

# Woodlands Medical Centre

1 Greenfarm Road,  
Ely,  
Cardiff.  
CF5 4RG

Tel: 029 2059 1444

Fax: 029 2059 9204

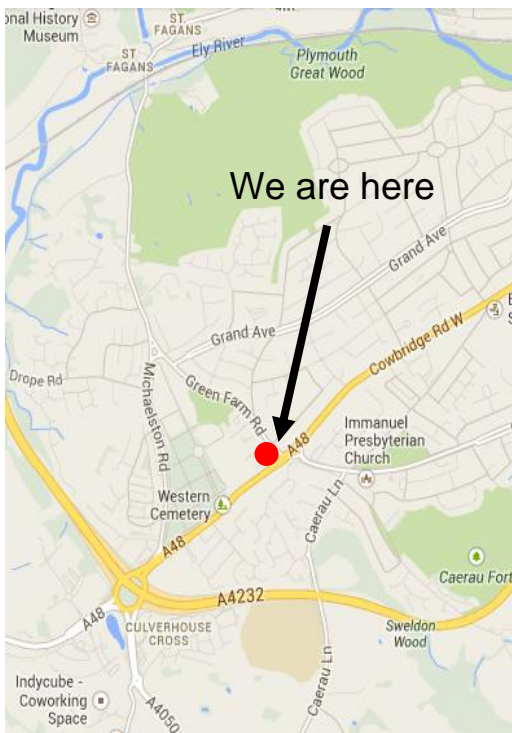
Woodlands Medical Centre is a non limited partnership that provides a full range of high quality health care services for the whole family.

The Partners / Doctors are:

- **Dr Debajit Das** MBBCh, MRCP
- **Dr Sarah Davies** MBBCh, MRCP, MRCP, DRSH, LoC SDI, LoC IUD, Dip Diabetes
- **Dr Rachel Lee** MBChB, MRCP, MRCP, MFHOM, Dip of Palliative Medicine
- **Dr Lisa Palmer** MBBCh, MRCP
- **Dr Sarah Wynn-Jones** MBBS, MRCP, DRCOG, DCH, DFRSH
- **Dr Sabrina Turner** MBBS, MRCP, DFRSH (Salaried GP)
- **Dr Bronwen Williams** MBChB, MRCP, DGM, DCH, DFRSH (Salaried GP)

The practice area covers Ely, Caerau, Culverhouse Cross, Wenvoe, Bonvilston, Pendoylan, Peterston-Super-Ely, St Brides-Super-Ely, and some parts of St. Fagans.

[www.woodlands-medical-centre.co.uk](http://www.woodlands-medical-centre.co.uk)



Woodlands Medical Centre has suitable access for wheelchair users and is equipped with a hearing loop.

## Surgery Hours

Monday	8.30-1.00	2.00-6.30
Tuesday	8.30-1.00	2.00-6.30
Wednesday	8.30-1.00	2.00-6.30
Thursday	8.30-1.00	2.00-6.30
Friday	8.30-1.00	2.00-6.30

Closed on Saturday and Sunday.

## Repeat Prescriptions

Repeat prescriptions requests can be made:

- In person using the box provided in reception.
- By post. Please enclose an SAE if you would like us to mail your prescription back to you.
- By email to [receptionteam.w97023@wales.nhs.uk](mailto:receptionteam.w97023@wales.nhs.uk)
- Via My Health Online (MHOL)
- Via the chemist (if set up).

Three working days are required for all repeat prescription requests. Prescription collection times are:

- 11.00am to 1.00pm, 3.00pm to 6.00pm.

Please make it clear if you would like a prescription to go to a pharmacy.

We **do not** accept prescription requests over the telephone.

## Complaints

We operate a practice complaints procedure as part of the NHS Putting Things Right system for dealing with complaints. If you have any comments or criticisms of the service you have received from this surgery, please write to our Practice Manager, Claire Walker at the surgery, or by email to [practice.manager.w97023@wales.nhs.uk](mailto:practice.manager.w97023@wales.nhs.uk)

## GP Registrar Training

Woodlands Medical Centre is proud to be a training Practice for General Practitioners. We train clinicians who are already qualified Doctors and are working with us as part of their vocational training to become independent GPs.

## Medical Students

The practice does from time to time have medical students for work experience in general practice. There will be signs up on the day to inform you of medical students with Doctors. If you have any issues about having a medical student in your consultation please do not hesitate to let a member of staff know.

## Zero Tolerance Policy

As a practice we aim to treat all patients with dignity and respect. We have the right to expect the same from our patients.

**We have a zero tolerance policy regarding aggressive behaviour or abuse to any member of staff or visitor to the practice. This includes the use of offensive and foul language. Patients who behave in this manner will be removed from the practice list.**

## Practice Manager

Claire Walker looks after the day-to-day running of the practice. He will help you with any administrative or non-medical aspects of your healthcare. She is also available to discuss any suggestions you may have for improving our services.

## Receptionists

Our receptionists are here to help you. They may need to ask your medical details in order to do so, but please be assured that all information given to them is treated in strictest confidence. If you have any problems please ask to speak to the Assistant Practice Manager, Joanne Evans.

### Nursing Staff

Ceri Tanhai (Practice Nurse)  
Deirdre Cooper (Practice Nurse)  
Sally Pugsley (Treatment Room Nurse)  
Helen Trigg (Health Care Assistant)

### Medical Secretaries

Our medical secretary and administrators deal with medical reports and other forms. If you have any queries please ask to speak to one of them.

