

*Dr Sriram Rao & Partners*

# *Cwmaman Surgery* *Practice Leaflet*

*Tel Number: 01685 873002*

*Email:*

*[Clinical.enquiries.w95016@wales.nhs.uk](mailto:Clinical.enquiries.w95016@wales.nhs.uk)*

*Website:*

*<https://Cwmamansurgery.gpwales.com>*

## *Main Surgery*

*Cwmaman Surgery  
6-14 Glanaman Road  
Cwmaman  
Aberdare  
CF44 6 HY*

## *Branch Surgery*

*Pant Surgery  
57 Aberdare Road  
Cwmbach  
Aberdare  
CF44 0HL*

**Cwmaman Surgery Opening Hours**

	<b><u>Am</u></b>	<b><u>Pm</u></b>	<b><u>RING 111 or 999</u></b>
<b><u>Monday</u></b>	08.00	18.30	18.30 to 08.00
<b><u>Tuesday</u></b>	08.00	18.30	18.30-08.00
<b><u>Wednesday</u></b>	08.00	18.30	18.30-08.00
<b><u>Thursday</u></b>	08.00	18.30	18.30-08.00
<b><u>Friday</u></b>	08.00	18.30	18.30-08.00
<b><u>Saturday</u></b>	<b><i>Ring OOH or 999</i></b>	<b><i>Ring OOH or 999</i></b>	<b><i>OOH or 999</i></b>
<b><u>Sunday</u></b>	<b><i>Ring OOH or 999</i></b>	<b><i>Ring OOH or 999</i></b>	<b><i>OOH or 999</i></b>

**Pant Surgery Opening Hours**

	<b><u>Am</u></b>	<b><u>Pm</u></b>	<b><u>RING 111 or 999</u></b>
<b><u>Monday</u></b>	09.00-14.00	Closed	18.30-08.00
<b><u>Tuesday</u></b>	09.00-14.00	Closed	18.30-08.00
<b><u>Wednesday</u></b>	09.00-14.00	Closed	18.30-08.00
<b><u>Thursday</u></b>	09.00-14.00	Closed	18.30-08.00
<b><u>Friday</u></b>	09.00-14.00	Closed	18.30-08.00
<b><u>Saturday</u></b>	<b><i>Ring OOH or 999</i></b>	<b><i>Ring OOH or 999</i></b>	<b><i>OOH or 999</i></b>
<b><u>Sunday</u></b>	<b><i>Ring OOH or 999</i></b>	<b><i>Ring OOH or 999</i></b>	<b><i>OOH or 999</i></b>

***On the afternoons Pant Surgery is Closed All Enquiries will be Dealt with in Cwmaman surgery***

**Medical Staff**

***DR M.R.S.R.Sriram (DR Rao) M.B.B.S (Partner)***  
***Trainer to other Medical Professionals***  
***Dr N Davis M.B.B.S***

**BusinessPartner Practice Manager**

***Mrs Sharon Rao RGN, Bsc, Dip***

**Pharmacist**

***Ms H Wigley Cluster Pharmacist***

**Nursing Staff**

***Mrs Sharon Rao RGN, Bsc. Dip***  
***Mrs Karen Griffiths RGN***  
***Mrs Nadine Davies RGN***

**Health Care assistant**

***Mrs Claire Ellis***  
***Locum HCA Mrs C Davies***  
***Locum HCA Mrs J davies***

## *Administration*

Charlene Picton  
Sophie Sullivan  
Ebony Amos  
Kelly Davies  
Wendy Griffiths  
Bronnie Griffiths  
Eileen Sewell  
Angela Morgans

## *Cwmaman Surgery*

Cwmaman Surgery will act as the Main Surgery, for most services provided, we have a purpose built surgery, with a large car park. Patients are offered a wide variety of diagnostic and therapeutic services.

Staff will work between Cwmaman Surgery and Pant Surgery, to maintain high standards of patient care and seamless service for patients.

Pant Surgery is a Branch Surgery and some services are provided at this site

Patients will be offered appointments at main and branch surgery and are able to request to see a GP of their choice.

