

PRACTICE INFORMATION
2014

Total Quality Care



Oak Street Surgery
Cwmbran
Gwent
NP44 3LT

Tel: 01633 866719



www.oakstsurgery.co.uk

WELCOME TO OUR PRACTICE

Practice History

The practice was set up in the mid 1970s and moved to the present purpose-built premises on the site of the old St Dials School in 1983. Since that time the building has been further extended in order to provide as wide a range of general medical services as possible. The practice serves the town of Cwmbran and is the largest general medical practice in the town serving approximately 20% of the population. The partnership consists of six doctors (not all full-time), four of whom are female GPs. In our quest for the promotion of good health and the effective treatment of illness, we are constantly striving to provide a better service for our patients. We have an in-house counselling service which is available by doctor referral only.

The Doctors



Dr David John Millar-Jones (Male)
FRCP(Lon) MBBCh BSc(Hons) MRCP(UK) (Cardiff 1982)
General medicine, menopause, hypnotherapy and acupuncture, hospital and community practitioner in weight management and diabetes.



Dr Elen Wharton (Female)
MBChB MRCGP (Cardiff 1981)
Asthma, family planning and cytology.
(Welsh-speaking)



Dr Sioned Davies (Female)
MBBCh MRCGP DFFP (Cardiff 1993)
Paediatrics, family planning and cytology.
(Welsh-speaking)



Dr Amanda Head (Female)
MBBCh DCH MRCP (Cardiff 1998)
Paediatrics.

Dr William Jones (Male)
BMBS BMedSci

Dr Becky McGee (Female)
BMed Sci BM BS DCH DRCOG DFFP MRCGP DIP THER (Dist)

Practice Manager

Mrs Lynne Bodman AIMgt



Lynne Bodman



Karen Powell

Nurse Practitioner

Sister Karen Powell RGN1
BSc (Hons) Dip Comm Health Studies RGN Level 1

Practice Nurses

Sister Moira Kretschmer RGN
Sister Tracey Harris RGN

Sister Ellen Kenworthy RGN

Health Care Assistant (HCA)

Mrs Gill Bradbury

Receptionists

Mrs Joanne Edwards (Senior Receptionist)
Ms Nicola Edwards
Mrs Kay Morris

Ms Alison Howard
Mrs Tracey Voden

Prescription Clerks

Mrs Paula Thomas

Ms Natalie Lewis

Secretary

Mrs Gill Bradbury

Administrator

Mrs Rachel Gibson

District Nurse

Mr Alfred Olowofela

PRACTICE INFORMATION

Administration

Making appointments: 8.30am - 12 noon and 2.00 - 6.00pm

Administration Opening Hours:

Mornings: Monday - Friday 8.00am - 1.00pm

Afternoons: 2.00 - 6.00pm

Please note the telephones may be heavily engaged in the morning and you are advised to avoid ringing for non-urgent matters before 10.30am. If you are unable to attend your appointment, please contact the surgery and press "1" for the cancellation line.

Surgery Hours

Mornings: Monday - Friday 8.00am - 12 noon (Appointments only)

Evenings: 4.00 - 6.00pm (Appointments only)

Appointments may be booked up to four weeks in advance.

Early morning and afternoon surgeries are available from 7.30am and 2.00pm.

Please ask at reception for details.

Emergency Surgery

Mornings: Monday - Friday 8.00 - 9.30am (Triage system in place)

Patients are respectfully reminded that the emergency surgery is for **emergencies only**. Unfortunately patients cannot be seen for routine matters. We request that patients report to the reception desk **before 9.30am**.

If you are confronted by a serious emergency such as severe chest pain or profuse bleeding call an ambulance (tel: 999) before calling the surgery.

For emergencies outside normal hours please telephone.

For advice, NHS Direct is a 24-hour nurse-led advice line telephone 0845 46 47.

