

## THE PRACTICE AREA

Please refer to our Practice website for a map of the catchment area for the Practice

## HOW TO REGISTER

The practice has an open list and will accept applications from the patients to join the list who live within the Practice Area.

To register you will need to complete and sign a registration form that is available at Reception.

On registration you will be given a New Patient Questionnaire and an appointment will be arranged for you to see our Health Care Assistant for a 'New Patient Check Up'.

Visitors to the area may register as temporary residents for **up to 3 months** if they have a temporary address within the Practice Area. During this time they are entitled to the same services as our regular patients.

## MAKING AN APPOINTMENT

Please be aware, when ringing the surgery for a same day appointment with the GP, you may be triaged first by either a nurse or GP. This is to ensure you see the appropriate health professional to meet your specified needs.

All requests for routine appointments will continue to be handled by the receptionists, and it is useful to them if patients are able to inform staff of the purpose of the appointment, so they can deal with your request effectively.

**MyHealthOnline** is a new service which enables patients to book an appointment to see the GP or Practice nurse via the internet. You will need to register your details at Reception. Once registered you can not only book appointments but also order repeat prescriptions.

***If you cannot keep an appointment, please let us know so that we can offer it to somebody else.***

***Appointments should not be used solely to request repeat prescriptions.***

## REPEAT PRESCRIPTIONS

Repeat prescriptions may be ordered in person, at the surgery, in writing or on MyHealthOnline (if registered first).

48hrs notice is necessary.

prescriptions can be collected directly from Rowlands Pharmacy in West Street, Rhayader, or from the Surgery

## HOME VISITS

Home visits are available to people whose illness prevents them from travelling to the surgery. However we encourage patients to make every effort to attend the surgery, as home visiting is time consuming for the doctors, and reduces the number of patients who can be

seen in a day. In case of transport difficulties, there are volunteer drivers available from Rhayader District Community Support phone 01597 810 921, which is located in the centre of town.

Please try and request visits between 9am and 11am so that we can plan our day. It helps us judge the urgency of calls if you describe the symptoms, so do expect to be asked.

**Please note: babies and children with temperatures and rashes are best to be seen at the surgery. Please tell the Receptionist so they are not kept waiting too long.**

## SERVICES OFFERED BY THE PRACTICE

The Practice offers a comprehensive range of services including:

- **Family planning**
- **Antenatal 7 postnatal care**
- **Child health surveillance**
- **Childhood & adult immunisation**
- **Travel advice**
- **Cervical screening**
- **Minor Surgery**
- **Minor injury unit**
- **Anti-coagulation and rheumatology drug monitoring**
- **Counselling**
- **Long Term Illness Clinics**
- **Podiatry services**
- **Invest in Your Health Programme**

## COMMENTS AND COMPLAINTS

All of us here at Rhayader Surgery work hard to give you the best possible care and we are interested in your views. Suggestions can be left in the box in the entrance to the Surgery. Alternatively comments or complaints can be made in person or in writing to your doctor or Mrs Jane Jones, our Practice Manager.

## EQUALITY & DIVERSITY

### The Practice

- Aims to ensure that all visitors are treated with dignity and respect.
- Aims to promote equality of opportunity between men & women.
- Aims to not tolerate any discrimination against, or harassment of, any persons for reason of
- age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.
- Aims to provide the same treatment and service to any person irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion, or beliefs.

***This policy applies to the general public, including all patients and their families, visitors and contractors.***

