# Wylcwm Street Surgery

Knighton, Powys LD7 1AD

**Tel: (01547) 528523**

**Fax: (01547) 529347**

**www.wylcwmstreetsurgery.co.uk**

Dr Antony Lempert

Dr Alistair Moulden

IMPORTANT INFORMATION

**PLEASE RETAIN FOR REFERENCE**

WELCOME TO THE WYLCWM STREET SURGERY

THE DOCTORS

**Dr Antony Lempert** MB BS (London 1990) MRCGP DCH DRCOG

**DR ALISTAIR MOULDEN** B.Sc Hons MRCGP MBCHB

There are two doctors in the partnership, as well as Dr Jenny Edwards. Occasionally there may also be a locum GP present. You may see whichever doctor you wish regardless of which one you are registered with, though it is better to stay with the same doctor through a course of treatment. When any doctor is not personally available you may speak to or see another doctor.

SURGERY TIMES

The surgery times are from 8 am to 6.30pm and there are normally two doctors daily. One of the doctors will carry out telephone triage throughout the day. The other doctor will be on call and will see patients face to face who have previously been triaged via the telephone.

Practice nurse appointments also vary from day to day but there are usually appointments throughout the day.

We have appointments available at least two weeks in advance, you will be given the most appropriate appointment at point of triage. Please do let us know if you no longer require your appointment to allow other patients to use the slot.

One doctor is available for emergencies throughout the day.

RECEPTION OPENING TIMES

Monday to Friday 8.00am to 6.30pm excluding Bank Holidays.

Outside of these hours you should call 111.

Approximately once a month the surgery will close for an afternoon to facilitate staff training. These sessions will be publicised in advance in and around the surgery premises. 111 will cover the surgery for any problems that cannot wait until the next day.

APPOINTMENTs WITH THE DOCTOR

Appointments with the doctor is initially by telephone triage, if the doctor feels you need a face to face appointment you will be given an appropriate appointment.

If you need to see the doctor the same day, then please telephone the surgery as soon as possible after 8.00am. We try to ensure that there are appointments available for people calling the same day. These are divided equally between morning and afternoon surgeries. Once all these appointments have been filled and a problem arises during the day that you consider to be of an urgent nature, you will be slotted in at a time allocated by the emergency doctor of the day.

In order to make the most effective and therefore safest use of the consultation time, we ask that, wherever possible, you restrict each consultation to a single problem. It will be at the doctor's discretion whether or not to deal with any additional problems at the time or to ask you to return for another consultation.

If, for whatever reason, you are unable to keep an appointment please let us know immediately so that it can be released for another patient. Whilst we recognise that there are sometimes unavoidable circumstances we take repeated non-attendance very seriously as it is unfair on other patients.

URGENT PROBLEMS

One doctor is available for urgent problems, including minor injuries, throughout surgery opening times. However, if you feel that your problem is an emergency please dial 999 or go to the nearest A&E department.

**Please do not come to the surgery out of surgery hours as there are no staff on duty.**

HOME VISITS

If it is felt that the patient is too ill to attend the surgery, please telephone with visit requests before 10.00am. It is not the doctor's responsibility to arrange transport and the doctor may sometimes decide that it would be more appropriate for the patient to be seen in the surgery. The final decision rests with the on-call doctor.

TELEPHONE ADVICE

The practice nurses are available on a daily basis for telephone advice. The best time to call is between 1.30 and 2.00pm.

RESULT OF INVESTIGATIONS

We have agreed with 111, the out-of-hours GP service that blood results can be made available by the laboratory to the triage doctors when the doctor feels it necessary. This is in the interest of patient safety and will help the triage doctors to make safe decisions. If, for any reason, you would not like the triage doctor to be able to access your blood results out of hours then please let us know.

PRACTICE NURSES

Our experienced nursing team consists of three practice nurses, assisted by two health care assistants.

Our Practice nurses are available for the following services:

Telephone advice

Immunisations including children’s immunisations.

Dressings & removal of stitches

Well person checks

Cervical smears & breast awareness

Women’s health & family planning

Sexual health advice and contraception

Our nurses have special interests and additional qualifications in Chronic Diseases and therefore run and manage the following clinics:

Hypertension Clinic

Diabetes Clinic

Asthma Clinic

COPD Clinic

Stroke Clinic

Coronary Heart Disease Clinic

Our healthcare assistants are available for the following services:

Blood pressure readings

Blood tests

Heart trace (ECGs)

New Patient Checks

INR Star clinics

REPEAT PRESCRIPTIONS

Medicine which is taken regularly may be obtained without seeing the doctor by requesting the drug by using your right hand side white copy or using MHOL service which enables you to order your medication online, please request a PIN number from reception. Whenever possible, please try to request your prescriptions at least 72 hours before you want to collect them. Patients on repeat medication should be seen by the doctor at regular intervals for review. This usually occurs every six months.

