

### Builth Surgery Reception opening times

Monday to Friday 8.30am to 6.00pm

For Medical Problems after 6.00pm your call will be diverted to Shropdoc Tel: 0333 222 66 55

### Access to the Doctors

All consultations will now be by booked appointment. Appointments can be booked by telephone 01982 552207 Option 1

Patients are encouraged to see their own "treating" GP whenever possible in order to ensure continuity of medical care. If your GP is unavailable you will be offered an appointment with one of the other doctors holding surgery at the time.

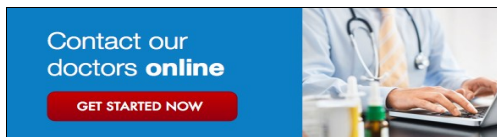
For urgent appointments please telephone 01982 552207.

Routine appointments may be made up to two weeks in advance. If you cannot keep an appointment, please inform us as soon as possible.

If you are unsure as to whether you need an appointment and whether it is urgent, you can discuss this with the receptionist in confidence so that you can be guided through the system. 01982 552207 Option 1.

Routine appointments can be booked through MHOL

Patients are also able to consult or get administration information online please visit website [www.builthsurgery.co.uk](http://www.builthsurgery.co.uk) and select the following link



### Surgery Times

In Builth Wells appointments are available from Monday to Friday on both morning and afternoons. Surgeries are not open at weekends and Bank Holidays

### Confidentiality

The Practice provides a confidential service to all our patients, including under 16s. In order to provide you with high quality health care, your doctor may need to share information about you with other health care professionals, and, on occasion, lay people. If you have any concerns about this please contact the Practice Manager.

### Local Health Board

Details of primary medical services in the area may be obtained from Carol Shilabeer, Chief Executive, Powys Teaching Health Board, Head Quarters, Glasbury House, Bronllys Hospital, Bronllys, Powys, LD3 0LS. Tel: 01874 711661

### Rights & Responsibilities of patients

These are detailed more fully in our Practice's Patients' Charter. It is available on request from Reception and is posted on our website.

As a patient you have rights:

- be offered a health check on joining a surgery for the first time
- have appropriate drugs and medicine prescribed
- be referred to a consultant acceptable to you when your doctor thinks it is necessary and to be referred for a second opinion if you and your doctor agree this is desirable.

As a patient you have responsibilities:

- to use the service we provide in a responsible way
- to keep appointments, or give adequate notice if you wish to cancel
- We ask the staff to treat you with courtesy and friendliness, and would ask you to treat the staff in the same way.
- For many problems, part of the solution may rest in the patient's hands, e.g. stopping smoking, changing diet, weight reduction. It is important for you to fulfil this part of your treatment if it is advised.

### Abusive or Violent patients

Doctors have the right to ask the Local Health Board to remove patients from the practice list if they are violent in anyway towards doctors, staff or any other persons on practice premises. All incidents will be reported to the police.

### Comments/Concerns

The Practice operates a formal internal concerns procedure. If you have a concern or would like to make a comment please write to:

The Practice Manager,  
The Surgery, Glandwr Parc, Builth Wells, Powys LD2 3DZ

The same system allows doctors and staff to record concerns against patients.

Advice can be requested from reception if patients are unsure of any procedures not listed in this information leaflet.

### Telephone Numbers & Web sites

Builth Surgery 01982 552207  
[www.builthsurgery.co.uk](http://www.builthsurgery.co.uk)

NHS Direct Wales Helpline 0845 4647  
[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

Shropdoc **0333 222 66 55**  
Telephone calls may be recorded for training purposes.

# Builth & Llanwrtyd Medical Practice

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

## Practice Leaflet

The purpose of this leaflet is to describe the services provided by the Practice for patients.



For medical problems during Surgery hours telephone:  
**Builth Wells 552207**

After Surgery has closed telephone:  
**Shropdoc 0333 222 66 55**

If you have difficulty reading this leaflet please ask for a large print copy

### Builth Wells

The Surgery, Glandwr Parc, Builth Wells, Powys. LD2 3DZ  
Tel: 01982 552207 Fax: 01982 553826