Telephone calls may be answered in either main or Branch surgery. Both surgeries have Disabled Access but only Cwmaman Surgery has a Designated Car Park, if patients need assistance they may ask a member of staff for help

### **Pant Surgery**

Pant Surgery will act as a Branch Surgery, it is our aim to provide the best possible services for patients living in Cwmbach and surrounding areas.

### **Practice Area**

Aberaman, Abercwmboi, Abernant, Godreaman, Glynhafod, Cwmaman , Cwmbach

### **Health Visitor**

Health visitors advise on all age groups, especially pre-school children. Health Visitors attend Baby Clinic every week and share the Surgery Clinics.

Mrs S Thomas

Mrs J Moore

### **Midwives**

The Midwives at Ysbyty Cwm Cynon undertakes Maternity Care, Please contact 01685 721 721 to book with the Maternity Nurse.

### **Care Navigation to other MDM Team Memembers**

Cwmaman Surgery works as part of South Cynon Cluster group, Receptionists are trained in Care Navigation and will assist you with your health care needs when you contact the surgery by telephone, email, or face to face.

Occupational Therapist, Physiotherapist, Mental Health Services, Common Ailments, Dentist, Optician and Third Sector Organizations. (Well-being Co-ordinate).

As a patient in Cwmaman surgery you may be referred to one of the MDM Team. You may be asked to attend another Surgery within the South -Cynon cluster Group where individual services are held.

### **Medical Services**

Asthma /COPD Clinic	By Appointment Only
Diabetic Clinic	By Appointment Only
Baby Clinic	<b>Cwmaman Surgery</b> Wednesday 09.30-12.30 Immunisations
Minor Surgery Clinic	By Appointment Only
Blood Pressure Clinic	By Appointment Only
Cervical Screening	By Appointment Only
Phlebotomy Clinic	Monday-Fri 09.00-11.30 Monday-INR clinic only If results are out of range INR are undertaken Monday-Friday

### **How to Register**

To register with the practice, please call into the surgery to collect registration forms. The receptionist will provide a Pre assessment health questionnaire and book an appointment for you to meet the nurse for a health check. We would like you to bring your proof of residence which could be your driving license, or utility bill and your NHS medical card at the time of registration. Please ensure you have adequate supply of medication or a repeat request to ensure your medication is not delayed.

### **Change of Address or Contact Details**

Please let us know of any changes of address or name to enable us to keep our records up to date and for us to be able to contact you. You can also change your details if, you are registered with NHS App If you move to an address which is beyond our practice boundaries, It may be easier for you to register with a local Practice Closer to your home address.

### **Repeat Prescriptions**

Repeat prescriptions may be obtained by bringing repeat prescription counterfoils to the surgery. It is necessary to give **48hrs** notice before repeat prescriptions can be issued. You may be asked, to see the doctor to review your medication at least once a year. The medication review is an especially important part of repeat prescribing as medications are changed by different healthcare professionals during medical interventions. The practice regards this seriously and on occasions medications will be prescribed only for short period(s) until you have seen the doctor and all the medications are authorized by them.

Repeat prescription requests can be made by NHS App, emailing the surgery, dropping your repeat prescription into the surgery, or via your chosen pharmacy but please allow longer so that the Pharmacy can request, collect and process your prescription.

Patients who are registered in Care Homes have their medication managed by a member of staff responsible for the patients care in the Care Home. Prescriptions, are ordered one month in advance to ensure the medication is available for the designated change over date for Care home administration. Staff working in the Care homes have the option of using the NHS App, emailing, or by coming to the Surgery to bring repeat medication request.

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As part of repeat prescribing, the practice accepts the guidelines established by Cwm Taff Health Board which involves generic prescribing. Brand prescribing will not be used by this surgery except only for drugs which are approved of by Cwm Taff Morgannwg Health Board. Since April 2022 Cwmaman Surgery has followed guidelines in changing monthly prescriptions to two monthly, some patients may not be suitable for this service. Inhalers and controlled drugs are only given on 28 day intervals.

**Please enclose a stamped addressed envelope if you wish your prescription to be posted to you.**

## *Home Visits*

If you require a home visit wherever possible you should make the request between, 09.00 hrs and 10.30 hrs. The receptionist will ask for details of your medical condition. This information will then be given to the Doctor.

