

## WELCOME TO CATHAYS SURGERY

Our practice is located in the heart of the city. It was brought from Woodville Road to Cathays Terrace by Dr H A Devlin and its present location is on one of the main routes into town used by commuters and a great number of students. Originally housed in one terraced house with basic facilities; now comprises of two houses which in 1993 won the 'Surgery of the Year' award for its facilities including access for the disabled. The practice continues to grow, develop and maintain its skills through the hard work of its current partners and team. We have a highly trained and motivated Primary Healthcare Team, that continually updates the services offered. We hope, as our patient, you will benefit from the varied expertise the team provides. The practice is a not a limited partnership.

### DOCTORS

**Dr Joanne C Davies MB MCh 1998 (Wales) MRCGP 2002 DFFP 2002** Her interests include Child Health, Women's Health and Family Planning.

**Dr Rebecca Carter Thomas MBBCh 2004 (Wales) MRCGP 2009 DFSRH 2009** Her interests include Family Planning, Women's Health, Child Health, Joint Injections and Dermatology.

**Dr Nicola Lewis MBBCh 1998 (Wales) MRCGP 2003 Dip Palliative Care 2013 DFSRH 2013** Her interests include Palliative care, Mental health, Prescribing and Women's Health

**Dr David Foxwell MBChB 2009 (Wales) MRCP 2012 (UK London) MRCGP 2020** His interests include Renal medicine, Chronic Kidney Disease, Hypertension and Cardiovascular Disease.

**Dr Anna Watkins—Salaried GP**

### PRACTICE MANAGER

**Nicola Short** is responsible for the management of the practice and staff. She will be pleased to discuss any non-medical problems and receive any suggestions for improving the services offered.

### RECEPTIONISTS & ADMINISTRATIVE TEAM

**Debbie Lovering, Helen Langbridge, Debbie Eckley, Tracey Lewis, Danielle Humphreys, Nicola Abdullah**

Our receptionists are fully trained and equipped to answer many of your questions. If you are unsure as to whether to consult a doctor, nurse or health visitor etc. The receptionist will be able to advise you. If you wish to speak privately with a receptionist, please ask and a room will be made available. In order to help obtain the best possible service they may sometimes need to judge the urgency of your request by asking a few questions. Rest assured that the rules of confidentiality apply equally to all practice staff; a brief explanation may enable them to suggest the right person for advice. Please help them to help you.

### PRACTICE NURSES

**Anne Steffox RGN** Trained in providing general health screening examinations, vaccinations, travel advice, injections, routine disease management and family planning. They can arrange for repeat prescriptions of the oral contraceptive pill.

### HEALTH VISITOR

**The health visiting team** are available on 02920 335619. Their main responsibility centres on working with pre-school children and their families. They are also available for advice and support for families with special needs or stresses, and postnatal support.

### PHLEBOTOMIST (Blood Tests)

Routine blood tests requested by the doctor or hospital is taken by a phlebotomist on: Monday and Thursday mornings (8.30 – 10.30 am),

### COMMUNITY NURSES

The District Nursing Team are based at Roath Clinic. If you are confined to your home and need nursing assistance, your doctor or the hospital will arrange for a community nurse to visit you.

### PHARMACIST

We have a Local Health Board employed pharmacist who provides support and advice relating to prescriptions.

### PHYSIO SERVICE

'THINK PHYSIO' is for any patients are who are suffering from the following problems: Soft tissue injuries, Arthritis, Joint pain, Ligament or muscle injury, Spinal pain, Sciatica This service will provide availability of appointments with a physio-therapist within either Cathays Surgery or a local practice.

