



# North Cardiff Medical Centre

**Tel: (029) 2076 4444**

Website: [www.northcardiffmedicalcentre.co.uk](http://www.northcardiffmedicalcentre.co.uk)

NHS Direct (Call 24 hours) 111

# NORTH CARDIFF MEDICAL CENTRE

## Excellence in Patient Care

### Welcome To The Practice

Our General Practice Partnership (non-limited) dates back to 1955. We operate from two sites - Excalibur Drive and 67 Thornhill Road. Our practice takes a team approach to its work and involves its entire complement of highly trained clinical and administrative staff in the development and delivery of high quality modern healthcare

### Premises Facilities & Disability Access

Our Excalibur Drive site was destroyed by fire in 2007. Following an extensive planning and re-build programme, we moved into the new surgery in May 2010. Our Thornhill Road site is a converted residential property which has been extended and refurbished to high standards. Both surgeries are fully computerised which provides for a "paper-light" environment, with all consultations entered onto computer and clinical correspondence scanned into individual patient records. The practice is involved in GP training, nurse training, undergraduate and post-graduate medical education, research and providing healthcare in the workplace. Either surgery can be easily accessed by bus, car or on foot. The Excalibur Drive site enjoys shared parking with Sainsbury's supermarket and the Thornhill Road premises has a car park at the rear. Dedicated parking facilities for disabled patients are provided close to the entrance of both buildings. Premises are accessible for both able and non-able bodied patients, who can have use of a wheelchair and lift facilities to access our first floor clinical consulting rooms.

#### Do you wear a hearing aid?



If the answer is YES, we have an induction loop system at our Excalibur Drive site and a portable system at Thornhill Road. If you wish to utilise the portable facility, please advise when telephoning or attending reception.

## CAPITAL CABS



# 02920 777 777



#### Our services include:

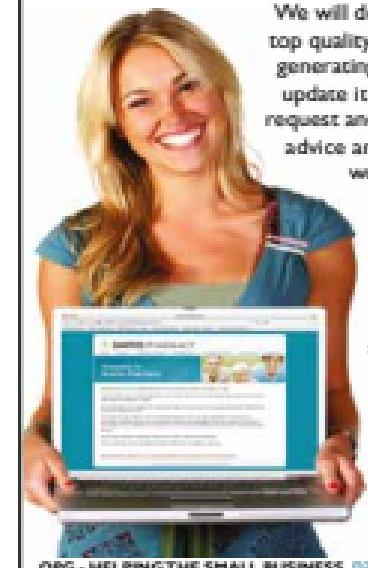
- Lasting Powers of Attorney
- Estate Administration
- Wills & Estate Planning
- Court of Protection Applications

Our offices are open six days a week and we are also happy to visit you at home or in hospital on request.

To discuss your requirements please contact us  
029 2061 6002 [www.emyrpierce.co.uk](http://www.emyrpierce.co.uk)  
1 Heol y Deri, Rhiwbina, Cardiff, CF14 6HA

**To encourage our patients to become your clients or customers, advertise your business now through our practice booklets and appointment cards**  
**Simply call 0800 612 1516 for more information.**

### Generate more business with a Pay - Monthly website from OPG



We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £26 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

Call  
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or email us at

[payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)  
OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 40 YEARS

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.





Cardiff Chiropractic Clinic

S. Gareth Lloyd B.Sc., D.C.

The longest established chiropractic clinic in South East Wales.

Conditions which usually respond well include:

- Back Pain, Lumbago and Associated Hip/Leg Pain
- Muscle & Joint Pains, including Muscle Spasms and Cramps
- Help with Osteoarthritis
- Neck Pain and associated Shoulder (including Frozen Shoulder), Arm Pain, Elbow Pain and Tennis Elbow
- Headaches Associated with Neck Problems
- Prevention of Migraine
- Lifestyle Advice, Including Exercises, to Relieve Tension and Aid Relaxation



Est: 1982

154 Penylan Road, Cardiff CF23 5RE | Tel: (029) 2048 8733

### A Pain in the Back?

Four in five adults experience back pain. Yet, because the back is so complex every sufferer needs individual treatment options.