MINOR SURGERY

The doctors are qualified to perform minor surgery (ie incision of cysts, cautery of warts, verrucas, injections of joints, treatment of ingrowing toenails etc). Please discuss with the doctor who will make you the appropriate appointment.

ANTENATAL CARE

Most of the antenatal care is now conducted by the midwives based at Brecon Hospital, they can be contacted directly. The pregnancy testing kits available at most chemists are just as accurate as hospital laboratory tests, so if you have already done a home pregnancy test which proved positive there is no need for further confirmation. The hospitals no longer provide a pregnancy testing service.

**SERVICES AVAILABLE**

Contraception

Contraceptive advice is given to people of all ages by the doctors and nurses in the strictest of confidence.

Child Health Surveillance

Children under five will be sent appointments to attend for regular checks at the surgery or at Knighton Hospital.

Immunisations

Children requiring immunisations are sent a reminder letter. Please make an appointment to see the nurse.

Flu vaccinations are available from October for the elderly or those at special risk. Due to the sheer volume of people attending for the flu vaccine we ask all patients to try to attend one of the dedicated flu clinics we hold during this time.

Pneumococcal vaccination is available for those patients at special risk.

Non-NHS Examinations

Medical examinations for special purposes, eg elderly driver, pre-employment, insurance medical, heavy goods and taxi etc, can be arranged by ringing the surgery. A fee is payable for these examinations. We also apply standard charges for other services which are outside the usual work of a GP. These include private medical certificates. Please note that a doctor’s certificate is not required until you have already taken five days off sick.

WOMEN'S HEALTH

Family Planning

The doctors are pleased to discuss your family planning. Follow-up appointments may be conducted by either the nurse or the doctor. Fitting of IUCDs (coils), Depo-Provera injections and contraceptive implants need to be booked specifically to allow time for preparation, you will be given a dedicated appointment time for these procedures.

Cervical Screening

· The interval change applies to those aged 25 – 49 on a routine screening pathway after their next cervical screening test if HPV is not found in their sample

· Three yearly screening intervals still apply if the individual was informed after their last test that they would be called again in three years. They will only move onto five yearly recall after their next test, provided HPV is not found

· Individuals of any age who test negative for HPV (HPV not found) on their Test of Cure (TOC) following discharge from colposcopy will be given a recall period of 36 months (R36) as they are now

· Those discharged from colposcopy who test negative for HPV (HPV not found) on their discharge cervical screening (smear) test should be given a recall period of 36 months (R36) as they are now

· Individuals of screening age who have been diagnosed with HIV will continue to be eligible for annual screening

· BORDER PRACTICES – please be aware that the screening programme in England is currently still operating a three year recall for England residents aged 25 – 49

· A link to further information, including the rationale for change, is here: Changes to the Cervical Screening Wales programme - Public Health Wales (nhs.wales)

Mammography

There is a three yearly Programme for breast x-rays which is co-ordinated via the Department of Health. It is offered to ladies between 50-65. Patients over 65 can be included if they wish. Please see the nurse for details.

MINOR INJURIES UNIT

This service is available to everybody and operates during normal surgery opening hours.

The service is able to treat minor injuries which might include, sprains and strains, cuts, foreign bodies, insect/animal bites, minor burns/scalds, minor eye injuries etc.

You will be assessed and treated by a nurse or doctor. In some circumstances it might be necessary to refer you onto a bigger unit where there are more facilities.

Minor injuries units cannot treat:

chest pain

breathing difficulties

major injuries

stomach pains

gynaecological problems

pregnancy problems

allergic reactions

overdoses

alcohol-related problems

mental health problems

conditions likely to require hospital admission

Some minor injuries units, do not have facilities to treat young children. This depends on the capacity, resources or skill levels available at the departments. Contact your local minor injuries unit in advance if you're not sure whether you or your child can be treated there.

**If you think someone has sustained a major injury or is unconscious please dial 999.**

NEW PATIENTS

The practice welcomes new patients from within the practice area. A map of the practice area can be found on the back cover of this booklet.

When you register with us, you will be offered a consultation with a nurse who will discuss your health with you. You are free to see any doctor regardless of which doctor's name appears on your medical card. If you would like to bring to our attention any difficulties in communications that you might have or problems with mobility, this can be highlighted on our computers for when you attend the surgery.

CONFIDENTIALITY

We have a strict code of confidentiality at the surgery which involves everyone working here.