## APPOINTMENTS WITH THE DOCTORS OR PRACTICE NURSES

**To book an appointment, you must call us on 02920 353020.**

The reception staff will ask you a couple of questions to help understand the kind of appointment you may need and which clinician might be best to see/speak to you. You may have an appointment with any doctor or nurse of your choice. If you have several problems or a complex problem, please alert the receptionist and they will book a longer appointment. Separate appointments must be booked for each family member if you are wishing to discuss the health of more than one person. **If you require an interpreter, please let reception know when you book an appointment.**

If you require an urgent appointment, please telephone before 10.00am. Emergency appointments can only be booked on the day. We would be grateful if you would be brief and discuss only the urgent problem during the appointment. This will avoid delays with routine pre-booked appointments. **If you are unable to attend your appointment, please let us know so we can book another patient in your place.**

**Medical Students** visit the practice for short periods to learn about general practice. They may sit in with the doctor and occasionally examine patients. Reception will let you know when medical students will be present during a doctor's consultation.

**Locum GP's** To ensure you have access to timely care, the practice occasionally brings in locum GP's during busy times or when our GP's are on leave.

**Chaperones.** All patients are entitled to have a chaperone present when an intimate examination or procedure will take place. If you would like a chaperone please ask and a staff member can be present during an appointment and/or intimate examination to help make you feel more comfortable. All of our receptionists are certified chaperones. In some appropriate circumstances the chaperone could be a family member or friend.

**Health Checks** Patients between the ages of 16-74 who have not been seen at the surgery for a period of 3 years may request a consultation with a GP, at which any appropriate inquiries, examinations and investigations will be made. Consultations can also be requested by patients over the age of 75 who have not been seen at the surgery for 12 months.

**Home visits** Requests for house calls will be assessed by the clinical team and should a visit be considered appropriate then a member of the team (Dr, District Nurse, Midwife or Health Visitor) will visit. Please phone, using the main surgery number, before 12.00pm on the day you require the house call. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

**Repeat Prescriptions** You can request repeat prescriptions online via NHS Wales App or at your local pharmacy. Requests can take 72 hours to fulfil so please give plenty notice so that you do not run out of medication. You can also request repeats in writing or via email.

We do not take repeat prescription requests over the phone. If you would like us to post the prescription to you, please enclose a stamped addressed envelope. If you request your repeat via a pharmacy, the prescription will be sent directly to the pharmacy. If you or someone you care for use the same medicines regularly you may not need to get a new prescription every time you need more medicine, instead you may be able to benefit from Batch Repeat Dispensing from your pharmacy. This means you won't have to visit the surgery or make an appointment to see the doctor, practice nurse or practice pharmacist every time you need more medicine. Talk to either your prescriber (doctor, practice nurse or practice pharmacist) or your community pharmacist who regularly dispenses your prescriptions and ask them if you are suitable for Batch Repeat Dispensing.

**Out of Hours/Urgent Care** The 'Out of Hours' service will handle medical emergencies for the practice when we are closed (during the following times: Monday to Friday between 6.30pm & 8.00am and from Friday 6.30pm to Monday 8.00am) you can ring the practice and your call can be transferred to 'Out of Hours' or you can call **NHS 111**. Out of Hours NHS 111 is provided by Cardiff and Vale UHB.

**NHS direct** [www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)

**Dental emergency helpline:** 0300 10 20 247

### FURTHER SERVICES & CLINICS AVAILABLE

**Sickness Certificates, Letters, Reports for University / College / Third Parties**

Please note we will only consider providing letters for education organisations relating to your health, if the request is accompanied by a letter from the college or university making the request. The letter should outline what specific medical information about you is required and for what purpose. With the request letter we will also need your written consent to release this information (consent forms are available on our website). A minimum fee of £40 will be payable at the time of request. This fee will be higher for more complex/detailed reports and you will be informed if that is likely to be the case. These notes/reports can take up to 14 days to be completed. Some reports may take up to 30 days to complete, we will tell you the estimate.

**Sexual Health Services and contraception advice** Sexual Health Advice and screening is offered. For more information, visit our website page 'Sexual Health'.

**Smoking Cessation advice** Our local chemist Woodville Pharmacy offer a FREE Smoking Cessation advice service. Tel No: 02920 227835 and you can visit the NHS website: [www.helpmequit.wales](http://www.helpmequit.wales) for advice and support.