Inactivity, poor posture and the wrong sort of movement are usually at the root of 'simple' back pain. But even a minor problem can cause a lot of pain when you stand, bend or move around. Pain sometimes comes on suddenly, sometimes gradually, and usually lasts a few days or a week.

There is an independent branch of medicine which specialises in mechanical disorders of joints, particularly the spine. It is not an alternative to conventional medicine, but a complementary discipline.

Chiropractors use their hands to adjust the joints of the spinal extremities, improving mobility where signs of restriction are found and removing pain without the need for drugs. As well as using gentle manipulation, a chiropractor may use other techniques such as ice or heat treatment.

Chiropractic treatment is suitable for everyone from newborn to the elderly and from pregnant women to sports enthusiasts. The Medical Research Council has found that treatment from a chiropractor is more effective for lower back pain than hospital out-patient treatment.

Advertising Feature

Attract more business by placing your advert here. Simply call 0800 0234 196.

## Registering As A Patient

North Cardiff Medical Centre	Excalibur Drive	Thornhill Road
Opening Hours: Monday - Friday	8.15am-6.30pm	8.15am-6.00pm
Address	Excalibur Drive Thornhill Cardiff CF14 9BB	67 Thornhill Road Llanishen Cardiff CF14 6PE
General/Appointments	(029) 2076 4444 Telephone lines open at 8.00am	Fax (029) 2074 1888
Home Visit Arrangements	(029) 2076 4444 Call before 10.00am please	
Emergency Treatment	For Out of Hours GP call NHS Direct on 111 (Outside Wales 03 45 46 47) Or 999 for ambulance (029)20 764444 When the surgery is closed, the answerphone will inform you of the contact details for the out-of-hours service.	
Website:	<a href="http://www.northcardiffmedicalcentre.co.uk">www.northcardiffmedicalcentre.co.uk</a>	
Local Health Board – For details of primary medical services in the area		
LHB Contact Details:	Cardiff and Vale UHB Woodland House Maes Y Coed Rd Llanishen Cardiff CF14 4TT	Telephone 02920 747747 Fax 02921 836130 <a href="mailto:Cav.primarycare@wales.nhs.uk">Cav.primarycare@wales.nhs.uk</a>

## Registering As A Patient

Please refer to the Practice website for details of our Practice area. If you live within the Practice area you are able to register as a patient. Please complete the on-line registration form or visit reception for details. You will be asked to complete a 'new patient health questionnaire' and to make an appointment with a health care assistant at your earliest convenience, to complete the new patient health check.

# How To Access Your NHS Services

## Primary Medical Services in the area are commissioned by Cardiff & Vale University Health Board:

Cardiff and Vale UHB  
Woodland House  
Maes Y Coed Rd  
Llanishen  
Cardiff  
CF14 4TT

Telephone 02920 747747

Fax 02921 836130

[Cav.primarycare@wales.nhs.uk](mailto:Cav.primarycare@wales.nhs.uk)

## Appointments

### Booking routine appointments – Phone us between 8.00am and 6.00pm

Appointments are a mix of remote, face to face, urgent, on the day and pre-bookable. Our appointment system gives you the opportunity to book an appointment up to 2 weeks in advance, subject to availability. To book a routine appointment simply call us on 029 2076 4444 between 8.00am-12.15pm and 1.15pm-6.00pm or alternatively, you can book and order repeat prescriptions online by registering to use My Health On-line. Please see our website for details or ask at reception. We will assist you with your appointment date, time and clinician choice. Please note, we do not offer pre-bookable appointments on a Monday. Appointments on a Monday are bookable on the day only. We are aware that continuity of care is important to all and we will assist you with an appropriate alternative clinical team member should your clinician of choice be unavailable.

### Acute or Urgent appointments – Phone us from 8.00am

These will be available on the day and will be booked with the duty team of Nurse Practitioners and GP's. Patients will be asked the nature of their problem to enable the clinical team to deal with the most urgent cases first.