Your local chemist now offers a PHARMACY FIRST SCHEME. This scheme will allow you to attend the chemist for medication for a variety of minor ailments. This is a free service provided by 90% of Torfaen Chemists. Please ask for a leaflet at reception. This may save you a long wait at the surgery.

Nurses' Surgery

The practice nurses are available by appointment daily from 9.00am - 12.30pm (some from 7.30am for workers) and 4.00 - 5.30pm. During these surgeries our nurses offer an extensive range of services including blood tests (mornings only), wound dressing and well person medicals. Please tell the receptionist so enough time can be allocated.

Nurse Technician

A nurse technician is available between 8.45am - 1.00pm daily. She is fully trained to carry out blood tests, blood pressure checks and a range of other duties. Please make an appointment at reception if you require this service.

Appointments

The practice runs an appointment system. You can make an appointment at the surgery or by telephone during the normal administration hours given on the previous page. Appointments can be booked up to one month in advance. You may consult any doctor within the practice. It is advisable but not always possible to see the same doctor who knows your problem.

Surgery appointments are normally for 10 minutes but, if you feel you need to discuss something at greater length or have more than one problem, longer appointments can be made. Please ask at reception.

Remember, too, that we offer a limited number of 'sit and wait' appointments daily between 8.00 and 9.30am.

An appointment is **for one person only**. If more than one person needs to be seen more than one appointment must be made.

Home Visits

If you are able to get to the surgery to see your doctor please do so. **Home visits are only for those patients who are too ill to visit the surgery**, not for those for whom it is inconvenient.

Non-urgent home visits should be requested first thing in the morning (from 8.00am) where possible. If you ring later and your problem is not an emergency the doctor may not visit you until the following day.

Not having your own transport is NOT a reason to request a home visit - we expect patients to use public transport.

Repeat Prescriptions

Acute prescriptions will be issued at the doctors' discretion.

Requests for repeat prescriptions can be made by sending in your request form or by calling at the surgery from 9.00 - 11.00am Monday to Friday and 4.00 - 5.30pm except Thursday. Please allow two complete working days before collection and make allowances for weekends and public holidays.

Your prescription can be collected and made up by any chemist of your choice - just ask the prescription clerk.

Repeat prescription requests are NOT accepted by telephone except in exceptional circumstances. Please use the back copy of your prescription to re-order, marking clearly the items you require.

NB: Your repeat medication requires re-authorisation by the doctor every 6-12 months. You will be informed of your due date on the back of the prescription. Please make an appointment.

Results

You may telephone or call at the surgery after 11.00am to see if the result of any test carried out has returned. You will only be given the result of the test by the result clerk if no further action is required. Otherwise you will be invited to make an appointment to see your doctor.

Please allow at least:

three working days for urine tests

five working days for blood tests

five working days for X-rays

Please note that in some cases tests can take longer.

Results will only be given to the person they are for unless we have written consent from the patient concerned. (Young persons' confidentiality is no exception.)

Change Of Name, Address Or Telephone Number

Please notify us immediately of any change of name and address. Unless you do this the Health Authority may remove your name from our practice list without letting you know.

Disabled Access

The surgery has full disabled access. The surgery has full disabled access for patients in wheelchairs and there is a suitable WC. An induction loop is available at reception and there is reserved parking for those arriving by car.

Complaints

We have an in-house complaints procedure. Ask for details at reception.

Confidentiality

We take patient confidentiality very seriously for patients of any age. Young persons' confidentiality is no exception.

Access To Medical Records

Patients are entitled to see and take copies (at a small administrative fee) of their medical notes. If you require this service, please contact the secretary between 1.00 - 5.00pm to arrange an appointment (please note there is a fee for this service).

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.

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.

CLINICS

(Note: all clinics are by appointment only)

Antenatal Clinic

An antenatal clinic is held every Thursday afternoon from 12.45 - 4.00pm by the midwife. She will deal with all your antenatal requirements throughout your pregnancy.

