

# Patient Information

## Dr Griffiths & Partners Oakfield Street Surgery

**Main Surgery:**  
Oakfield Street  
Ystrad Mynach  
Hengoed CF82 7WX

**Branch Surgery:**  
16 Bedwlwyn Road,  
Ystrad Mynach  
Hengoed CF82 7AD

**TEL: 01443 812979** *(please note all calls are recorded)*

**Automated booking/cancellation service 24hrs a day, 7 days a week**

**01443 802123**

**E-MAIL: [oakfield.street@wales.nhs.uk](mailto:oakfield.street@wales.nhs.uk)**

**Website: <https://www.oakfieldstreetsurgery.co.uk/>**

### GP Partners

Dr H Griffiths	MBBCh, MRCGP
Dr N Elwood	MBBCh
Dr E Burrows	MBBCh MRCGP
Dr A Abdullah	MCEM, MRCGP
Dr N Morris	MBBCh, MRCP, MRCGP, DFSRH
Dr D Reed	MBBCh

### GPs

Dr B Roberts	MBBCh MRCGP DFSRH DRCOG
Dr E Borley	MBBCh, MRCGP
Dr S Laffan	MBBCh
Dr C John	MCEM, MRCGP
Dr H Ghani	MBBS, MRCGP

### Practice Staff

Practice Manager	- Yvonne Minett
Finance Manager	- Marcia Jones
Admin Services Supervisor	- Rachel Powell
Reception Rota Co-ordinator	- Vicky Willis
Practice Based Pharmacists	- Jackie Reynolds
Advanced Nurse Practitioner	- Rebecca Bullingham
Practice Nurses	- Lisa Drury (senior nurse)
	- Clare Mahoney
	- Fran Owens
	- Daniel Britton
Phlebotomist	- Emma Hart
	- Donna Osborne

In addition, the practice has several reception and administration team members to support the clinicians and the day to day running of the practice.

## Surgery Opening Hours

Monday – Friday

8am – 6:00pm

## Telephone Hours

Monday – Friday

8am – 6:30pm

## Out of Hours

Between the hours of 6.30pm and 8.00am Weekdays and all day on Saturday, Sunday and Bank Holidays the surgery is closed.

During this time, for urgent medical attention, health information and advice, please contact NHS Direct Wales

Tel: 111 or 0845 46 47

Website: <https://www.nhsdirect.wales.nhs.uk/>

## Emergencies & Minor Injuries

There is no casualty or minor injuries department at the surgery.

If you have a serious, life-threatening problem such as acute chest pain, severe breathing difficulties, severe bleeding, severe abdominal pain, signs of a stroke or sudden collapse

call **999**.

Alternatively, for serious or life-threatening conditions, you should go directly to the Accident and Emergency Department at

- Grange University Hospital (Open 24/7) ..... 01633 493100

If your injury is not serious, you can get help from a Minor Injuries Unit at

- Royal Gwent Hospital, Newport (Open 24/7) ..... 01633 234234
- Nevill Hall Hospital, Abergavenny (Open 7am to 1am) ..... 01873 732732
- Ysbyty Ystrad Fawr, Ystrad Mynach (Open 7am to 1am)..... 01443 802200
- Ysbyty Aneurin Bevan, Ebbw Vale (9am-7pm, Mon-Fri) ..... 01495 363636

For further information, refer to <https://abuhb.nhs.wales/news/news/when-to-go-to-a-minor-injury-unit/> OR <https://aeinfo.nhs.wales/>

## My Surgery APP



## NHS Wales App

The NHS Wales app is also available to download. This is a new way to access online services and manage your health online.

<https://apphelp.nhs.wales/help/nhs-login/>

## Appointments

Appointments can be made by telephoning **01443 812979**

(Please note all calls are recorded)

For URGENT cases that cannot wait until the following day, we offer emergency 'Book-on-the-Day' appointments where you can be assessed on the same day by a duty Clinician. These can be booked from 8am, subject to availability.

Routine pre-bookable appointments can be made up to 2 weeks in advance.