## Telephone Consultations

When you contact the surgery you will be offered the opportunity to have a telephone consultation instead of an appointment in the surgery. Telephone consultations are available each day or bookable in advance and will deal with such matters as medication reviews and test result queries. If it is felt necessary, the clinician will book you an appointment to be seen by the most appropriate healthcare professional.

## Video Consultation

It is possible to arrange for a video consultation via your phone or home computer. To arrange this first speak to a GP via a telephone consultation. They will be able to talk you through the process.

## Home Visits

Home visits are recognised as an important aspect of modern general practice in the UK. Requests for home visits will be assessed by the clinical team and should a visit be considered appropriate, then a member of the team (GP, nurse practitioner, district nurse, midwife or health visitor) will visit.

## Emergency Treatment - Surgery Hours

Please telephone (029) 2076 4444. After taking brief details the receptionist will contact the duty doctor. If appropriate and it is medically possible for you to attend the surgery, you will be given an appointment by the doctor. **Should there be any delay or difficulty in contacting the surgery and the patient is unconscious, suffering heavy blood loss, severe breathlessness or chest pain you should dial 999 and request an ambulance**

## Emergency Treatment - Out of Hours

'Out of hours' is defined as that period between 6.30pm - 8.00am on weekdays, plus all day at the weekends, Bank Holidays and other public holidays. The out-of-hours service is intended for patients who need immediate medical attention outside of normal surgery hours and who cannot wait until the practice is next open. This service is commissioned by Cardiff & Vale University Health Board. Please telephone (029) 2076 4444. A recorded message will provide you with the contact details for the out-of-hours service. **If you are in any doubt about whether emergency treatment is appropriate, please contact NHS Direct (111) for advice**

# Patient Charter

As a patient of the practice you have a right to:

- Be treated as an individual, with courtesy, respect and dignity at all times.
- Be given the names of people involved in your care.
- Be offered a health check appointment on registering with the practice.
- Be seen, under normal circumstances, within 30 minutes of your appointment or be given the reason for the delay and have the right to make another appointment.
- Receive advice or action that you can take to promote good health.
- Be given the most appropriate care by suitably qualified people and no care or treatment will be given without your informed consent.
- Be referred to a consultant acceptable to you when the doctor feels it is necessary.
- Choose whether or not to take part in medical research or to receive medical advice over the telephone.
- Have access to your health records subject to any limitations in the law.
- Have access to suitably qualified clinical personnel at all times for emergencies.
- Expect a complaint to be handled in accordance with health service guidelines.
- Obtain a copy of the practice booklet online, which will give you details of all practice services etc that are available to you.
- Request an appointment for a review if you have not been seen at the practice for more than three years.—If aged between 16 and 75 years. During this consultation the clinician will inquire and undertake any appropriate examinations.
- Request an appointment for a review if you have not been seen at the practice for more than 12 months- If aged over 75 years. During this consultation the clinician will inquire and undertake any appropriate examinations. If the GP feels this consultation would be inappropriate to take place in the practice a home visit can be offered

What We Expect From You

- To attend the surgery instead of requesting a home visit, when at all possible, to gain benefit from the facilities available. Home visits will normally be made only in true medical emergency situations, where for medical reasons, the patient is unable to attend surgery. Please note that under current NHS regulations should the doctor consider that the most clinically appropriate place for assessment is at the surgery or at our out-of-hours centre, then a home visit will not be made.
- To ask for emergency/night (out-of-hours) medical attention only when it is truly necessary and attend the emergency treatment centre if requested.
- To be on time for an appointment, or let us know as soon as possible if you cannot attend.
- To treat all the staff with courtesy and understanding. If you fail to do this or act aggressively or violently towards any members of staff, the police will be called and you will be removed from our patient list.

Medical Advice

**NHS Direct** is a free medical telephone advice service. It is available 24 hours a day, every day of the year and should be used whenever you have a concern about your health or a health related matter, but are unsure what action to take. Telephone: 111 Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

A-Z Of Practice Services

The services we offer attempt to prevent illness and ensure patients are given the opportunity to stay well and live more healthily, as well as providing treatment and advice relating to specific or ongoing illnesses and conditions .