### Registering

Registering at the surgery is simple. Just ask at reception for a set of registration forms, fill them out, and return them. You will need to provide your NHS Number and a form of identification, you will then be entered on the system and registered.

### Appointments

You can request an **"on the day"** emergency appointment between **08.30 -10.30** every morning.

**Please Note:** On the Day emergency appointments are for **urgent** matters which you feel can not wait for a routine appointment.

All urgent appointment requests are triaged by a GP. You will get a phone call back from a GP, and then the necessary course of action will be taken from there. This will be dealt with by the doctor on call, who may not be the doctor of your choice.

### Routine Appointments

Please ring anytime **after 11.00am** to book a routine appointment with the doctor of your choice, or book through our website.

### House Calls

All house calls are booked through the GP. For a house call, you will initially be booked in for a telephone consultation with a GP and it will be dealt with from there.

### Cancellations

It is the responsibility of the patient to keep their appointment. If you are unable to attend an appointment please ensure that you cancel as soon as possible.

### Out Of Hours

In case of an emergency arising when the surgery is closed, please ring 111. This is a free service that also offers health information and advice when we are closed.

**If you have a serious medical emergency dial 999.**

### Cardiff and Vale UHB

Cardiff and Vale UHB,  
University Hospital of Wales (UHW),  
Heath Park, Cardiff. CF14 4XW  
Tel. 029 2074 7747

### Clinics / Services

We provide the following clinics and services; please ask at reception for an appointment.

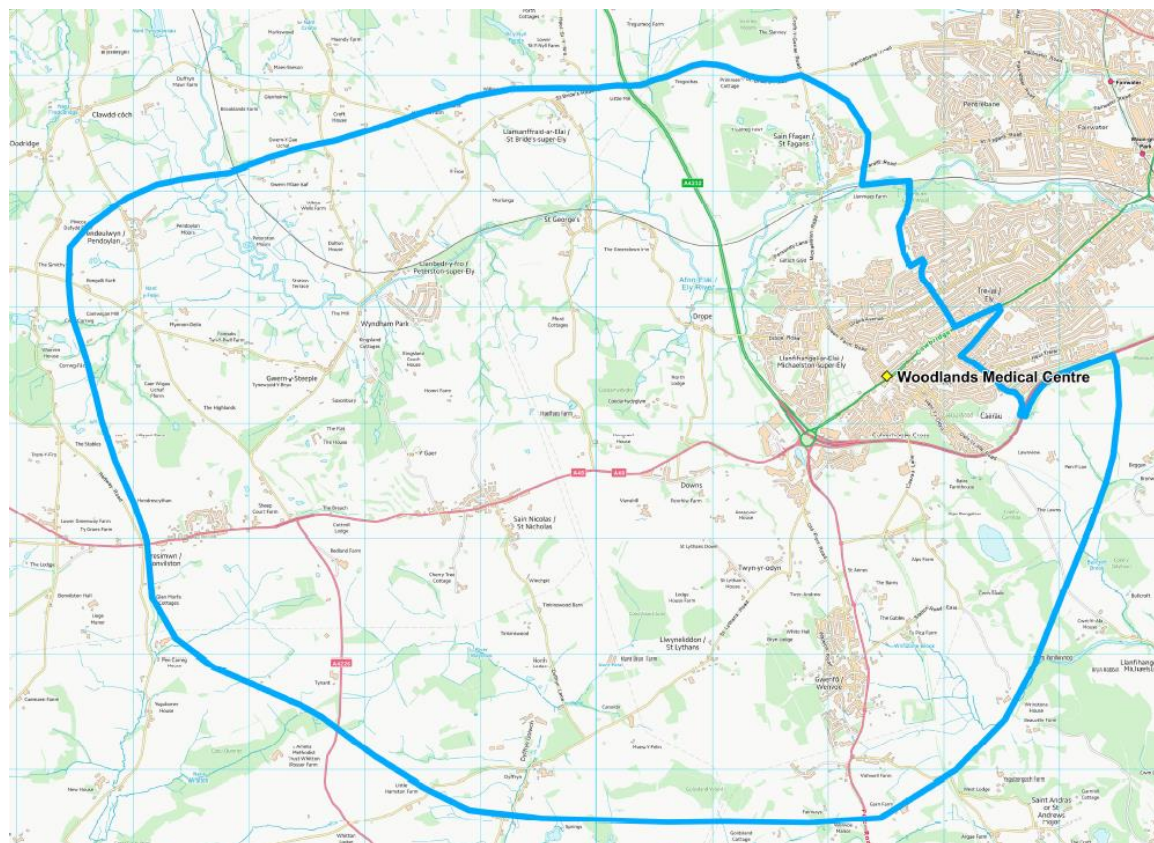
- Maternity (Midwife Tuesday morning)
- Ante-Natal
- Baby Clinic / Immunisation
- Counselling (Mondays)
- Diabetic
- Asthma
- Contraception
- Minor Surgery
- Cervical Cytology
- Travel
- Phlebotomy

All the doctors provide maternity and contraceptive services. They are also on the approved list for minor surgery and child health care services.

### Patient Information

Patient information is stored on computers and held in manual records. We record information about your health and any treatment given. The Practice protects patient information and has a confidentiality policy.

### Practice Area



### Useful Telephone Numbers

Age Concern	029 2052 1052
Alcoholics Anonymous	029 2037 3939
Citizen's Advice	029 2039 8676
Samaritans	029 2034 4022
University Hospital of Wales (Heath)	029 2074 7747
Llandough Hospital	029 2071 1711
NHS Direct Wales	0845 46 47
CAV 24/7 (Out of Hours)	0300 10 20 247