

*Riversdale  
Surgery*



## Welcome To Riversdale

### TELEPHONE

**IN LIFE-THREATENING EMERGENCIES SUCH AS SEVERE BLEEDING, COLLAPSE, UNCONSCIOUSNESS AND SEVERE CHEST PAINS, TELEPHONE 999 AND THEN CALL THE EMERGENCY NUMBER.**

- Appointments, enquiries, house calls and emergency appointments 8.00 am to 6.30 pm ..... **766866**
- Appointment cancellations (line open 24hrs) ..... **673355**
- Results **9.00am - 12 noon..... 766866**
- Community nurses 9.00 am - 4.30 pm ..... **753922**
- Health visitors ..... **753708**

### OPENING HOURS

Monday to Friday 8.00am - 6.30pm

### SURGERY HOURS

Monday to Friday 8.00am - 12.30pm and 2.00pm - 6.00pm. Times may vary occasionally subject to availability.

### ADDRESS

Riversdale House, Merthymawr Road, Bridgend, CF31 3NL

### PRACTICE WEBSITE <https://www.riversdale-surgery.co.uk>

Our website is provided for our patients as a source of supportive information. You can download an application form to register for My-Health-On-line which will enable you to order your repeat medication. Our Privacy Policy, which contains details of who has access to patient information and your rights in relation to disclosure of such information is also on the website, or you can obtain this policy by contacting the Practice.

### THE DOCTORS

#### Partners

Dr Justine Dawkins	MB BCh (Bristol) 1993 MRCGP
Dr Matthew Peach	MB BCh 1999 DCH DRCOG MRCGP
Dr Louisa Evans	MB BCh (Cardiff 1991) MRCGP DRCOG 1997
Dr Rebecca Melville-Jones	MB BCh (Hons) (Univ Wales) 2007 MRCGP DRCOG
Dr Ross Cluett	MB BCh (Cardiff 2007) MRCGP (Welsh Speaker) (Siaradwr Cymraeg)
Dr Sarah Pellard	MB BCh (Cardiff) 2001 MRCS MRCGP DFFP DPD MSc BSc (Hons)
Dr Sarah Jeans	MB BCh (Cardiff) 2003 MRCGP
Dr Laura Gush	MRCGP 2019 MBBS (Merit) MA (Hons)

#### SALARIED GPs

Dr Rowena Enoch	BMBS 2012, MRCGP 2021
Dr Rhia Davey	MB BCh 2014, MRCP 2017, MRCGP 2021
Dr Jonathan Thickins	MBBCh 2014, MRCGP 2021

## GP TRAINEES / MEDICAL STUDENTS

We are privileged to be a training practice and undertake training of GP Trainees. They are with us for six or twelve months and will have acquired considerable hospital experience before joining us. We also undertake training of medical students.

## DISABLED ACCESSIBILITY

We have four ground floor consulting rooms accessible to wheelchairs. We also have a lift should you wish to use this if you are disabled and need to access other floors in the practice. The practice nurse area is also easily accessible to wheelchairs. We have two parking spaces available for disabled persons and our toilets are adapted for patients with disabilities.

## HOW TO REGISTER AT THE PRACTICE

Bring your medical card (and those of any other member of your household who wish to register) to reception. If you have mislaid your card(s) the receptionist will give you forms to complete. If possible, bring your NHS number for yourself and any family members. As part of your registration, you, and any household members over 15 years old, will be expected to complete a form which gives us an overview of your general health. Please bring the immunisation records of all your children if they are aged 5 or under for us to update our records. Alternatively, you can submit a registration form to us via our Practice website. Please see our website for further details: [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk)

## TO MAKE AN APPOINTMENT

Please telephone the Practice to make your appointment. Alternatively use our e-Consult service to request advice or treatment by the end of the next working day. Please see our website for further details: [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk) When you request an appointment, we will ask the reason for the appointment and will direct your medical problem to the most appropriate service. You may request an appointment with a specific doctor and we will do our best to accommodate you, subject to availability. You may be given a telephone consultation, or the doctor may ask to see you face to face, depending on your medical problem. We offer a mix of appointments, some face-to-face and some telephone consultations. We have appointments available on the same day and some that can be booked in advance. If you are unable to use a telephone or if you do not have access to one, please call into the practice to inform the receptionist who will assist you and ensure your records are updated. If you are unable to keep an appointment, please ring the cancellation line open 24hrs: **01656 673355**. This is most helpful as the free appointment could be taken by someone else.