- Antenatal Clinic  
Midwifery-led clinics are held at both surgery sites
- Cervical/Cytology Screening  
These are five-yearly checks for which you will receive a reminder letter. Advice is also given on breast examination techniques.
- Childhood Vaccinations And Immunisations
- Child Health Surveillance

We run a weekly well baby clinic on Thursday afternoons by appointment only. This clinic is run by practice nurses and health visitors and provides regular monitoring and immunisations for children from birth to five years of age.

- Chronic Disease Management

Nurse-led management of chronic conditions

- Contraceptive Services

Please contact the surgery for details of the range of services provided. Our nursing team have appropriate training and experience and will be able to discuss your needs and provide suitable information leaflets

- Counselling

Referrals to the practice counsellor can be made following a consultation with a clinician . Appointments with the Mental Health Liasson Service can be made through Reception.

- Family Planning

Please see Contraceptive Services above

- INR (Warfarin) Monitoring

This service is co-ordinated by the nursing team. It monitors and offers advice to patients on all anti-coagulant medication eg warfarin. Please book an appointment at reception

- Insurance Claims

Please contact the reception team for advice. You will be notified of any charges in advance of completion by the clinician. Please complete claim forms in full

- Joint Injections

This service is provided When deemed appropriate by GPs with a special interest in joint injections. Please ask Reception who is the best GP to see for these requirements

- Maternity Management

This excludes intra partum care. See Antenatal Clinic.

- Menopause Management

Advice and guidance is offered including hormone replacement therapy (HRT). Please book an appointment with a practice nurse.

- Minor Surgery

This includes procedures such as curettage of skin lesions. An appointment will be arranged following initial consultation with a clinician. This service is provided by GPs with a special interest in minor surgical procedures.

- Obesity

Advice and help in losing weight is available. Please book an appointment with a practice nurse



- Repeat Prescribing

Requests for repeat medication can be made online via My Health Online or by returning the prescription counterfoil to Reception. Please allow 48 hours (excluding weekends and Bank Holidays) to action your prescription. Alternatively you can nominate a local pharmacy and we will arrange for your medication to be available for collection from that pharmacy within three working days.

Requests for repeat medication may also be made via our website. This can be found at: [www.northcardiffmedicalcentre.co.uk](http://www.northcardiffmedicalcentre.co.uk) Patients using this system can also request that their prescription be collected by a local pharmacy or collected within 48 hours from the surgery (this is the quickest way to order repeat prescriptions). We regret that telephone requests cannot be accepted

If you or someone you care for use the same medicines regularly you may not need to get a new prescription every time you need more medicine. Instead you may be able to benefit from Batch Repeat Dispensing from your pharmacy. This means you won't have to visit the surgery or make an appointment to see the doctor, practice nurse or practice pharmacist every time you need more medicine. Talk to either your prescriber (doctor, practice nurse or practice pharmacist) or your community pharmacist who regularly dispenses your prescriptions and ask them if you are suitable for Batch Repeat Dispensing

- Research

The practice recognises the importance of providing high quality healthcare and the vital role of research. This may take the form of a clinical trial of new treatment of a disease or perhaps a study on how we provide a particular service within the practice. These activities increase our knowledge and enable us to contribute to the wider scientific community.

- Sexual Health

These matters should initially be discussed in an appointment with a clinician. Specialist services can then be accessed and are available for certain conditions either via the NHS or privately.\*

- Sickness Certification

If you are unable to work due to illness, your employer may require sickness certification. For the first week of absence you may provide a self-certification form (SC2) obtained from your local benefits agency or your employer. You are not normally required to provide a medical certificate from your doctor unless your absence is for more than one week. However, if your employer insists on a medical certificate for an absence of less than one week, a private certificate may be issued at the doctor's discretion.\*

- Smoking Cessation

Advice is provided to assist patients to give up smoking. Please book an appointment with a practice nurse.

