



PRACTICE INFORMATION LEAFLET

**Plas Y Bryn Medical Centre, Chapel Street, Wrexham, LL13 7DE.
Tel. 01978 351308**

We are a group practice providing high quality family orientated general practice in the centre of Wrexham. The practice is situated in a Grade II listed building built in 1766. This booklet is to provide you with information about the services we offer surgery.

Doctors

There are 7 doctors working at the surgery. We are a group practice. You may choose to see any of the doctors, but it would help us if you can try and see the same doctor. If your regular doctor is not available another doctor will be able to see you if necessary. The receptionists will advise you on doctor availability.

Dr Philip S Kelly	BSc MBCh 1979 – Wales
Dr P Damian Atkin	BSc MBChB DRCOG MRCGP 1983 – Manchester
Dr Aboul.M. Shaheir	MB ChB DRCOG 1984 – Cairo
Dr Alison J Hughes	MBChB MRCGP DRCOG DFFP 1989 – Birmingham
Dr Jonathan Evans	MBBS 1980 - London
Dr Floreen Lim	MBCh MRCGP 1994 – Cardiff
Dr Maeve Kenningham	MBChB MRCGP Dip Derm DRCOG 1996 - Liverpool

Car Parking

Car parking is available whilst you are attending the surgery

Disabled Access

Disabled Access is available to the doctors and nurses consulting rooms. A disabled toilet is also available.

Useful Telephone numbers

Wrexham Maelor Hospital	01978 291100
Betsi Cadwaladr University Health Board	01978 346500
NHS Direct	0845 46 47

Practice Website

www.plasybryn.com

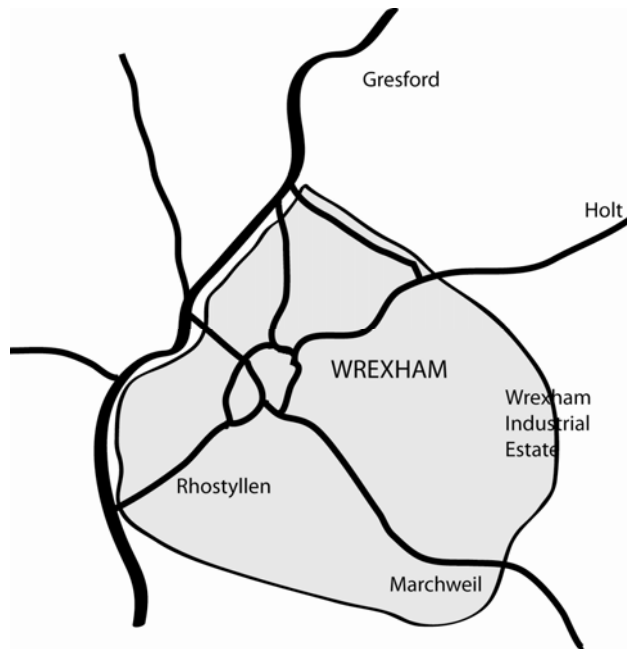
Suggestions and Complaints

We welcome comments about the practice and the service we provide. If you have any problems or complaints please address them to our practice manager.

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.

Surgery Area



Reception Hours

The surgery is open Monday – Friday 8.30am – 6.00pm

Appointments

You need an appointment to see or talk with a doctor or nurse booked through reception or on-line (details available in reception).

Routine Appointments.

These may be booked in advance with the doctor of your choosing depending on availability. Appointments are 10 minutes long - if you feel your problem is complex or if you have a long list of problems please book a double appointment.

Only the person the appointment is booked for will be dealt with. Please do not expect other people to be dealt with during your appointment.

If there are no appointments available on the day you want, you will be offered the next available routine appointment. If you feel you need to be seen sooner you will be advised to ring on another day.

A small number of **routine** appointments are opened each day and to book one of these you will be advised to ring at 8.30am. When these appointments are taken you will be asked to ring on another occasion.

Please try and prebook routine appointments where possible.

If you are unable to attend for your appointment, please ring reception to cancel.

If you repeatedly fail to attend appointments, we will ask you to find another GP.

Emergency Appointments.

If all appointments are taken and it is an emergency then you will be given an emergency appointment. These are only 5 minute appointments and are not for dealing with long standing problems.

We will NOT issue sick notes in these appointments. In addition if the doctor feels it is not an emergency you will be advised to book a routine appointment.

Telephone consultations.

Dr Evans and Dr Hughes have a small number of telephone appointments. These are to save patients time in travelling into the surgery to see us. They are suitable for problems where an examination is not needed. They are not intended for simple administrative tasks. If you feel your problem can be dealt with over the telephone please enquire with reception to arrange this.