**Home Visits are only available for patients who have a Medical or Physical Disability.**

If you can, try and come to the surgery where better facilities are available.

## *How to make an Appointment*

An appointment system is operated at the surgery.

Cwmaman surgery provides face to face appointments **for Medical Emergencies and for children aged 16 years and under**, on the same day.

For **urgent appointments for adults and for children under 16 years** of age, patients are asked to telephone for an appointments. **Face to Face** appointments are available every day.

**Telephone triage** appointments are available for patients and are then offered a face-to-face appointment on the same day if a full examination is required.

**Pre Bookable** appointments are also available, up to six weeks in advance. These appointments can be made via email or by telephoning the surgery.

**non-urgent appointments** can also be made by emailing the surgery. If you do not receive a receipt from the surgery regarding your email please check your spam, as all emails received in the surgery mailbox send an automated message. Emails are Care

Navigated by a member of staff working in the surgery.

Please, remember an appointment is for **One Person Only** and a separate appointment should be made for any other person attending a consultation. If you have a Disability and require a double appointment or help from a carer, please inform staff so that we can help as required.

### **NHS Wales App**

The NHS Wales App is the quick and easy way to take control of your health and well-being, because better health starts with you.

1. Download the NHS Wales App, or visit the [app.nhs.wales](http://app.nhs.wales) or an internet browser
2. Create your NHS login account.
3. Log in via your NHS login account and manage your health, from anywhere
4. If you need any help or support with the NHS Wales App visit.  
[Apphelp.nhs.wales](http://Apphelp.nhs.wales)

### **Common Ailments Scheme**

Cwmaman Surgery offers patients access to free NHS advice and treatment for common ailments that cannot be managed by self-care.

The service offers an alternative to making an appointment with the GP.

Reception staff will ask all patients when they are making an appointment the reason for the GP appointments, so that they can care navigate to the most appropriate care provider.

### *Surgery Clinic Times*

	<u><i>Mornings</i></u>	<u><i>Evenings</i></u>
<u><i>Monday</i></u>	09.00 to 11.30	<b>Cwmaman Surgery</b> 15.30-17.30
<u><i>Tuesday</i></u>	09.00-11.30	<b>Cwmaman Surgery</b> 15.30-17.30
<u><i>Wednesday</i></u>	09.00-11.30	<b>Cwmaman Surgery</b> 15.30-17.30
<u><i>Thursday</i></u>	09.00-11.30	<b>Cwmaman Surgery</b> 15.30 – 17.30
<u><i>Friday</i></u>	09.00-11.30	Cwmaman surgery 15.30hrs to 17.30hrs

### *Out of Hours Service*

These are the non-emergency health services, provided when your GP surgery is closed in the evenings, at night, weekends and Bank Holidays.

Monday-Fridays	18.30 hrs -08.00 hrs
Weekends	Friday 18.30hrs-Monday 08.00 hrs

- For urgent medical attention during the out of hours period please telephone- **111**

- For Emergency Medical Conditions please telephone- **999**
- For Medical Advice you may ring NHS DIRECT telephone-**111** or contact [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Video Consultations**

Cwmaman Surgery is able to offer video consultations to patients if they have access to a smart phone or video device, during telephone consultation with a GP or member of staff you may be asked for consent for a video consultation, and given instructions on how to use the link between the GP and yourself, if you do not wish to participate in a video consultation please inform your GP and this will not affect your treatment in anyway.

### **Communication**

If you have a sensory or Communication problems, please can you inform Surgery Staff, this will ensure that your medical records are updated, and surgery staff are aware of your needs.

### *Patient's Responsibilities*

- The practice will not tolerate abusive behavior to its staff or other patients when in the surgery or on public facing dashboards.
- Patients should attend their appointment on time, if this is not possible, they should contact the practice.
- All appointments are arranged to cover one consultation. Please make an appointment for each person.
- Home visits should only be requested for patients that are housebound, patients should understand that home visits are made at the doctor's discretion
- We ask patients treat the doctors and staff with courtesy and respect.
- Failure to attend appointments on three separate occasions may result in the patient being removed from the practice list.