- Test Results

- All test results are stored on our central computer system. Please telephone 029 2076 4444 during our normal opening hours to obtain results

- Vaccinations

#### Travel Health and Travel Vaccinations

Advice and immunisations are given relative to the destination. For vaccinations to be fully effective, some need to be given at least two months before travelling. The procedure for requesting travel immunisations is as follows: Please complete the travel assessment form available from the travel health section of our website or from reception. This form needs to be submitted to reception at least six weeks prior to travelling. This is to allow the surgery time to process the request. Any requests submitted outside of this time may not be considered. The nursing team will then assess the request and a member of our reception team will call to arrange an appointment. You will be notified of any charges in advance of issue or administration.

**Yellow Fever Centre (\*)** North Cardiff Medical Centre is a recognised Yellow Fever centre for the immunisation of patients and non-patients who will be travelling abroad to countries where there is a high risk of contracting Yellow Fever. Please note that this service is not available on the NHS.

**Hepatitis B (\*)** Vaccination should be obtained by those working with blood or blood products eg doctors, nurses, carers, ambulance/police/fire personnel. Some vaccination schedules will generate a charge.

**Flu Vaccinations** These are provided during the Autumn for "at risk" patients eg those who have heart or respiratory disease, asthma or diabetes, pregnant women and/or patients aged 65 years or over.

**Pneumonia** We provide a vaccination for protection against some forms of pneumonia which is recommended for those patients at risk and aged 65+. (\* A fee may be payable for these services.)

**COVID-19 Booster Vaccinations** When agreed with LHB appropriate booster vaccines are delivered for at risk groups

## Patient Compliments, Comments or Complaints

In the pursuit of continually improving services to patients we welcome any comments or suggestions that you may wish to make. Please pass your views in writing or verbally to the practice manager, Ms Alyson Jones, direct line 02920 741880. Email [alyson.jones6@wales.nhs.uk](mailto:alyson.jones6@wales.nhs.uk) We operate a practice complaints procedure in accordance with the NHS system of dealing with complaints, which meets national criteria. Our Patient Information Leaflet gives details of the procedure and is available from reception. Our aim is to give you the highest possible standard of service.

## Confidentiality

All clinicians and members of staff at North Cardiff Medical Centre have a duty to respect and maintain patient confidentiality. Furthermore, subject to service provision requirements, NCMC contracts with third party healthcare individuals and organisations such as locum doctors, nurses, clinical agencies and pharmacists who have a professional duty of confidentiality. If you have any concerns or objections in relation to your information being shared with other healthcare professionals, please contact the practice manager. No personal information will be passed on to any other sources without your prior consent. All personal information held by the practice is subject to the Data Protection Act (1998) and all staff and Clinicians are trained in the Caldicott Principles and Guidelines.

## Patient Participation Group

The practice has an active PPG who are patients at the practice and represent a cross section of the practice population. The group meets quarterly to discuss the development of the practice from a patient perspective and provides valuable feedback and information for the practice. The practice was the first in Cardiff to formally establish a PPG (2004) and the group is affiliated to the National Association for Patient Participation (NAPP). Please telephone the practice manager Alyson Jones if you wish to contact any of the PPG members

## Private Services

A fee will be charged for these private services at a rate recommended by the British Medical Association. Please ask at reception for details. • Employment certificates • Insurance claims • Occupational health services - this is a private service provided by those partners with a special interest and experience in this field. Services are available to both individuals and organisations and include: specialist driving medicals and reports, pre-employment medicals, on-site employee health checks, sickness absence management, medical surveillance and drug testing, executive screening, medical and biological monitoring including statutory examinations, lead, ionising radiation and asbestos, health promotion and education, COSHH, workplace risk assessment. • Private claims • Sickness certification • Travel advice and vaccinations

