To treat all the staff of Mostyn House Medical Practice with respect and courtesy at all times. In keeping with the rest of the NHS, this practice operates a “zero tolerance” policy with respect to the protection of its entire staff. This means that anyone who is violent or abusive in any way to any member of staff will have a traffic light warning system applied to them. This is carried out as follows:
 - Initial incident - green - 1st warning - behaviour unacceptable
 - Second incident - amber - 2nd & final warning - last chance
 - Third incident - red - taken off register and asked to re-register with another practice

Extreme cases will result in the incident being reported to the Police. This applies to all patients and all members of staff, not just the Doctors and includes contact over the phone.

- To tell us if you are unsure about the treatment we are offering you.
- To ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity.
- To request such a visit if at all possible before 10.00am.
- To keep your appointments and contact the practice in advance if you cannot make it so that it can be offered to someone else.
- To be punctual for appointments and to make a separate appointment for each member of the family wishing to see the doctor.
- To take medicines according to the instructions and to only ask for a repeat prescription if you need one.
- To let us know when you change your address or phone number.
- Please be patient when the doctor is delayed for any reason.

Useful Telephone Numbers and Web Addresses

Betsi Cadwaladar University Health Board 01248 682682
<http://www.wales.nhs.uk/sitesplus/861/home>

Llandudno Hospital 01492 860066

Glan Clwyd Hospital 01745 583910

Ysbyty Gwynedd 01284 384384

Out of Hours 0300 123 5566

NHS Direct 0845 4647
<https://www.nhsdirect.wales.nhs.uk/>



CATCHMENT AREA

ACCESS STANDARDS 2019

A new set of standards were announced by the Minister for Health and Social Services in March 2019 that are aimed to raise and improve the level of service for patients in Wales from their GP practices.

People receive a prompt response to their contact with a GP Practice via telephone.

Practices have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.

People receive bilingual information on local and emergency services when contacting a practice.

People are able to access information on how to get help and advice.

People receive the right care at the right time in a joined up way which is based on their needs

People can use a range of options to contact the practice and to make appointments.

People are able to email a practice to request a non-urgent consultation or a call-back.

Practices understand the needs of people within their practice and use this information to anticipate the demand on its services.