Child Health Clinic

In addition to providing a complete medical service for all children, child health surveillance clinics for children under five are held on Wednesday mornings (9.00-11.30am), here at surgery for postnatal checks and six-week medicals, and also at the Cwmbran town centre clinic for child development checks with a health visitor.

For the latest information click to: www.oakstsurgery.co.uk

The current recommended schedule for childhood immunisation is as follows:

WHEN TO IMMUNISE	WHAT IS GIVEN	HOW IT IS GIVEN
2 months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) (DTaP/IPV/Hib)	1 injection
3 months old	Pneumococcal infection (Pneumococcal conjugate vaccine, PCV)	1 injection
4 months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) (DTaP/IPV/Hib)	1 injection
	Meningitis C (meningococcal group C) (MenC)	1 injection
	Pneumococcal infection (Pneumococcal conjugate vaccine, PCV)	1 injection
Around 12 months old	Haemophilus influenzae type b (Hib) and Meningitis C (Hib/MenC)	1 injection
Around 13 months old	Measles, mumps and rubella (German measles) (MMR)	1 injection
	Measles, mumps and rubella (MMR)	1 injection
13 to 18 years old	Diphtheria, tetanus, polio (Td/IPV)	1 injection

Should you have any concerns, please call 01633 488351.

Diabetic Clinic

We have a specialist nurse in diabetes who cares for the diabetics of the practice and runs a diabetic clinic on Thursdays 9.00am - 3.30pm by appointment. We monitor all our diabetics on a regular basis. Appointments will be sent to you.

Travel Clinic

If you plan to travel abroad, even for a short holiday, consult the practice nurse at least eight weeks in advance to plan any immunisations you may need. Appointments are available on Wednesday mornings.

Hypertension (Blood Pressure) Clinic

An appointment will be sent to patients. However, if you have any concerns, please come into the surgery.

For 24 hour information click to: www.oakstsurgery.co.uk

Coronary Heart Disease Clinic

Appointments will be sent at least annually to those on our register.

Maternity Services

Maternity services are provided on Thursdays 1.30 - 4.00pm and are staffed by a selection of midwives attached to the surgery from Gwent Community Health Trust and in conjunction with local hospitals.

Asthma Clinic / COPD Clinic

To control, monitor and give advice on all aspects of asthma. All clinics are by appointment only and patients will be sent for annually. Please ask at reception.

OTHER SERVICES

We also provide a selection of other services including:

Smoking Cessation

Advice and help on giving up the habit. Call 0800 085 2219 for details.

Family Planning

A full range of services is available during normal surgery hours, including coil fitting and implants. Please make an appointment with the doctor. Let the receptionist know to arrange a double appointment.

Cervical Smears

The Health Authority policy is that a smear is recommended every three years between the ages of 25 and 64. Please make an appointment with the nurse (reminder letters will be sent).

Non-NHS Examinations

If you need a special examination, eg for fitness to undertake sports, pre-employment, HGV or elderly drivers, this will be done by special appointment and a fee will be charged. We act as examiners for several life insurance companies. Should we be asked to examine you for their purposes, the company will be responsible for our fee.

Minor Surgery

Some minor operations (incision of cysts, cautery of warts, verrucae, injections of joints etc) can be done by one of the doctors in the surgery. Please make an appointment for an assessment of the problem via the receptionist.

Flu Vaccinations

In accordance with the Department of Health guidelines, we recommend an influenza vaccination for patients with chronic heart, lung or kidney disease, diabetics, asthma and frail elderly patients. Please make enquiries in early October.

New Patient Examinations

New patients are required by the Health Authority to have a new patient medical within six weeks of registering. If you have not already been invited to do so, please make an appointment with the receptionist stipulating that you need a new patient medical.

Practice Counsellor

Our practice counsellor is available for counselling sessions on Monday mornings. Appointments are by referral only via your doctor.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bed Sores

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomachache

Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

For the latest information click to: www.oakstsurgery.co.uk

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

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