The Doctors have instructed receptionists to request and record as much clinical information as possible to ensure that you receive the correct

If you wish your consultation to be conducted in Welsh, please advise the receptionist and this can be arranged, subject to availability, with Dr John or Dr Roberts

## Home Visit Requests

Please ring before 10:30am to request a home visit.

Home visits are made at the Doctor's discretion to patients who are unfit to attend the surgery.

It is not usual practice to undertake home visits for children.

Having no transport is not a reason for a home visit request.

## Cancelling/Late/Missed Appointments

The services we provide should not be abused. If you make an appointment, it is your responsibility to keep it. If you cannot attend your appointment for any reason, please let us know as soon as possible so we can then offer the appointment to someone else.

This can be done using our automated phone service 24hrs a day, 7 days a week.

**Please call 01443 802123**

Missed appointments are very costly to the NHS.

If you are late /do not attend your appointment, your appointment may be classed as a 'Did Not Attend' (DNA) and you will need to re-book. The practice has a strict DNA policy and frequent missed appointments will result in you being removed from the practice list.

## Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Please note;

**72 working hours notice** is required before prescriptions can be collected.

We recommend you order any repeat medication 7 days before it is due. This will allow the surgery time to process the prescription and for the pharmacy to prepare and dispense it. Repeat prescriptions can be ordered by

- using the NHS Wales App
- using the My Surgery App
- accessing the website [www.oakfieldstreetsurgery.co.uk](http://www.oakfieldstreetsurgery.co.uk). Please go to 'Order Repeat Medication' on the main home page or under the main menu.
- completing the 'repeat prescription request form' and posting it in the repeat prescription box outside the main surgery. Should you lose or misplace your form, please indicate which items are required on a piece of paper with your name, address and date of birth.

**We do not take repeat prescriptions over the telephone or by email.**

## **Disabled Access**

Both the surgery and the branch site have disability access and facilities. When booking your appointment, please make the receptionist aware of any disability and they will be able to ensure you are directed to the correct entrance.

## **Chaperone Policy**

Dr Griffiths & Partners are committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff. Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made, and it is not delayed in any way. Where this is not possible, we will endeavor to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations.

## **Parking**

There is no patient car parking facility at the surgery. The car park is strictly for Doctors and staff only. There are three disabled parking bays on the road immediately outside the surgery. There is also a local authority public car park (fee payable) adjacent to the surgery. Vehicle access to this car park is off Pengam Road, next to Lidl.

## **Fit Notes (Med3 Requests)**

If you are off work for less than seven days, you are responsible for your own self-certification by completing an SC1 which are available from reception or by visiting <https://www.gov.uk/statutory-sick-pay>

Employers are legally bound to accept these certificates. If nonetheless, they insist on medical evidence during this period, doctors can issue a private certificate and a fee will be charged which must be paid on collection of the certificate. 72 hours notice is required for sickness certificates you may be asked to see GP.

The sick note can be back dated but not pre-dated.

## **Private (Non-NHS) Examinations**

Medical examinations for special purposes, e.g. Driving Licence Application, Elderly Drivers, Pre-Employment, Fitness to take part in certain sports, Insurance purposes etc. are not carried out during normal surgery hours. A private appointment must be made, and a fee, as recommended by the British Medical Association (BMA), will be payable.

Likewise a fee is charged for private Medical Certificates or for the completion of Insurance Claim forms.

To avoid misunderstanding you are advised to check the cost before you ask the receptionist to make arrangements.

All private fees are to be paid in CASH and prior to the appointment or completion of the form/letter.

## **Ambulance Transport (Routine)**

Patients are responsible for booking their own transport.

Tel: 0800 328 2332

## **Clinics**

Our Doctors, Advanced Nurse Practitioners, Practice Nurses and Health Care Assistants (where appropriately trained) operate various clinics, including:

Diabetic	Dr Elwood, Dr John
Asthma	Dr Burrows and Nurses
Minor Operations	Dr Abdullah
Heart Disease	Dr Griffiths
Joint Injections	Dr Abdullah, Dr Borley
Cytology	Dr Griffiths, Dr Morris, Dr Burrows, ANP & Nurses
Coil Clinics & Contraception	Dr Morris
Flu Clinics	
Child Health Surveillance	Dr Griffiths, Dr Elwood