## URGENT APPOINTMENTS

If you feel that your problem is so urgent that it needs to be seen the same day, please inform the receptionist, who is here to help you. Urgent problems will be dealt with on the same day or immediately if necessary.

## HOUSECALLS

To request a housecall please telephone the surgery between 8.00 am - 11.00 am. Our doctors will only visit a patient at home when the patient is unable to attend the surgery due to illness or disability. We always encourage patients to come into the surgery because this is where the best care can be provided. The doctors only have access to your full medical records at the surgery. Specialist equipment is here, examinations and tests can be carried out more easily and some conditions can only be treated at the surgery.

## EMERGENCIES AND ACCIDENTS

In life threatening emergencies such as severe bleeding, collapse, unconsciousness or severe chest pains after the surgery is closed **telephone 999**.

## OUT-OF-HOURS SERVICES (OOH)

Commissioned By Cwm Taf Morgannwg UHB. Out-of-hours services are the non-emergency health services provided when your GP surgery is closed. They are for patients who need to see a doctor urgently and who cannot wait until the surgery is next open. The service is provided Monday to Thursday 6.30 pm - 8.00 am and

weekends from 6.30pm Friday - 8.00am Monday and bank holidays. Riversdale Surgery is not open on Saturdays and Sundays.

**How to Contact the Out-Of-Hours Services** Telephone 766866 and an answerphone message will tell you how to contact the doctors' answering service. Alternatively, telephone 111 for NHS Direct if you just require advice. For information about the service provided by NHS 111 Wales <https://111.wales.nhs.uk>

### REPEAT PRESCRIPTIONS

Repeat prescriptions may be ordered by returning your tear-off slip to the surgery or by using the NHS Wales app service (download the App from the practice website: [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk)) - we require two working days to process repeat prescription requests. Or telephone the Prescribing Hub on 01656 311010 between 9.00am and 4.00pm and allow 72 hours to process.

### HEALTH BOARD

Cwm Taf Morgannwg University Health Board, Ynysmeurig House, Navigation Park, Abercynon, Rhondda Cynon Taf, CF45 4SN. Tel: 01443 744800

The Health Board can provide you with details of how to obtain primary medical services in the area.

### EMAIL QUERIES

Queries are dealt with by our admin team via [General.Office4@wales.nhs.uk](mailto:General.Office4@wales.nhs.uk) during office hours. Please note that this email is not to be used for urgent queries, appointment or prescription requests, or to make a complaint.

### PRACTICE TEAM

#### Practice Manager

Elizabeth Keefe

#### Senior Practice Pharmacist

Neil Sugden MPharm PGDipClinPharm IPresc. Professionally Registered with GPhC

#### Practice Pharmacist

Eliana Basini-Gazzi MPharm PGDip Professionally Registered with GPhC

Our practice pharmacists review and monitor patients' medication. They help to ensure that medicines prescribed are safe, effective and in-line with the best available evidence for treating medical conditions. We may ask you to book an appointment with a pharmacist for a full review of your repeat medication. Our pharmacists undertake training of Pharmacist Trainees

#### Practice Nurse Manager

Naomi Najm RN Level 1 Diabetic Diploma BSc (Hons) Health Promotion, Diploma in Minor Illness, Diploma in Womens Health, Diploma CHD, Independent Prescriber

#### Practice Nurses

Joanna Washbourne	RN Level 1, Diploma in CHD, Diploma in Cervical Cytology, Diploma in Infection Control, Diploma in Epidemiology and Research
Angharad Jones	RN
Samantha Hughes	RN

#### Healthcare Assistants

Brenda Batten	Senior Healthcare Assistant
Gemma Woolley	Healthcare Assistant
Sian Lake	Healthcare Assistant
Debra Clatworthy	Healthcare Assistant

Our team of nurse practitioners, practice nurses, health care assistants and phlebotomists are based at the surgery for advice on health and minor illnesses, treatments such as injections and for tests. To make an appointment ring: 01656 766866. Our practice nurse manager also provides the training for our nursing staff as and when required.

