



Margaret Street Surgery

Practice Leaflet - Information for Patients

Margaret Street Surgery, Margaret Street, Ammanford, SA18 2PJ

You can submit all clinical and admin requests on our website:

www.margaretstreetsurgery.wales.nhs.uk

DOOR OPENING TIMES – Sat, Sun & Bank Holidays closed.

Monday to Friday: from 08:30 to 18:00

TELEPHONE OPENING TIMES – Sat, Sun & Bank Holidays closed.

Monday to Friday: from 08:00 to 18:30

Branch Surgery – Tycroes Surgery, Penygarn Road,

Tycroes SA18 3NY – Sat, Sun & Bank Holidays closed.

Monday: 08:30 – 11:30

Thursday: Subject to availability

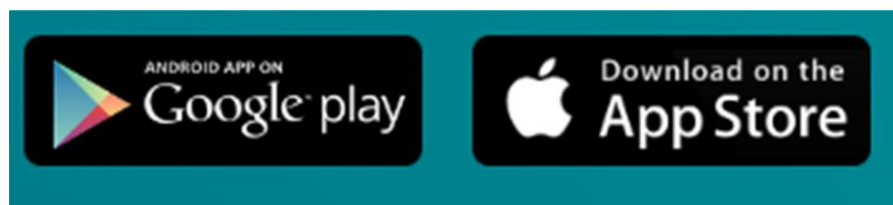
CONTACT

Tel 01269 592477; Fax 01269 597326; **Out of Hours (NHS)** 111

DIGITAL CONTACT

Digital requests for on the day appointments can be made via our website or My Surgery App weekdays (excluding bank holidays) between 08:00 and 10:00. Digital requests can be made for routine pre-bookable appointments can be made via our website or My Surgery App weekdays (excluding bank holidays) between 08:00am and 18:30pm

Please submit your requests, for sick papers, medication, referral queries and much more via www.margaretstreetsurgery.wales.nhs.uk or My Surgery App downloadable from google play or Apple App Store on your mobile.



PRACTICE PARTNERS

Dr Divya Pradhan (F) - MBBS MRCP MRCGP DFSRH

Dr Anand Palamarthy (M) - MBBS MD MRCP

Dr Pramila Ramkumar (F) - MBBS DipGUM DFFP MRCGP

Dr Bhargavi Kannan (F) - MBBS, MRCGP, DRCOG, DFRSH, DPD

Mrs Kathleen Jefferies - RGN, BSC Community Health Studies, BSC Nursing - Nurse Practitioner, NMP.

We are a training practice with both PCA medical students and GP registrar

CLINICAL TEAM

Nurse Practitioner /Nursing Manager– Mrs Nathalie Davies
Nurse Practitioner – Mrs Sarah Gibson
Specialist Mental Health Practitioner – Mr John Barry
Practice Nurse – Mrs Louise Stephens
Practice Nurse – Miss Molly Jefferies
Practice Nurse – Mrs Stefanie Thomas
Health Care Assistant – Mrs Andrea Prescott

ADMINISTRATION TEAM

Practice Manager – Miss Lisa Yarnold
Finance Manager – Ms Kelly Morgan
Admin Manager – Ms Astra Lane

Lead Prescription Clerk – Mrs Melanie Jones
Prescription Clerk – Miss Georgia Davies
Prescription Clerk – Lauren Winter

Practice Secretary – Mrs Denise Bartlett
Cancer & Carer Champion / Administrator – Miss Suzanne Ruck
Administrator - – Mrs Bethan Evans

Receptionist team Leader- Miss Chynna James
Senior Receptionist - Miss Katie Aubrey
Senior Receptionist – Eva Kendall
Senior Receptionist - Ms Sarah Angell
Receptionist – Miss Courtney Lewis
Receptionist – Miss Alison Jones
Receptionist – Miss Nicola Thomas
Receptionist – Lauren Morris
Receptionist – Stephanie Bithray
Receptionist- Kimberly Compton

When we are closed

Services from Hywel Dda Health Board;

- For urgent medical advice out of hours please call 111
- For further medical advice you can access NHS Direct Wales on-line at www.nhs.direct.wales.nhs.uk
- Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait for the surgery to re-open.

In a genuine emergency, you need to call 999

Medical emergencies can include;

- Loss of consciousness
- Fits, persistent/severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds

Appointments

We operate a mix of on the day appointments and pre bookable appointments which are open and available to book 6 weeks in advance. We have availability with our GPs, Nurse Practitioners, Specialist nurses and Healthcare assistants. You can book an appointment in the following ways.

To book an on the day appointment please visit www.margaretstreetsurgery.wales.nhs.uk or My Surgery App weekdays (excluding bank holidays) between 08:00 and 10:00, or you can call us on 01269 592477 on the day from 08:00 onwards by telephone. When you request an appointment the reception team will ask a series of questions about your symptoms so that we navigate you to the most appropriate clinician or service.

