

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 that 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 (My Health Online).

We may use a text message service to contact you so please ensure we have your current mobile number.

Patients are also able to get administration information online. Please visit our website www.builthsurgery.co.uk.

Surgery Times

The surgery is open from 8.30am to 6.00pm.

In Builth Wells Surgery appointments are available from Monday to Friday on both mornings and afternoons. Surgeries are **not** open on weekends or Bank Holidays.

Confidentiality

The Practice provides a confidential service to all our patients, including under 16's.

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 which is available on request .

As a patient you have the right to:

- 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 a responsibility to:

- use the service we provide in a responsible way
- keep appointments, or give adequate notice if you wish to cancel

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.

We ask the staff to treat you with courtesy and friendliness, and would ask you to treat all of our staff in the same way.

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 concern 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 & Websites

Builth Surgery 01982 552207
www.builthsurgery.co.uk

NHS Direct Wales Helpline 0845 4647
www.nhsdirect.wales.nhs.uk



Builth & Llanwrtyd Medical Practice

www.builthsurgery.co.uk

Practice Leaflet - Builth Wells

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 01982 552207

After Surgery has closed telephone:
Shropdoc on 111

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

Telephone calls may be recorded for training purposes.

The Partners

Dr. R. Hegedus	MB BS, MRCGP, DipClinPharm, BPharm (2004) London
Dr. T. Arthur	MBCbB, DRCOG, MRCGP (2001) Aberdeen
Dr. A. Phillips	MB BS, BSc (Hons), PhD, MRCGP (2004) London
Dr. J. Jones	MBBCh, MRCGP (2008) Cardiff, DFSRH
Dr. S. Bennett	MBBCh, DFSRH, DRCOG, MRCGP, PgDipDerm
Dr A. Goodall	MBBCh, MRCGP

Clinical Staff Providing Direct Patient Services

Practice Nurse Sr G Gorton SRN
Sr L Bradshaw SRN

Health Care Assistants Miss S Jones HCA
Mrs J Sullivan HCA
Mrs S Price HCA

Administrative Staff

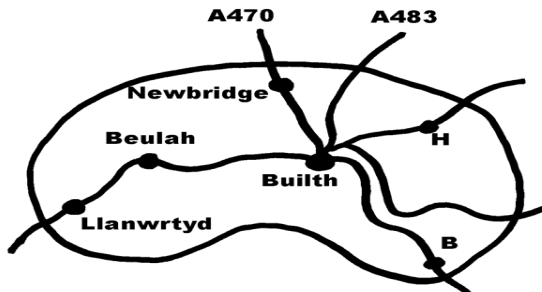
Practice Manager Mrs Jane Stephens
Reception Manager Miss Sophie Evans

Administration & Reception

Mrs Sarah Price, Mrs Jacqui Sullivan, Miss Jess Bishop, Miss Rhael Carter, Miss Annie Hale, Miss Olivia Hancock, Miss Jay Shah, Ms Dionne Thomas, Mrs Katie Bufton, Mrs Emily Blackwell and Mrs Cath Davies

Practice Area

A map of the Practice Area is available on request.



The 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 diseases 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 Pulmonary Disease clinics
- Cervical Cytology (smear testing)
- Minor Surgery
- INR Clinic (Patients on Warfarin)
- Contraceptive Services

Clinics are by appointment only.

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

Repeat Prescriptions (Advice Leaflet Available)

Requests for repeat prescriptions can be made by yourself or someone on your behalf either in person, by fax, by post, via MHOL, for chemist collection service. 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 must be received at the surgery by 1pm. We then require a 3 working day period before they are 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 10.30am. 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 and a fee will be charged. For example:

- Accident & sickness insurance medical and reports
- Certificates (sickness)
- Driver medicals
- Holiday insurance certificates
- Travel clinic advice
- Some vaccinations for travel abroad
- Private health insurance

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

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.

Minor Injuries

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

For medical problems after 6.00pm your call will be diverted to Shropdoc - Tel: 111