### **Administration**

**Administrative Manager** Mrs Theresa Jones

A team of office and secretarial staff carry out practice administrative procedures.

### **Receptionists**

**Reception Manager** Mrs Tracey Williams

The surgery has a team of receptionists who aim to provide a helpful service. They may require some information from you to decide how to help you best. All information is treated in total confidence.

### **A Team of Community (Or District) Nurses**

If someone at home requires nursing treatment and is unable to leave their home due to illness, our community nurses are available to visit you. Their telephone number from 9.00am - 4.30pm is 01656 753922.

### **Health Visitors**

Our three health visitors are qualified nurses who advise and help to keep everyone fit and healthy (with the emphasis on children and the elderly). Telephone 01656 753708 or speak to reception.

### **Midwife**

The midwife holds a clinic here once a week from 9.00am to 4.00pm. Telephone: 01656 673331 to book an appointment.

## **CLINICS/SERVICES**

**Pharmacist Clinics** Make an appointment on 01656 766866.

Our practice pharmacists review and monitor patients' medication. They help to ensure that medicines prescribed are safe, effective and in-line with the best available evidence for treating medical conditions. We may ask you to book an appointment with a pharmacist for a full review of your repeat medication.

**Nurse Practitioner Clinics** Make an appointment on 01656 766866.

Our Nurse Practitioners can provide treatment and advice for many medical problems. We may direct your appointment to one of our Nurse Practitioners if appropriate. They can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required.

**Antenatal Clinic** Make an appointment on 01656 766866.

For checking the progress of mothers-to-be. This is run jointly between the doctors, midwives and the health visitors. If you are pregnant, please make an appointment for the booking clinic when an initial assessment can be made and you can meet the midwife.

### **Well Baby Clinic**

To check babies' growth and development from birth to school age and for immunisations. This is run jointly by the health visitors, nurses and doctors. The practice will send you an appointment for this clinic when necessary. For information about these clinics ring our health visitors on 01656 753708 or the Practice on 01656 766866.

**Well Person Clinic** Ring 01656 766866 for information.

To check your general health. To measure blood pressure, weight and test urine for diabetes and to discuss general health such as lifestyle, exercise and diet.

**Family Planning** Make an appointment on 01656 766866.

All forms of contraception are offered, including emergency contraception. Routine family planning is provided by our practice nurses. Several doctors offer a **coil fitting service**. We also fit and remove Implanon devices.

### **Minor Surgery**

Removal of lumps, bumps and moles, in-growing toenail treatments and joint injection. These are done by doctors at the surgery. Ask at reception for advice.

### **Cryotherapy Clinic**

Freezing treatment for warts, verrucae and other skin lumps. Make an appointment to see a doctor first.

### **Respiratory Clinic, Blood Pressure Clinic, Diabetic and Coronary Heart Disease Clinic**

These clinics are run by the Practice Nursing Team time who provide regular reviews for patients with chronic medical conditions. The days of these clinics vary from week to week. Ring 01656 766866 for information.

**Warfarin Clinic** Ring 766866 for information.

We run these clinics every week, usually on Tuesday and Friday.

**Travel Immunisation** Ring 01656 766866 for information.

**Cervical Smears** Ring 01656 766866.

If you are a woman aged between 25 and 65 you should have regular smears taken. You may receive a notification from the Cervical Cytology service or an invitation from the Practice to have a smear. Make an appointment with one of our practice nurses for this procedure if you receive a letter.

**Smoking Cessation Clinics** Telephone 0800 085 2219 for an appointment

Smoking cessation clinics are run by Stop Smoking Wales.

**Medical Examinations** Telephone 01656 766866

Medical examinations are carried out for HGV, car insurance, life insurance etc. These are not covered by the NHS and therefore a fee is charged.