No-one may discuss your details with anyone outside the practice without your express consent. This policy extends to children under 16 except in exceptional circumstances.

Concerns

We welcome feedback at the practice. If you are dissatisfied with any aspect of your care, please let us know. You may write, phone or ask to speak to our practice manager in person.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

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 or alternatively by downloading from our website.

PRACTICE STAFF AND OTHER HEALTH WORKERS

There is a practice manager who is responsible for the practice and receptionists who also perform administrative duties, run the recall and appointment systems, undertake repeat prescriptions and look after patients' notes. Absolute confidentiality is maintained at all times. If you have any comments or concerns on the running of the practice, let the practice manager or one of receptionist know either verbally or in a letter.

District nurses are based at the hospital and can be contacted on **01547 521270**.

The midwives are based at Brecon Hospital and can be contacted on **01874 711661.**

The health visitors are based at Knighton Hospital and can be contacted on **01547 521 226.**

Contact numbers are available at the surgery for other health care workers such as community psychiatric nurse, physiotherapist, occupational therapist, smoking cessation, dietician, chiropodist and speech therapist who can all be contacted via the surgery.

PRIMARY CARE MENTAL HEALTH TEAM

The team take referrals from the doctors or nurses. If you are suffering from anxiety, stress or depression, please make a telephone consultation with one of the doctors or nurses.

IN TIME OF BEREAVEMENT

When death occurs at home...

1. Telephone the doctor. He will visit to confirm that death has taken place.

2. If death is unexpected or the patient has not been seen recently, the doctor is obliged to
 contact the Coroner, who may require a post-mortem.

3. Contact the funeral director.

When death occurs in hospital...

1. Contact the funeral director to inform him that his services will be required.

2. Collect the doctor’s death certificate from the hospital.

3. Take the certificate to the registrar for the area in which the death took place together with
 the deceased’s medical card and birth certificate if available.

4. Take the green form to the funeral director who will take over complete responsibility for
 arranging the funeral.

MEDICAL STUDENTS

Occasionally the practice takes medical students to give them experience of general practice in a rural environment. You will be told by the receptionist if there is a student sitting in with the doctor.

If you do not wish the student to be present, please inform the receptionist beforehand.

FEEDBACK FROM PATIENTS

We welcome feedback from everyone using the surgery. A patient survey is carried out periodically by the practice to ascertain patients' opinions on the services being provided.

CONSCIENTIOUS OBJECTION STATEMENT

The doctors' regulatory body, the General Medical Council (GMC), has issued clear guidance on the need for doctors to be open about any conscientious objections they may have to certain treatments. We would like to reassure patients here that we offer a full range of normal medical services. However, in line with our policy on informed consent, we have no involvement with non-therapeutic genital surgery; for example circumcisions on infants undertaken for religious purposes.

OTHER SOURCES OF INFORMATION

Comments, queries and problems may be directed to:

Powys Local Health Board, Mansion House, Bronllys, Brecon, Powys LD3 0LY. Tel: (01874) 711661

NHS Direct Wales can be contacted on 111 or, alternatively, information may be found at
https://www.**nhsdirect.wales**.**nhs**.uk

The CHC may be contacted at:
1st Floor Neuadd Brycheiniog, Cambrian Way, Brecon LD3 7HR. [01874 610646](https://www.google.com/search?q=community+health+council+powys&ei=4SUOYsrJLYOx8gLRi7uYCg&ved=0ahUKEwiKvp-Mxob2AhWDmFwKHdHFDqMQ4dUDCA4&uact=5&oq=community+health+council+powys&gs_lcp=Cgdnd3Mtd2l6EAMyCwguEIAEEMcBEK8BOgcIABBHELADOgoIABBHELADEMkDOgUIABCABDoGCAAQFhAeOg4IABCPARDqAhCMAxDlAjoOCC4QjwEQ6gIQjAMQ5QI6BQgAEJECOgsILhDHARCvARCRAjoKCC4QxwEQ0QMQQzoICAAQsQMQgwE6CwguEIAEELEDEIMBOg4ILhCABBCxAxDHARCjAjoICAAQgAQQsQM6EQguEIAEELEDEIMBEMcBEKMCOgQILhBDOgoILhDHARCvARBDOgQIABBDOgcIABCxAxBDOgoILhCxAxDUAhBDOgkIABBDEEYQ-wE6CgguEMcBEKMCEEM6DgguEIAEELEDEMcBEK8BOggIABCABBDJAzoOCC4QgAQQxwEQrwEQ1AI6CwguEIAEEMcBENEDSgUIPBIBMUoECEEYAEoECEYYAFC9BFiAc2CNemgCcAF4A4ABiAGIAdUokgEFMzUuMjCYAQCgAQGwAQrIAQjAAQE&sclient=gws-wiz).