**Choose Pharmacy** Do you need to see the doctor today? You can now get FREE NHS ADVICE and FREE TREATMENT for a range of common ailments from our local community pharmacists without having to make an appointment with a GP. The introduction of this service will increase the NHS appointments available to our patients. Local pharmacies providing this service are:

**Crwys Pharmacy** (Crwys Road) are now offering the Choose Pharmacy service Monday – Saturday.

**Woodville Pharmacy** (Woodville Road) are now offering the Choose Pharmacy service Monday – Friday.

**Travel Immunisations** Travel vaccinations are available see website for details.

**Adult Immunisations** The flu vaccine is offered every October to all patients 65 years and over, and those who fall into 'At Risk' groups such as diabetes, heart disease and asthma. Further details are available at reception.

**Private Services** Some services fall outside the NHS and for these a charge may be made. A full list of these services is displayed on our notice board at reception together with a BMA recommended price list. Failure to attend an appointment will incur a fee.

**Gender Services** Cathays Surgery works in collaboration with the Wales Gender Service to provide the Hormone Treatment for Adult Transgender Patients in Primary Care Local Supplementary Service. This Local Supplementary Service supports the ongoing care of patients who have been assessed by the Welsh Gender Service and have a treatment plan endorsed by the Welsh Gender Service. All patients will remain clinically overseen by the Welsh Gender Service.

### SUPPORT AVAILABLE

**Interpreter Services** are available for your appointments. If you do not speak and/or understand English well please inform reception so that the service can be arranged for your appointment with the Doctor/Nurse. We will do our best to ensure we can help you and communicate with you in a way that you can understand. Unfortunately we do not have an interpreter service for the reception team, so we apologise in advance if you have difficulty communicating with the reception team in English. A double appointment will need to be booked if you require an interpreter service.

**Disabled Access** A front door bell at wheelchair height is available to call for assistance with the main entrance doors. Once in the building, wheelchair users will gain access to all services with comparative ease. Patients with mobility and breathing difficulties can arrange to be seen downstairs.

**Hearing Loop System** available in practice, just ask reception.

## OUR RESPONSIBILITIES, AND YOURS

**Patient's Rights and Responsibilities** We aim to treat our patients courteously at all times and expect patients to treat our staff in a similar and respectful way. It is your responsibility to keep your appointments, and to give adequate notice if you wish to cancel. We will maintain standards by ensuring that all doctors and staff undertake continuing education and training. We will inform you of any delays and offer an alternative appointment. We will involve you in discussions on your care and treatment and offer advice in disease prevention and health promotion. We will assist you in obtaining help from other health professionals when this is required.

If you have a preference of which practitioner you would like to be seen by, please inform the reception team when requesting an appointment and our staff will do their best to arrange you an appointment with the practitioner of your choice. If your chosen practitioner is not available at that point in time, staff may suggest an alternative practitioner. However, you are welcome to decline this offer and wait to be seen by the practitioner of your choice.

**Confidentiality** It is the duty of the practice to keep patient information confidential in accordance with the Data Protection Act and 'Caldicott' principles. Your Doctor and the team of health professionals caring for you keep records about your health and any treatment or care you receive from the NHS. This information will either be written down (manual records), or held on computer (electronic records). These records are then used to guide and manage the care you receive. You may also be receiving care from organisations outside the NHS (like social services). If so we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

**Violence and Aggression** We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

**\*THE PRACTICE HAS A ZERO TOLERANCE POLICY.\***

**Publication Scheme** The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This includes information that the practice makes routinely available to our patients.

**If You Move** Please inform us of a change of address immediately. You may risk having your name removed from our list if you cannot be traced via correspondence.

## COMMENTS, CONCERNS AND COMPLIMENTS

To help provide and maintain the care we offer our patients at Cathays, we ask you to address any comments, concerns, criticisms or positive feedback of the service you have received to: Miss Nicola Short, Practice Manager. We are thankful for all feedback, positive and negative as it allows us to learn and develop a better service for our patients.

There is a feedback form available on our website which you can complete and return to the practice.

