
WOODLANDS Medical Centre

Woodlands Medical Centre
1 Greenfarm Road,
Ely,
Cardiff.
CF5 4RG
Tel: 029 2059 1444
Fax: 029 2059 9204

www.woodlands-medical-centre.co.uk



February 2023

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

Our Practice Mission Statement is '**Health and wellbeing for all who live in our community**'.

Our Practice Values are:

- We are **kind and caring** – we are welcoming, put people at ease, value other people's time and are compassionate
- We are **respectful** – we are understanding, attentive, helpful and appreciative
- We **trust and act with integrity** – we listen, have clear communication, work as a team and speak up
- We **take personal responsibility** – we are positive and professional. We excel in all we do and strive to keep improving.

Partners

- **Dr Debajit Das** MBBCh, MRCGP
- **Dr Sarah Davies** MBBCh, MRCP, MRCGP, DRSH, LoC SDI, LoC IUD, Dip Diabetes
- **Dr Rachel Lee** MBChB, MRCP, MRCGP, MFHOM, Dip of Palliative Medicine
- **Dr Lisa Palmer** MBBCh, MRCGP
- **Dr Sarah Wynn-Jones** MBBS, MRCGP, DRCOG, DCH, DFSRH

Salaried GP's

- **Dr Sabrina Turner** BMBS, MRCGP, DFSRH
- **Dr Bronwen Williams** MBChB, MRCGP, DGM, DCH, DFSRH
- **Dr April Rowntree** MBBCh, MRCGP

Nursing Staff

- **Ceri Tanhai** (Practice Nurse) BSc RGN
- **Deirdre Cooper** (Practice Nurse) BSc RGN
- **Sally Pugsley** (Treatment Room Nurse) BN
- **Helen Trigg** (Health Care Assistant)

Surgery Hours

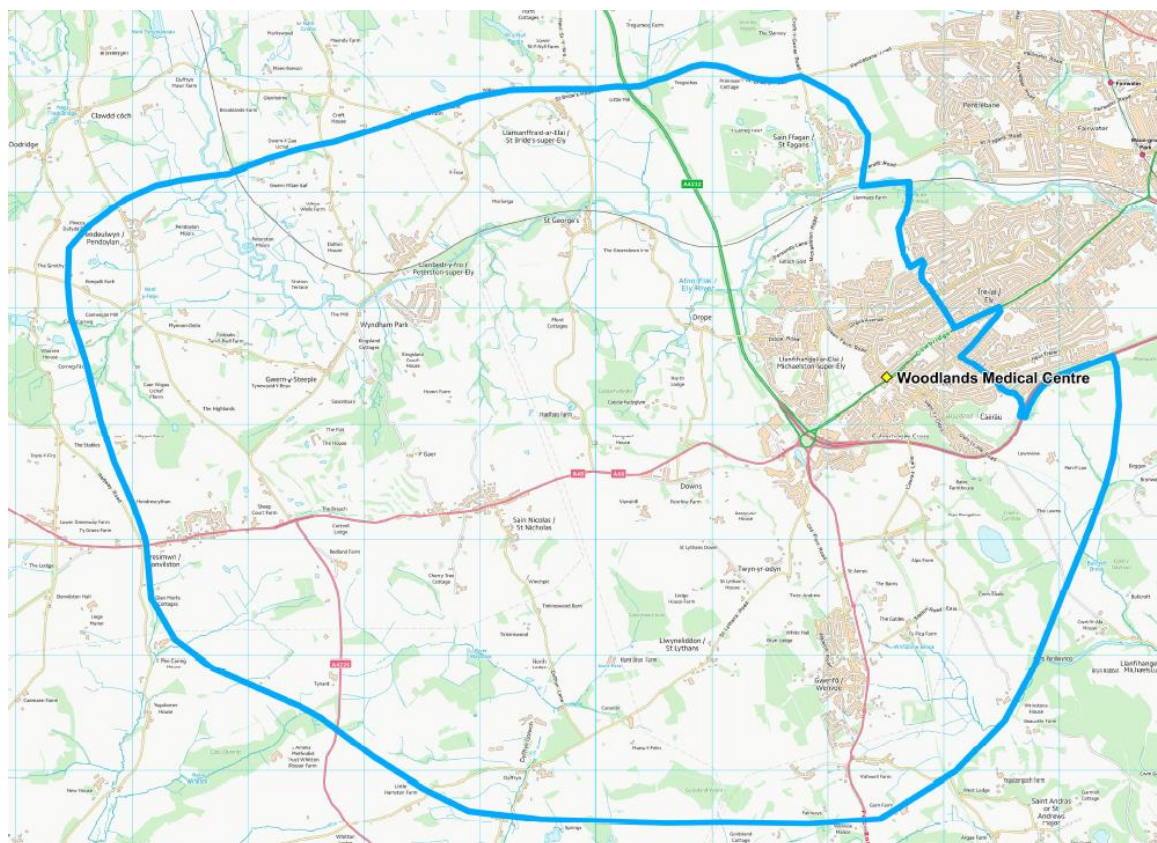
Monday	8.00-18.30
Tuesday	8.00-18.30
Wednesday	8.00-18.30
Thursday	8.00-18.30
Friday	8.00-18.30

Closed on Saturday and Sunday.