**Test Results** Ring the direct line 01656 673330.

Some results are available over the telephone between 9.00am - 12 noon

## **PRACTICE INFORMATION**

### **Complaints**

We operate our complaints procedure in line with the NHS Putting Things Right Guidance. Please contact the practice manager if you have a complaint. Complaints can be made verbally or in writing. We are keen to improve our service whenever possible. If you have any suggestions which may improve our service, please also contact the practice manager. Full details can be found in our Complaints Leaflet (please ask at reception) or on our website: [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk)

### **Confidentiality**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. This enables us to analyse various aspects of health care. Our Privacy Policy, which contains details of who has access to patient information and your rights in relation to disclosure

of such information is also on the website: [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk), or you can obtain this policy by contacting the Practice.

### **Personal Details**

Please provide us with a current telephone number so that we can contact you and, with your permission, send you text invitations to some of our clinics. Please advise reception if you change your name, address or telephone number.

### **Freedom of Information Act Publication Scheme**

The Practice has produced a Publication Scheme under the Freedom of Information Act 2000. This is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available on our website [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk) or from reception.

### **Staff Protection**

A zero-tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right. At no time will any violent, threatening, or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff, we may choose to inform the police and make arrangements for you to be removed from our medical list.

### **RIVERSDALE CHARITABLE TRUST**

Riversdale Charitable Trust is a registered charity whose objectives are to facilitate the purchase of certain items of equipment which the practice would not normally be expected to purchase via conventional procurement channels and to provide funds aimed at improving the supply of materials and items associated with health education. This equipment is used by our practice nurses, community nurses and others who are concerned with the care of our patients, often at home. Please see our website for further information and ways you can help [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk)

### **PARK RUN PRACTICE**

Riversdale Surgery is proud to announce it is one of the first practices in Wales to become a Parkrun Practice. As a Parkrun Practice we will actively encourage staff and patients to participate in parkrun as part of their overall health and wellbeing. For further information, please access our website: [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk)

### **CAE COURT CLINIC**

Cae Court Clinic is our private clinic where our doctors provide non-surgical cosmetic treatments to improve and enhance your appearance. Please see the website for more information [www.caecourtclinic.co.uk](http://www.caecourtclinic.co.uk)

### **PRACTICE RESPONSIBILITIES**

You will be treated as an individual and will be given courtesy and respect at all times.

You have the right to be treated confidentially.

Respect for religious and cultural beliefs will be honoured.

Normally we will answer the telephone promptly and courteously.

You have a right to information about your own health.

We will offer medical advice and information for promotion of good health.

You have the right to see your own medical records subject to the limitations of the law.

Home visits will be made when requested and if a doctor feels that you are not well enough to attend the surgery. The final decision rests with the doctor.

We may give you test results when you telephone the surgery for them, or you may be asked to make an appointment with the doctor to discuss them.

If your doctor believes that you need a second opinion, then this will be arranged.

You will be given a time to see a doctor in accordance with the system used in this practice. If there is substantial delay for any reason, you will be given an explanation.

Repeat prescriptions will normally be ready in two working days from the surgery following your request arriving at the surgery.

## **PATIENTS RESPONSIBILITIES**

We ask that you treat our doctors and all practice staff with courtesy and respect.

You can discuss any medical matter with the doctor, including asking for a second opinion.

The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible, leave routine calls until later in the day.

Please let us know if you are unable to keep an appointment. We can then offer your appointment to someone else.

Please contact the surgery between 8.30 and 11.00am for a home visit during the day.

If tests are ordered for you, please ask your doctor or a member of staff about receiving the results.

You are responsible for your own health and that of your children. Please take the advice given to you at the practice.

Let us know immediately if you change your address or name and please give your phone number and postcode.

Please speak to a member of the practice staff if you wish to see your medical records.

Please check our patient information booklet or website [www.riversdale-surgery.co.uk](http://www.riversdale-surgery.co.uk) for the procedure for getting repeat prescriptions and to get the best out of the services available.

We operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

## **ACCESS STANDARDS**

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.

- Patients receive a prompt response to their contact with a GP practice via the 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.
- Patients receive bilingual (Welsh and English) information on local and emergency services when contacting a practice.
- Patients can use a range of options to contact their GP practice and to make an appointment.
- Patients are able to email a practice to request a non-urgent consultation or a call back.
- Patients are able to access information on how to get help and advice.
- Patients receive the right care at the right time in a joined up way that is based on their needs.
- Practices understand the needs of their patients and use this information to anticipate the demand on its services

# The Practice Area