PRACTICE PREMISES AND TRANSPORT

**Car Park:**  This is adjacent to the surgery and is reserved for patients attending the
 surgery and members of staff during surgery hours. Please do not park in the
 surgery car park for any other reason. The car park is locked in the evening and on weekends.

**Disabled Facilities:** There are spaces reserved for disabled patients. A transit wheelchair can
 be available on request, however please note that our reception staff are
 not trained in moving or handling. So if you need assistance please
 bring a helper with you.

**Patient Transport:** 01686 613 200 or 0845 840 1234.

CHEMIST TIMES

 **Knighton Presteigne**

**Monday**  9.00am - 6.30pm 9.00am - 1.00pm 2.15 - 6.15pm

**Tuesday**  9.00am - 6.30pm 9.00am - 1.00pm 2.15 - 6.15pm

**Wednesday** 9.00am - 6.30pm 9.00am - 1.00pm 2.15 - 6.15pm

**Thursday**  9.00am - 6.30pm 9.00am - 1.00pm

**Friday** 9.00am - 6.30pm 9.00am - 1.00pm 2.15 - 6.15pm

**Saturday**  9.00am - 5.30pm 9.00am - 1.00pm

Please remember that between 1.00 and 2.00pm at Knighton, prescriptions cannot be dispensed or collected, nor over-the-counter medicines purchased, as the pharmacist is at lunch. There are also chemists at Leominster, Ludlow, Llandrindod Wells, Kington, Bishop's Castle, Craven Arms and Newtown.

EAST RADNORSHIRE DAY CENTRE

If you are finding it difficult to cope or would like to have some new friends to talk to, why not spend a day at the Day Centre (Old School Building, Scottleton Street, Presteigne). [01544 260267](https://www.google.com/search?q=east+radnor+day+centre&ei=AyYOYq2oKImAhbIPxrKFwAE&gs_ssp=eJwFwTEOgCAMBdC46u7M4kxRI-IRvEWlH01MMMEOeHvfazt7WqeXxjt7araB6rx6GicHTksQ4bRR9R7gwwlJgICw9-BXTWHJTzHCn4nIWvADcg8YTg&oq=east+radnor+day&gs_lcp=Cgdnd3Mtd2l6EAEYADILCC4QgAQQxwEQrwE6DgguEIAEEMcBEK8BELADOg4IABCPARDqAhCMAxDlAjoOCC4QjwEQ6gIQjAMQ5QI6BQgAEJECOgQIABBDOhEILhCABBCxAxCDARDHARDRAzoLCAAQgAQQsQMQgwE6BQgAEIAEOg4ILhCABBCxAxDHARDRAzoOCC4QgAQQsQMQgwEQ1AI6DgguEIAEELEDEMcBEKMCOgoILhDHARCvARBDOgQILhBDOgoILhDHARDRAxBDOgsILhDHARCvARCRAjoHCAAQsQMQQzoOCC4QgAQQsQMQxwEQrwE6DQguELEDEMcBENEDEEM6CggAELEDEIMBEEM6CAguEIAEELEDOgsILhCABBCxAxCDAToICAAQsQMQgwE6BQguEIAEOgoILhCABBDUAhAKOgYIABAWEB5KBQg8EgExSgQIQRgBSgQIRhgAUIkFWPt2YOyHAWgDcAB4BIABvgGIAeQhkgEFMjguMTaYAQCgAQGwAQrIAQHAAQE&sclient=gws-wiz).

USEFUL TELEPHONE NUMBERS

Citizens Advice Bureau [0345 601 8421](https://www.google.com/search?q=citizen+advice+powys&oq=citizen+advice+powys&aqs=edge..69i57.9252j0j4&sourceid=chrome&ie=UTF-8)

CRUSE 01686 610220

District Nurse 01547 521270

Powys Drug and Alcohol Advice (Kaleidoscope) 01633 811950

Hospitals

 - Knighton 01547 528633

 - Hereford 01432 355444

 - Shrewsbury 01743 261000

Knighton Community Support 01547 520653

Macmillan Nurse 01597 828793

Midwife - 01874-711661

MIND 01597 82441

Samaritans 116 123

Social Services 01597 827460

(NB - Please check the local information, as telephone numbers may change over time)

WEBSITE

www.wylcwmstreetsurgery.co.uk

SURGERY APP

Apple: <https://tinyurl.com/2jn97cjt>
Android: <https://tinyurl.com/yau6yzj2>

Or scan QR code which is displayed at the surgery.