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

Registering As A Patient

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



We welcome registrations from patients moving into the practice area. Please ask at reception for a GMS1 form and patient registration form. You will need to provide your NHS number wherever possible which can be obtained from your NHS medical card or your previous surgery.

Change of Address/Contact Details

Please ensure that you keep us up to date with any changes to your address or contact telephone numbers. We regret that should you move outside of our practice boundary, we will be unable to keep you registered at the practice.

Appointments

You can request an **"on the day"** urgent appointment every day.

Please Note: On the Day emergency appointments are for **urgent** matters which you feel cannot 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. Wherever possible your right to be seen by a practitioner of your choice will be honoured.

Routine Appointments

Please ring any time to book a routine appointment with the doctor of your choice, or book through our practice website using eConsult. eConsult is an online platform that can be used to request non-urgent clinical advice or administrative help.

House Calls/Home Visits

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 then the appropriate course of action followed. No patient in need of a home visit will be refused, however wherever possible if you can get to surgery, it is more advantageous as we are able to offer a higher quality of care with access to your complete medical records and diagnostic equipment.

Consultations

Patients between the ages of 16-74 who have not been seen at the surgery for a period of 3 years may request a consultation with the GP to discuss any concerns. Consultations can also be requested by patients over the age of 75 who have not been seen at the surgery in the previous 12 months. These appointments may take place in the home of the patient as clinically appropriate. These consultations will be booked as routine appointments and not as urgent appointments.

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 to allow us the opportunity to book another patient into the slot.

Out Of Hours/When We Are Closed

In case of an emergency arising when the surgery is closed, please ring 111. This is a free service provided by Cardiff and Vale UHB, that also offers health information and advice when we are closed. Advice can also be obtained from NHS Direct website www.111.wales.nhs.uk. Or by calling them on 0345 4647. If you have a medical emergency, a critical or life-threatening problem at any time call 999.

The dental emergency helpline is 0300 1020247

Test Results

Wherever possible, please telephone after 2pm for test results. Please note that we cannot give information to another person without your written permission. All test results are seen by a doctor and if it is necessary for you to see a doctor for further tests or onward referral you will be offered an appointment when you contact us for your results.

Repeat Prescriptions

Repeat prescriptions requests can be made:

- In person using the box provided in reception and outside when we are closed
- 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
- Via My Health Online (MHOL) – please speak to the reception team or visit our website for more information
- Via the chemist (if set up).

Please indicate clearly which items you require by ticking the box next to the item you require on the tear off section of your previous prescription. Please do not request items that you do not need. Please allow three working days for all repeat prescription requests and please make it clear if you would like a prescription to go to a pharmacy. For safety reasons, we **do not** accept prescription requests over the telephone.

Wherever possible and safe to do so we prescribe 2 months of medication on each prescription.

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.

Clinics/Services We Provide

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

- | | |
|---------------------------------------|-----------------------|
| • Maternity (Midwife Tuesday morning) | • Contraception |
| • Ante-Natal | • Minor Surgery |
| • Baby Clinic / Immunisation | • Cervical Screening |
| • Chronic Disease Care | • Travel vaccinations |
| • Flu Vaccines | • Phlebotomy |

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

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.

Complaints/Feedback

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.

If you feel that you cannot raise your complaint with us, or if you are dissatisfied with the result of our response, you can contact Cardiff and Vale University Health Board Concerns Team. The concerns office is open 9-5pm Monday to Friday.

- 029 218 36318
- 029 218 36319

- 029 218 36323
- 029 218 36340

You can also email the team at concerns@wales.nhs.uk or write to the Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4HH.

More information can be found on their website. www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/concerns-complaints/

Patient Privacy

Woodlands Medical Centre is classed as a Data Controller for the Purposes of Data Protection and our registration number with the Data Protection Public Register is Z7844949. The practice is committed to protecting your personal information and respecting your privacy. We have a legal duty to explain how we use personal information about you as a registered patient at the practice.

What Information do we collect about you?

We will collect information about you and in relation to your health and health care services you have received. This will include personal information such as your NHS number, name, address, contact information, date of birth, and next of kin.

We will also collect sensitive personal information about you (also known as special category data) which includes information relating to your health (appointment visits, treatments information, test results, X-rays or reports), as well as information relating to your sexual orientation, race or religion.

All the above information we collect and hold about you forms part of your medical record and is primarily held to ensure you receive the best possible care and treatment.

We may also collect your personal image on surgery CCTV when you attend the practice premises.

Please see our website www.woodlands-medical-centre.co.uk for our full Privacy Notice.

Welsh Language Duties

All documents provided by the local health board will be available in Welsh language versions. All new signs or notices will be bilingual and your language preference will be recorded on your medical records.

LHB Address

Cardiff and Vale UHB,
Woodland House
Maes Y Coed Road
Llanishen
Cardiff.
CF14 4TT

Tel. 02920 747747
Fax 02921 836130
Cav.primaycare@wales.nhs.uk