## Child Health Surveillance

The practice places great importance on the vaccination programme for children. Please try to make every effort to ensure your child is fully protected. Vaccinations are due at

4 weeks	Diphtheria, Pertussis, Tetanus, Hib, Hepatitis B, Polio vaccine, Meningitis B & Rotavirus vaccines
8 weeks	Diphtheria, Pertussis, Tetanus, Hib, Polio and Hepatitis B vaccine, Pneumococcal and Rotavirus vaccines
16 weeks	Diphtheria, Pertussis, Tetanus, Hib, Polio, Hepatitis B vaccine. Meningitis B vaccine
1 year +	Hib and Meningitis C Vaccine, MMR & Pneumococcal Booster & Meningitis B
From 3yrs 4 months	Diphtheria, Tetanus, Pertussis, Polio & MMR

## Training Practice

The surgery is a training practice and so from time to time has GP registrars attached. These registrars are fully qualified doctors who have decided upon a career in General Practice and are based at the surgery to receive training in aspects of family medicine. On occasion we also have medical students with us as a part of their general medical training. They are here only to observe and, with the patient's consent, will sit in with the doctor.

## Advanced Nurse Practitioners (ANP)

Our Advanced Nurse Practitioner (ANP) are Registered Nurses who have undertaken additional training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed/undifferentiated problems.



### **Practice Nurses**

Practice Nurses (PN) are available to do dressings, foreign travel vaccinations, tetanus injections, asthma, diabetic and CHD and baby clinics. They give advice and general nursing duties. They also organise and assist with health promotion

### **Health Care Practitioners/Assistants**

Our Health Care Assistants (HCA) run clinics for phlebotomy, blood pressure, new patient checks and health education. They assist at minor operations and record ECGs as requested by the doctors. They also do simple dressings, spirometry, diabetic foot checks, data collection and measurements (e.g. height and weight) for long-term medical conditions. HCAs will also give routine immunisations.

### **Midwife, Antenatal & Postnatal Care**

The Community Midwife conducts antenatal clinics in the surgery. The midwife will support you throughout your antenatal care, labour and early postnatal period, providing shared care with your GP and the hospital you have chosen for your delivery. The hospital clinic is led by a Consultant Obstetrician who will arrange appropriate blood tests, scans and further investigations as necessary and providing further care according to the local guidelines.

Ysbyty Ystrad Fawr (YYF) - Local Birthing Centre Tel: 01443 802436

### **Health Visitor**

Routine Child Health Surveillance is carried out by the Doctor in conjunction with the Health Visitor, who will become involved with you and the baby post delivery.

Baby clinic is held at the surgery Wednesday weekly.

The health visitor will give you general advice for your baby on feeding, weight checks, immunisations and any other concerns you may have.

Tel: 01633 431685

### **Community / District Nurses**

The Community and District Nurse Team provide care to patients who are housebound or in the surgery as appropriate and need nursing care. They are responsible for post-operative wound care and regular dressings.

Tel: 01443 802522

## **Flu Vaccinations**

An influenza vaccination is particularly recommended for patients with chronic conditions, (heart, lung or kidney disease, diabetes and residents of nursing and residential homes). Children within certain age groups and/or with some health conditions are also eligible for a flu vaccination. Details of 'flu vaccination' clinics will be made available as the season approaches. If you are housebound, a home visit will be arranged to undertake this facility.

## **Physiotherapy**

A physiotherapist is available at the surgery. Please ask your doctor for an appropriate referral to this service, (waiting time is approx. 4-6 weeks but subject to demand).

## **New Patient Registrations**

We welcome new patients onto our list if you reside within the practice catchment area.

You can obtain a registration form and information from the surgery reception. A completed form is required for every member of the household wishing to join the practice. You may note your preferred practitioner, but it may not always be possible to see this person. If you have immediate health problems or are currently on medication, we will arrange for you to see a doctor and the healthcare assistant (who will take your lifestyle information for your records). It may be several weeks before we receive your full medical records.

Patients are asked to sign a 'Acceptable Behaviour' disclaimer on joining the practice. This is to protect both the GPs, staff & patients.