### Llanwrtyd Wells

The Health Centre, Ffos Road, Llanwrtyd Wells, Powys. LD5 4RG



## The Partners

Dr. R. Walters	MB BS, DRCOG, DFFP, MRCGP (1992) London
Dr. R. Hegedus	MB BS, MRCGP, DipClinPharm, BPharm (2004) London
Dr. T. Arthur	MBChB, DRCOG, MRCGP (2001) Aberdeen
Dr. C. Amos	MA (Oxon), MB BS, MRCGP, DRCOG, DCH, DFRSH, MACadMED (1986) London
Dr. A. Phillips	MB BS, BSc (Hons), PhD, MRCGP (2004) London
Dr. J. Jones	MB BCh, MRCGP (2008) Cardiff

## Clinical Staff providing direct patient services

Practice Nurses	Sr S Bowen RN, ENP, BSc (Hons) Sr A Price RGN Sr H Powell RGN
Health Care Assistants	Miss S Jones HCA Mrs J Sullivan HCA

## Administrative Staff

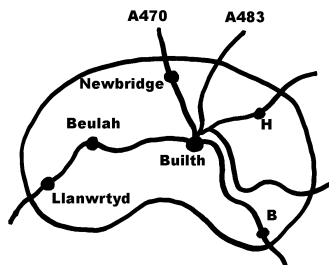
Practice Manager	Mrs Jane Stephens
Reception Manager	Miss Joanne Jones

### Administration & Reception:

Mrs Gillian Hodgetts, Mrs Sara Williams, Mrs Sam Davies  
Mrs Maxine Metcalf, Mrs Sarah Price, Mrs Jacqui Sullivan,  
Miss Sophie Evans, Mrs Michele Morris, Mrs Katie Bufton,  
Miss Georgia Williams, Miss Jess Bishop

## Practice Area

A map of the Practice Area is available on request



### Practice area includes:

Builth Wells  
Llanwrtyd Wells  
Newbridge on Wye  
Howey  
Hundred House (H)  
Beulah  
Garth  
Aberedw  
Erwood  
Boughrood (B)  
Painscastle

## Registration

All persons living within the practice area are eligible to register with this surgery. A form has to be completed and this is available from reception.

When patients register with the practice they will be given a "treating" doctor. Patients are encouraged to see their own "treating" doctor whenever possible in order to ensure continuity of medical care.

## Services

Doctors at the Practice provide essential medical services. This includes general management of ill patients, those with chronic disease and those who are terminally ill.

A range of additional services and clinics are also provided by the doctors and nursing staff:

Child Immunisation, Child Development and Well Baby Clinics  
Health clinics including Stroke, Heart disease, Kidney disease, Diabetes, Epilepsy, Learning disabilities & Mental health clinics

Asthma & Chronic obstructive lung disease clinics  
Cervical Cytology (smear testing)  
Minor surgery  
INR Clinic (Patients on Warfarin)  
Contraceptive services

Clinics are by appointment only.  
Please discuss with your doctor, practice nurse or reception.

Cervical cytology services are provided by fully trained female nursing staff.

To make an appointment with the Practice Nurse please telephone the Surgery at Builth Wells

Smoking Cessation Advice is available from:

Stop Smoking Wales 0800 085 2219

Boots the Chemist Builth Wells 01982 552209

Lakeside Pharmacy Llandrindod Wells 01597 822174

## Minor Injuries

A minor injury service is provided for patients at neighbouring hospitals in Llandrindod Wells and Brecon.

## Health care professional training

This practice participates in the training of health care professionals and medical students. They will attend consultations from time to time.

Medical students will only be present with your consent.

## Repeat Prescriptions (Advice Leaflet Available)

Requests for repeat prescriptions can be made by yourself or someone on your behalf either in person, through the website, by e-mail, by fax, by post or chemist collection service.

For e-mail requests please see website [www.builthurgery.co.uk](http://www.builthurgery.co.uk)

Postal requests should be accompanied by a stamped addressed envelope.

Personal and postal requests should preferably be made using the right hand slip of the prescription.

All requests for repeat prescriptions require 72 working hours notice before being ready for collection.

## Home Visits

**Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception before 10:30 am.**

**You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.**

## Surgery Access

The public areas of both surgeries are single storey and can accommodate wheelchairs. Toilets with access for the disabled are available. If you have any particular problems, the reception staff will be glad to help.

## Fees

Some services are not covered by the NHS.

A fee will be charged.

For example:

Access to Records

Accident & sickness insurance medicals and reports

Certificates (sickness)

Drivers, school and sports medicals

Holiday insurance certificates

Travel clinic advice; Some vaccinations for travel abroad

Private Health insurance claims

Private prescription

Current charges are displayed in the waiting room and on the website.