You can book routine practice nurse and HCA appointments up to 6 weeks in advance by visit www.margaretstreetsurgery.wales.nhs.uk or My Surgery App weekdays (excluding bank holidays) between 08:00 and 18:30 or by phoning us from 08.00 on weekdays (excluding bank holidays).

We also have a Specialist Mental Health Practitioner that you can book an appointment with up to 2 weeks in advance.

Home Visits

Please telephone us before 11.00am if you require a home visit. You may only request a home visit if you are housebound. 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.

You can also be visited at home by a community nurse if you are referred by your GP surgery. You should also be visited at home by a health visitor if you have recently had a baby.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Test Results

These are usually available 5 days after the sample has been given. For your test results phone us on Tel. 01269 592477 between 12:00 and 14:00 each weekday

X-Ray Results

These are usually available 10 days after the x-ray has been taken. For your x-ray results phone us on Tel. 01269 592477 between 12:00 and 14:00 each weekday.

Services Available

- Childhood Immunisations
- Influenza Vaccinations
- Pneumonia vaccinations
- Shingles Vaccinations
- Travel Vaccinations
- Minor Surgery
- Family Planning – including implants and Coil insertion / removal
- Cervical Screening
- Chronic Disease Management Clinics
- Private Medicals including HGV, Taxi Medicals
- Private Ostenil injections

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer, at Margaret Street Practice or on the HMRC website.

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). If you require a sick certificate, please visit www.margaretstreetsurgery.wales.nhs.uk or My Surgery App weekdays (excluding bank holidays) between 08:00 and 18:30 to request. Alternatively come to reception and ask for a sick paper (Med3) request Form to complete. Please note, we are only able to complete Med3's the day they start/postdate.

Repeat Prescriptions

We do not accept repeat prescription requests over the phone, unless you are housebound. The most efficient way to order your repeat prescriptions is by registering with My Surgery App which will link you to my health online repeat prescription ordering service.

If you choose to order your prescriptions manually, please remember to use your repeat slip and tick the items that you require. There is a pharmacy next door to Margret Street Surgery.

Repeat prescriptions can be ordered by:

- Posting through the surgery Letter box
- Posting in the drop in box, located within the surgery lobby.
- Upon written request the surgery staff can post your prescription to you. Please enclose a stamped addressed envelope.
- You can order through a pharmacy.
- You can FAX your request on 01269 597326.
- You can make requests using the My Health online service via 'My Surgery App' or hand in a registration form into Reception with a form of ID).

Repeat prescriptions will be ready to collect from the surgery within 72 hours after receiving your request, excluding weekends and bank holidays. Please allow an additional 48 hours if collecting from your designated pharmacy.

Violent or abusive behaviour

We take seriously any threatening, abusive or violent behaviour against any of our staff. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we can apply to have them removed.

Carers

Carers look after someone such as a relative, friend or neighbour, who is ill, frail, or disabled and cannot manage on their own or who is unable to manage without help because they are elderly, disabled by physical or mental ill health, learning disability, drug or alcohol problem or have a long-term illness. Registration forms are available on our website or in the surgery or speak to any staff member.

Patient Confidentiality

We respect the right to privacy and keep all your health information confidential and secure in line with the 1998 Data Protection Act. It is very important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. The information will either be written down or held on computer. These records are then used to guide and manage the care you receive.

Data Protection

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

Complaints Policy

We take complaints very seriously and adhere to the NHS Complaints procedure. If you are not happy with the service provided, then please raise it with the Practice Manager at the Surgery by telephone, writing or in person. Alternatively, if you do not wish to give your name and address, please use the suggestion box in Reception. We shall acknowledge your complaint within 2 working days and aim to have investigated your complaint within twenty working days of the date when you raised it with us.

If You Move

It is important to keep your records up to date with any changes to your personal details such as address, telephone number or email address. This ensures we can contact you when needed. If you move home, we will advise you whether your new address is within our practice area. Please complete a change of details form on our website, www.margaretstreetsurgery.wales.nhs.uk on 'My Surgery App', or at reception. If you do not inform us of changes, we will not be able to contact you with urgent or important information when needed including appointment details.

How to Register as a Patient

If you are new to the area and wish to register at our practice, please visit our website or My Surgery App weekdays (excluding bank holidays) between 08:00 and 18:30 and complete the registration form. Alternatively, you can ask at our Reception for a registration form to complete and hand in. If you have your Medical Card, then please bring this along with you or if you do not have a medical card, please obtain your NHS number from your previous GP Surgery to add to the registration form. You will need a photo ID and proof of address. Because it can take a considerable time for us to receive your medical records, you will also need to complete a medical questionnaire to register with us and it would be in the patients best interest if you could also supply a copy of your repeat prescription.

Parking

We do not have a patient car park, however, Margaret Street, pay and display council car park is immediately opposite the surgery. If you are disabled and have a blue badge, you are able to park in our disabled spot when your badge is shown.

Margaret Street Practice Area