## Who Does What...Who is Best to See?

The practice provides a comprehensive healthcare service. Our doctors and nurse practitioner can provide a clinical diagnosis and suggest and prescribe appropriate treatments. The practice is an unlimited partnership and some doctors are partners (business owners) of the practice, thus their clinical time and availability is limited as they are also responsible for the management and planning of services. GP registrars are medically qualified and many have a great deal of hospital experience, their training in the practice being centred on the role of the general practitioner. North Cardiff Medical Centre is a training practice and on occasions patients may be asked for permission to video record their consultation. Video recording will only be undertaken with the patient's consent. Nurse practitioners are registered general nurses who have completed an additional three year Honours Degree supported by advanced clinical training. Nurse practitioners can obtain and review medical histories and perform physical examinations, diagnose and treat common health problems. Practice nurses are highly trained and have a wide range of clinical skills and expertise. Reception staff are trained to advise on who is best to see. Our team of reception staff will treat you in a friendly and courteous manner and do all they can to help you. When requesting an appointment, in order to assist with the assessing priority, it may be necessary for our staff to enquire as to the nature of your condition. Any information provided to our reception staff, as to any other member of the practice team, is considered to be in confidence.

## Your Health Care Team

### Partners (non-limited)

<b>Dr Roya Basir</b> MBBCh (2002 Wales), MRCGP, MRCS	Special interests: minor surgery, cardiology, urology
<b>Dr Jonathon Campbell</b> MBBCh (2004 Wales), MRCGP	Special interests: pain management, diabetes, Minor Surgery GP training
<b>Dr Richard G H Jones</b> MBChB, MRCGP (1996 Leicester) Senior Partner	Special interests: mental health, occupational health and diabetes
<b>Dr Elise Lang</b> MBBCh, MRCGP, Dip Pall Med	Specialist interests: palliative medicine, child health and sexual health, education, GP training
<b>Dr Huw Lloyd Morgan</b> MBBCh (2007 Wales) MRCGP	Special interests: General Medicine, minor surgery, GP training
<b>Dr Helen Sherwood</b> BMedSci, BMBS (1991 Nottingham), DRCOG, DFFP, MRCGP, Dip Occ Health	Special interests: GP training, occupational health, women's health, family planning

Clinicians

Dr Nicholas Davies MBBCh. (1985 Wales) DRCOG DCH MRCGP

Dr Charlotte Wilson MBBCh (2013 Cardiff)

ANP Fiona Morse Bachelor of Nursing (adult). MSc Advanced Clinical Practice. Advanced Nurse Practitioner

Charlotte Mitchell Bachelor of Nursing (adult)

Sophie Boniface Bachelor of Nursing (adult)

Clare Trace Bachelor of Nursing (adult)

Helen Wigley Clinical Pharmacist Bachelor of Pharmacy (Hons)

Nari Nasir Health Care Assistant -

Natalie Thomas Health Care Assistant -

Administrative Team

Practice Manager - Alyson Jones

Deputy Practice Manager Paige Twomey

Administrator – Sally Griffin

Administrator -Fiona Mansel-Edwards

Administrator-Chris Lee-Brassington

Administrator Helen Parsons

Administrator - Cath Jones

Administrator Susan Lodge

Reception Team

Sian Roberts - Prescribing Team Leader

Bev Davies

Zena Gharibi

Caitlin Gall

Rebecca Parry

Suzanne Jones

District Nursing Team

A team employed by the Community Health Trust provide nursing support at home. The team is led by: Vicki Gardiner BSc (Hons) Community Health (District Nursing), Diploma in Nursing (Adult Branch), Diploma Module Teaching and Assessing

Health Visitors

A team employed by the Community Health Trust providing child health care, health promotion and child protection via home and clinics at the surgery for under fives.  
ask Reception who is the best GP to see for these requirements

Midwives

A team of midwives support the doctors in providing antenatal care. This is a comprehensive community maternity service. The practice does not participate in home delivery but arrangements may be made locally with other practices

Social Services

When patients need extra assistance at home, due to health circumstances, they will be referred to a social worker. Social workers are employed by the local authority and are no longer based within the practice.

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 the practice manager.

Concerns information

[www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/concerns-complaints/](http://www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/concerns-complaints/)

029 218 36318  
029 218 36323

029 218 36319  
029 218 36340

E-mail the team at [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk) or write to us at Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4HH.

Putting things Right  
<https://gov.wales/nhs-wales-complaints-and-concerns-putting-things-right>

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY  
Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

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