You can also find further information on how to make a complaint by visiting: <https://cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/concerns-complaints>

Putting things Right - <https://gov.wales/nhs-wales-complaints-and-concerns-putting-things-right>

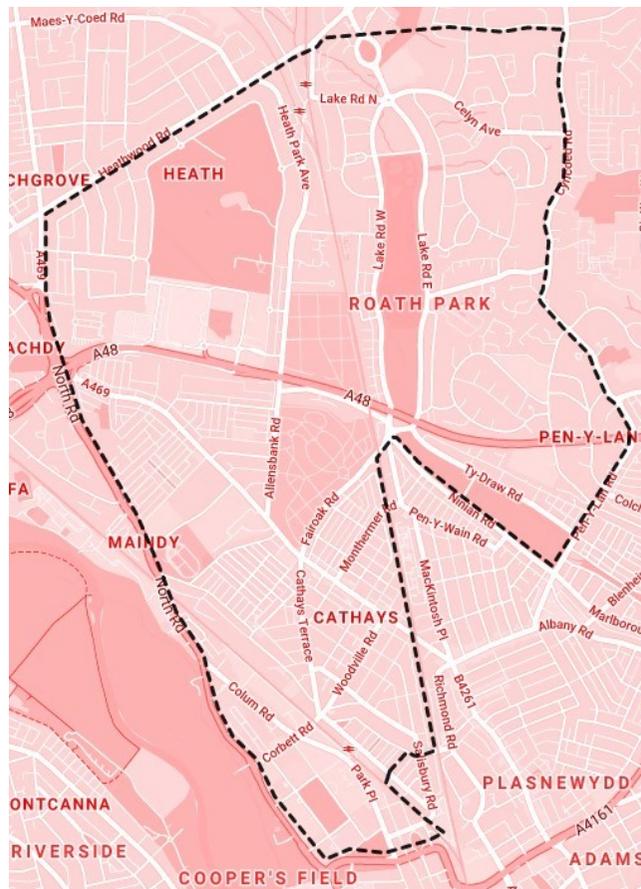
If you would like to raise your concerns directly to the Health Board, you can find contact their team on:

Tel: 029 218 36318 / 029 218 36319 / 029 218 36323 / 029 218 36340

E-mail: [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk) or write to: Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4HH.

## HOW TO REGISTER

We accept registrations from patients living within our practice area (see below). We cannot accept any patient living outside this boundary. Please check this before registering.



You can collect registration forms from the practice or by visiting our website ([scan the QR code!](#)). Students can register using an online form; non-students must complete paper forms and return them to the surgery.

You will be asked to complete a health form asking questions that will provide us with basic information for your medical record.

If you have any questions, call us.



REGISTER HERE

# Cathays Surgery

137 Cathays Terrace, Cathays, Cardiff, CF24 4HU

## Opening Hours

Monday to Friday

8.00 am - 6.00 pm

Closed on weekends  
and bank holidays

Telephones answered by  
reception staff until 6.30pm

## Contact us

Tel: 02920 353020

Lo-Call rate number

Calls from mobiles and other service providers may vary

Visit our website for more information:

[www.cathaysurgery.co.uk](http://www.cathaysurgery.co.uk)



## When we are closed:

If you require urgent medical attention between the hours of 6:30pm and 8:00am on weekdays, or on weekends and

Bank Holidays, please contact **NHS 111**.

You can also seek advice and support from NHS 111 by visiting [111.wales.nhs.uk](http://111.wales.nhs.uk)  
Service is provided by Cardiff and Vale University Health Board

Dr Joanne Davies - Dr Rebecca Carter Thomas  
Dr Nicola Lewis - Dr David Foxwell - Dr Anna Watkins

**Cardiff and Vale University Health Board** Further details of NHS medical services in Cardiff and the Vale of Glamorgan can be obtained from:  
Cardiff and Vale UHB, Woodland House, Maes Y Coed Rd, Llanishen, Cardiff, CF14 4TT  
Telephone 02920 747747— Email: [Cav.primarycare@wales.nhs.uk](mailto:Cav.primarycare@wales.nhs.uk)