Telephone advice.

All doctors and nurses are available for telephone advice, however this service may not always be available on the same day you call, depending on demand and other commitments. Again this is for health advice and is not meant to be for simple administrative tasks such as requesting prescriptions or booking appointments.

Home Visits

If you need a home visit please ring **before 10.30am**. Requests for home visits are triaged. This means one of our nurses will discuss the reason for the home visit with you.

General contraceptive advice and prescriptions are provided by all GPs in their routine surgeries. In addition, Dr Atkin offers a coil fitting service and Dr Evans fits and removes implants.

Some of our practice nurses also offer contraceptive advice and Sister Lynn Davies fits implants.

Childhood immunisation

Babies and young children are sent appointments for their immunisations with the practice nurse.

Child Health Surveillance

An eight week check is undertaken at the first immunisation appointment. This is done by one of the doctors, by appointment only.

Baby Clinic

The health visitor or an assistant is available on Wednesday mornings between 9.45am & 12 noon for advice and weighing. Appointments required.

The following clinics are also available within the practice by appointment, but only after referral from your doctor:

- Stress Counselling
- Relationship Counselling
- Dietician
- Minor Operations
- Citizens Advice

Ear syringing appointments are organised directly with the district nurses but you need to have been assessed by your GP first.

The nurses can be contacted on Wrexham 290157

Community Midwife

The midwives attached to our surgery are employed by Betsi Cadwaladr University Health Board NHS trust.

On discovering that you are pregnant, you can book directly in with the midwife. Ask for a booking appointment with the midwife in reception.

You no longer need to see your GP. The midwife will organise all of your antenatal care, arrange hospital referral and ultrasound scans and then review you regularly throughout your pregnancy.

On the birth of your baby, the midwife will see you to provide postnatal care and advice for the first few weeks.

A post natal check is advised at 6 weeks. This is usually with your GP and will need to be booked at reception.

Clinics at the surgery

Antenatal Clinic

The midwives attached to our surgery have antenatal clinics on Tuesdays and Wednesdays. These are appointment only clinics.

Contraception

Home visits are for the **housebound** – other patients will be offered an appointment. We cannot guarantee which doctor you will see.

When the surgery is closed

When the surgery is closed, cover is provided by Newdoc, the out of hour's service. This service is commissioned by Betsi Cadwaladr University Health Board NHS Trust.

You can ring the normal surgery number and an answer phone message will advise you on the number to call.

You will be given advice by the 'out of hours' service and, if necessary, you will be offered an appointment at the 'out of hours' centre. Home visits are only for the housebound.

Repeat Prescriptions

For patients stabilised on certain medications, repeat prescriptions can be requested.

The right hand side of your prescription form can be used to order your medication. Please try to reorder medication using this side of your prescription. Tick the items you require and hand it in at reception.

Alternatively you can order your medication online (please enquire in reception for the details regarding this service) or send your request by post enclosing an SAE.

A collection service is also available through some pharmacists – please enquire at your pharmacy if you wish to use their services.

Please allow 48 Hours notice when ordering a repeat prescription.
Allow more time, if you are using a collection service.

Practice Nurses

The Practice Nurses are:

Sister Lynn Davies
Sister Debbie Slater
Sister Anne McCaddon
Sister Julie Ross

Our Health Care Assistant is Karen Curtis

The nurses are available for:

- Travel advice
- Vaccinations
- Cervical smears
- Contraception (general contraceptive advice and implant fitting)
- Blood pressure checks
- Chronic disease checks – asthma, chronic airways disease, hypertension, heart disease and diabetes
- Well person checks
- Advice

A nurse is available, by appointment only, Monday – Friday, 9am – 6pm.

Please check when booking an appointment, as some of these services are not provided by all of the nurses.

Training Doctors

We provide training for doctors from the Maelor hospital.

These doctors may be sitting in with your GP during an appointment or they may have their own appointments to see patients.

They will, however, always be supervised by one of the doctors within the surgery.

Practice Staff

Practice Manager – Mr Phil Ratcliff

Deputy Practice Manager – Mr Ray Hall

We also have a full complement of reception and administrative staff who are available to help you.

District Nurses

The district nurses are employed by Betsi Cadwaladr University Health Board NHS trust and work in co-operation with the surgery to provide community care for patients.

The district nurses provide home nursing care mainly for the elderly and housebound. The hospital will arrange for a nurse to call on patients who require nursing treatment after discharge.

The nurses have clinics on Monday and Friday mornings, and Tuesday and Thursday afternoons. These are for wound dressings and suture removal. Appointments are required for these clinics and can be booked at reception.