### *Your Rights*

- You will be treated as an individual with courtesy and respect.
- You will be given the names of people involved in your care.
- You will be seen by a healthcare professional within 24 hours in normal circumstances.
- You will normally be seen within 30 minutes of your appointment time.
- You will be referred to a Consultant of your choice if your Doctor feels it necessary.
- The Practice does not discriminate Disability or Medical Condition, Race, Gender, Social Class, Age, Religion, Sexual Orientation or Appearance.

## **Violent Patients**

If patients are violent or abusive to doctors, staff or any other person present at the practice premises, or via Social Media. Patients may ask to be The Police will be contacted, and the practice has the right to remove patients from the practice list.

## **Military Veteran**

As veterans you are entitled to priority access to NHS hospital care for any condition, as long as it's related to your service. When leaving or having left the armed forces, you will have been given a summary of your medical records, which you will need to give to your new NHS GP.

As Veterans, we encourage you to tell your new GP about your veteran status in order to benefit from priority treatment if needed. The primary aim of Veterans' NHS Wales is to improve the mental health and wellbeing of veterans with a service-related mental health problem. The secondary aim is to achieve this through the development of sustainable, accessible and effective services that meet the needs of veterans with mental health and wellbeing difficulties who live in Wales.

### **Eligibility**

Any veteran living in Wales who has served at least one day with the British Military as either a regular service member or as a reservist who has a service-related psychological injury.

### **Access**

Veterans and Professionals who work with veterans who live in Wales are able to refer directly to their individual local health board by completing the on-line submission form on the Veterans NHS [website](https://www.veteranswales.co.uk/).

<https://www.veteranswales.co.uk/>

## *Complaints*

If you are unhappy about any aspect of our service, you may contact our practice manager and bring it to our attention. All complaints will be investigated and acted upon. Please send to

Mrs Sharon Rao (Business Partner)  
6-14 Glanaman Road  
Cwmaman  
Aberdare  
CF44 6HY

Sharon.rao@wales.nhs.uk

## *Confidentiality*

- All patient information is held in accordance with the Data Protection Act.
- Information will be shared with members of the multi-disciplinary team.
- The surgery will follow guidelines established by the General Medical Council on issues of confidentiality. Where there is a need in the interest of public health and safety the surgery and the doctors have a duty to disclose information to respective authorities and agencies.
- Any disclosure of un-authorized information will be taken seriously if brought to the attention of the practice manager and doctors.

### **Access Standards**

*The standards are:*

- *People receive a prompt response to their contact with a GP practice via telephone.*
- *Practices have the appropriate telephone systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.*
- *People receive bilingual information on local and emergency services when contacting a practice.*
- *People are able to access information on how to get help and advice.*
- *People receive the right care at the right time in a joined-up way which is based on their needs.*
  - *People can use a range of options to contact their GP practice.*
- *People are able to email a practice to request a non-urgent consultation or a call back.*
  - *Practices understand the needs of people within their practice and use this information to anticipate the demand on its services.*

### **Health Board**

#### **CWM TAFF Morgannwg Headquarters**

Ynyfmerig House Unit 3 Navigation Park, Mountain Ash CF45 4SN  
Telephone- 01443 744800

## **Your information Your rights**

**Your doctor (hospital doctor and GP) and the team of health professionals caring for you keep records about your health and any treatment or care you receive from the NHS.**

This information will either be written down (manual records) or held on a computer (electronic records). These records are then used to guide and manage the care you receive.

You may also be receiving care from organisations outside the NHS (like social services). If so, we may need to share some information about you so that everyone involved in your care can work together for your benefit. We may also share information for the purposes of managing the NHS, education, training and medical research. Your records will only be used when it is both appropriate and necessary, and wherever possible anonymised information will be used. Anyone receiving information about you is under a legal duty to keep it confidential.

## **CCTV Cameras**

**CCTV cameras are in use in Cwmaman and Pant Surgery the Data Controller is Dr Sriram Rao, for access to information please contact Mrs Sharon Rao.**