## **Temporary Patients**

We are happy to see patients who may need medical attention, are temporarily residing in the area and have family members registered with the practice. Please telephone the surgery. You will be required to complete a 'Temporary Resident' form.

## **Patients Confidentiality & Data Protection**

Dr Griffiths & Partners will 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 practice team. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

Please help to keep your record up to date by informing us of any changes to your circumstances.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues.

In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

All incoming and outgoing telephone calls are recorded for training and quality purposes. You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required.

If you have any issues with the data that we hold about you or how we use it, please address your concerns to the Practice Manager.

If you are unhappy how we use your data, you have the right to complain.

Complaints of this nature should be directed to the Wales Information Commissioner at  
Information Commissioner's Office

Wales, 2nd Floor, Churchill House, Churchill Way, Cardiff. CF10 2HH

## **Freedom of Information – Publication Scheme**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## **Violent & Abusive Behaviour**

Our practice staff are here to help you.

Our aim is to be as polite and helpful as possible and to consider the needs, health and wellbeing of ALL patients.

Practice staff have the right to come to work without fear of aggression, violence or intimidation. Rudeness, shouting, swearing at practice staff will not be tolerated under ANY circumstances.

This practice may request the removal from the practice list of any patient who has committed an act of violence or if they behave in such a way that anyone working in the practice or present on practice premises (or elsewhere where the patient was being treated) feared for their safety. Such incidents will be reported to the police and will result in the patient being removed from the list.

## **Obligation of Patients**

As a registered patient it is your responsibility to;

- Always let us know of any changes to your personal details (Name, address or telephone number), without delay.
- Endeavour to keep booked appointments and always tell us as soon as possible if you cannot do so. Failure to cancel an appointment within 1 hour of the appointment time that is no longer needed could result in you being removed from the practice list.
- Phone for test results after sufficient time has elapsed to allow all your results to have returned (usually one week).
- Treat the doctors and staff with courtesy and respect at all times. Please be aware that we have a zero-tolerance policy regarding any individual who exhibits threatening or violent behaviour towards any individual - including other patients, GPs, nurses or staff. Such behaviour will result in the immediate removal of those individuals (including their immediate family members) from our practice list, and such incidents will always be reported to the police, and the Aneurin Bevan University Health Board (ABUHB) and NHS Wales Shared Services Partnership (NWSSP) will be notified.

## Complaints

Things go wrong even in the best run organisations. We hope there will not be a need for any complaints, however if you feel something is going wrong, or could be done better, we want to know.

We are always keen to improve the service we provide and welcome suggestions in writing for consideration by the partners. All patients will be treated equally and fairly without any discrimination - irrespective of their age, ethnic origin, religious or cultural beliefs, gender or sexual orientation.

If you have a problem or issue you would like to raise, this should be made in writing by letter or email to [oakfield.surgery@wales.nhs.uk](mailto:oakfield.surgery@wales.nhs.uk) to Yvonne Minett, Practice Manager, where we will be happy to discuss.

We will acknowledge your complaint within 48 working hours. Investigation and a reply will be carried out within 30 days. Our complaints procedure is displayed in the surgery and on the practice website.

