

BRECON MEDICAL GROUP PRACTICE

Ty Henry Vaughan
Bridge Street
Llanfaes
Brecon
LD3 8AH

Sennybridge Health Centre
Defynnog Road
Sennybridge
Brecon
LD3 8RU

Telephone contact: 01874 622121
www.breconmedicalgroup.co.uk

This booklet is produced to welcome and inform patients. Please accept this copy for your information. We would advise you to keep the booklet near your telephone for easy referral. If you require further information or advice about its contents, please ask our reception staff for help.

Opening hours

Brecon Surgery Monday to Friday 8:30 to 6:30 pm
Sennybridge Health Centre Monday to Friday 8:30 to 12:30 pm
 Medication collection - Monday, Wednesday & Friday 9:00 to 12:30pm
Saturday and Sundays CLOSED
CLOSED BANK HOLIDAYS

OUT OF HOURS COVER

Please telephone 111 to access the OUT OF HOURS SERVICE

Alternative sources of assistance, information and advice include:
NHS Direct 24 hour Advice & Information line 0845 46 47
NHS Direct Online: www.nhsdirect.nhs.uk

GENERAL PRACTITIONERS

Dr M B J Heneghan (Male) BSc(Hons) MB BCh (Wales) 1983 MRCGP MRCP DRCOG

Dr C D Davies (Female) MB BCh (Wales) 1985 MRCGP DCH DRCOG Fam Plan Cert

Dr P W Metcalfe (Male) MB ChB (Leeds) 1981 MRCGP FRCS Ed DRCOG

Dr G M J Keely (Female) MB BCh BAO (Ireland) 1987 MRCGP MMedEd

Dr R S Matharu (Male) MBBCh MRCGP

Dr A E Morgan (Male) MB ChB (Glasgow) 1999 MRCS DFRSH MRCGP

Dr J E Lloyd (Male) BMBS MRCGP DRCOG DFRSH

Dr E R Lloyd (Female) BMBS MRCGP BSC (Hons)
FSRH

Dr J J King (Male) MB BCh, MRCGP, DFRSH

Salaried GPs

Dr Martin Lam (Male)

Dr Alison Edwards (Female)

PRACTICE TEAMS include:

Management, Practice Nursing & Health Care Assistants, Medical Receptionist,
Dispensary & Administration

Attached teams

Community Nursing, Health Visiting & Pharmacy Support Team

How to register at the practice

The practice has an open list and will accept application from the patients to join the list within its Practice area.

To register you will need to complete and sign a registration form which is available via our website or can be collected from the surgery. Upon registration you will be required to complete a New Patient Questionnaire to support us with a brief knowledge of your medical history prior to us receiving your full medical records.

Making an Appointment

Please note that the practice operates a telephone triage appointments system. When you telephone the practice your enquiry will be handled by a member of the medical reception team who are trained to ask questions which facilitate your appointment booking or enable clinicians to assess the urgency of the response. Priority will be given to clinical need.

This is to ensure you are added to the appropriate health care professional or service to meet your specified needs.

All requests for routine appointments with our Nursing team are handled in the same way and it is helpful if patients are able to inform colleagues of the purpose of the appointment so the enquiry can be dealt with effectively.

Repeat Prescriptions

Repeat prescriptions for medical items may be obtained by prior arrangement with your doctor.

You can request them:

1. Via the MYHEALTHONLINE.
2. If you are on regular medication, you may place your request for your next prescription at the point of collection and the items will be dispensed awaiting collection in four weeks time. You will receive confirmation of the collection date in the form of a date slip.
3. You can drop your repeat prescription request slip into the designated collection box at the
main entrances of our Surgery & Health Centre.
4. By post.

The practice does not accept telephone requests for repeat medication orders
**PLEASE GIVE AT LEAST TWO WORKING DAYS (48 HOURS) NOTICE BEFORE
COLLECTING YOUR REPEAT PRESCRIPTION**

Please also note: It is practice policy not to issue more than one month's medication at a time.

Home Visits

Domiciliary visits for urgent and non-urgent problems, whenever possible, should be requested by telephone before 10.30am to allow time to plan visiting rounds. Visits will usually be made by the House Visit GP on shift for the day.

Test Results

Patients who wish to confirm if their results require further action are asked to call the surgery after 2:00pm Monday to Friday.

Services offered by the Practice

The practice offers a comprehensive range of services including:

- Child Health Surveillance
- Childhood and Adult immunisations
- Cervical Screening
- Minor Surgery
- Long term Illness Clinics
- Anti-Coagulation and Rheumatology drug monitoring
- Travel Advice

Comments and Complaints

We always try to provide the best services possible, but there may be times when you feel this has not happened. Our practice procedure will provide the opportunity for us to look into and, if necessary, correct any problems that you have identified and learn from mistakes. Our procedure is not able to deal with questions of legal liability or compensation.

We believe it is important to deal with complaints swiftly and we will do so in accordance with the NHS Complaints Procedure of Wales. Although it is usually the patient who raises a

concern, anyone including the patient's representative can do so. Please note that we have a duty of confidentiality and a patient's consent may be necessary if the patient in person does not make the complaint.

- If you wish to make a formal complaint, please telephone or write to our Practice Management Team.
- You will be offered the opportunity to discuss how you would like your complaint taken forward and confirm what outcome you are seeking.

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.

Equality & Diversity

The practice

- Aims to ensure that all patients are treated with dignity and respect.
- Aims to promote equality of opportunity between men and women
- Aims to not tolerate any discrimination against; or harassment of any person for reasons of: Age, sex, marital status, race, ethnicity, disability, sexual orientation, religion or beliefs

This policy applies to the general public, including all patients and their families, visitors and contractors

General Data Protection Regulations

The General Data Protection (GDPR) is a new law that determines how your personal data is processed and kept safe and the legal rights that you have in relation to your own data

The regulation applies from 24th May 2018 and will apply even after the UK leaves the EU.

What GDPR will mean for patients

The GDPR set out the key principles about processing personal data, for staff and patients;

- Data must be processed lawfully, fairly and transparently
- It must be collected for specific, explicit and legitimate purposes
- It must be limited to what is necessary for the purposes for which it is processed
- Information must be accurate and kept up to date
- Data must be held securely
- It can only be retained for as long as is necessary for the reason it was collected.

There are also stronger rights for patients regarding the information that practices hold about them. These include:

- Being informed about how their data is used
- Patients to have access to their own data
- Patients can ask to have incorrect information changed

- Restrict how their data is used
- Move their patient data from one health organisation to another
- The right to object to their patient information being processed (in certain circumstances)

What is GDPR?

GDPR stands for *General Data Protection Regulations* and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with) but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches - up to 20 million euros

What is 'patient data'?

Patient data is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

What is consent?

Consent is permission from a patient - an individual's consent is defined as "any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed."

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records. Individuals also have the right to withdraw their consent at any time.