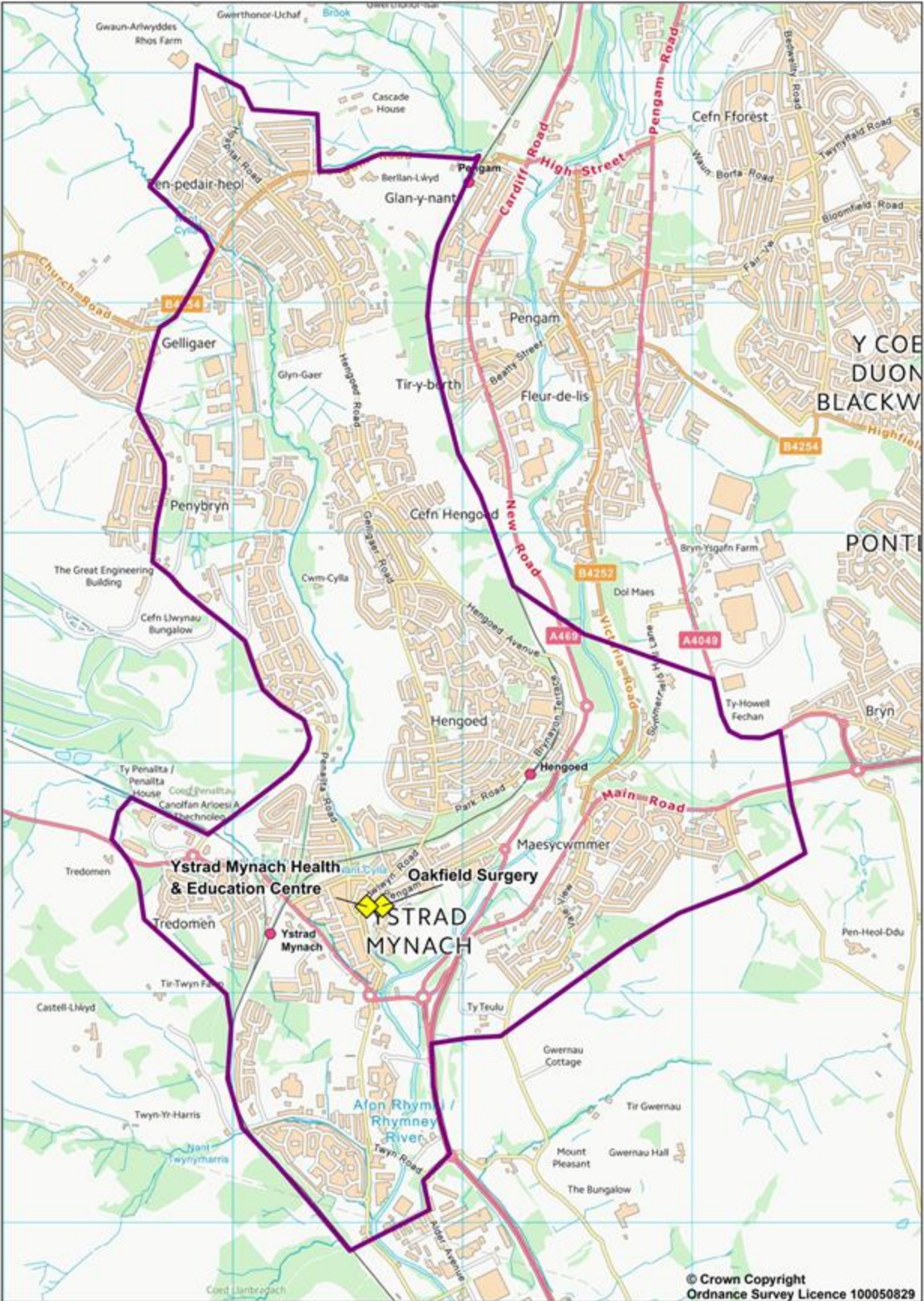
## Other Useful Telephone Numbers

Police .....	Urgent 999
	Non urgent 111
Allied Pharmacy, Bedwlwyn Road, Ystrad Mynach.....	01443 813166
Local Health Board (Caerphilly) .....	01495 241200
Aneurin Bevan Community Health Council .....	01633 838516
Caerphilly County Borough Council (CCBC) .....	01443 815588
CCBC Social Services .....	01443 815588
Caerphilly Family Information Service .....	01443 863232
Citizens Advice Bureau .....	0800 702 2020
Alcoholics Anonymous .....	0800 9177 650
Age Cymru Gwent .....	0300 303 4498
Alzheimer's Disease Society .....	0333 150 3456

The Dewis Cymru website gives information on a wide range of support services in the area. Visit [www.dewis.wales](http://www.dewis.wales) to see what support is available for you.



Aneurin Bevan UHB - W95065 Oakfield Surgery practice boundary for checking



Aneurin Bevan University Health Board (ABUHB)  
Primary Care & Community Services Division  
Llanarth House  
Unit 1, Newbridge Gateway  
Newbridge  
NP11 5GH  
Tel: 01495 241236  
<http://www.aneurinbevanprimarycare.co.uk/contact-us>