

How to Make an Appointment

Pre-bookable appointments are available to book up to six weeks in advance. This can be done via the reception desk, the NHS Wales App, email or telephone. You will be able to choose between face to face or telephone appointment with a GP of your choice. Depending on availability, you may be able to book an appointment earlier if you book with any doctor.

We also run an emergency clinic each day for 'On the day Emergencies' only. The care navigators that take your calls will ask you what the emergency is. Depending on this information, you may be redirected to another service or put down for an appointment with the emergency doctor. You cannot choose who you see, it will be the emergency doctor for that day. Please call from 08.00 each morning if you think you need an emergency appointment.

You can also make a request for a non-urgent appointment via email or SMS to our admin email crwysadmin.w97041@wales.nhs.uk. A member of our admin team either text or email you back with an appointment. This will be the next available appointment.

Cancellations

If you cannot keep or no longer require your appointment, please notify us as soon as possible so that we can offer the appointment to someone else. You can cancel your appointment online or by replying to the text reminder. You cannot cancel an appointment within 1 hour of the appointment time; this is a failed appointment.

Home Visits

If you are too unwell to attend the medical centre, please phone on **029 2052 4140 BEFORE 10:00 am**. You will be asked for some details of the problem in order to assess the urgency of the visit. **TRY TO COME TO SEE US IF AT ALL POSSIBLE.**

Out of Hours Care

Cardiff & Vale UHB Out Of Hours Services operates whilst surgeries are closed. This is for urgent care needs which cannot safely wait until GP practices re-open. The service can be contacted on 111. This service is only for genuine medical emergencies.

Cardiff and Vale University Health Board

ACCESS STANDARDS 2019

A new set of standards were announced by the Minister for Health and Social Services in March 2019 that are aimed to raise and improve the level of service for patients in Wales from their GP practices.

These standards are:

- **People** receive a prompt response to their contact with a GP practice via the telephone.
- **Practices** have the appropriate telephony 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 (Welsh and English) information on local and emergency services when contacting a practice.
- **People** can use a range of options to contact their GP practice and to make an appointment.
- **People** are able to email a practice to request a non-urgent consultation or a call back.
- **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 that is based on their needs.
- **Practices** understand the needs of their patients and use this information to anticipate the demand on its services.

Cardiff and Vale University Health Board will be supporting your GP practice to ensure these standards are achieved by March 2021.



Why does the NHS collect information about you?

Your Doctor 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 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. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

CANOLFAN FEDDYGOL CRWYS

CRWYS MEDICAL CENTRE



A Patient's Guide to the Group Practice at
Wedal Road, Heath, Cardiff, CF14 3QX

Dr Dafydd Rees
Dr Stephen Everest
Dr Dan Quarry
Dr Judith Vickers
Dr Suzanne Thickens
Dr Farook Sarfraz

Telephone:
(029) 2052 4140

Email: crwysadmin.w97041@wales.nhs.uk
Website: <https://crwysmedicalcentre.nhs.wales>

Like us on facebook @CrwysMedGP up to date
information from the practice.



This practice is a non-limited partnership

Dr D Rees (Senior Partner)

MB BCh(Wales), MRCGP, DFRH

Male (Welsh Speaker)

Dr Rees qualified from University of Wales College of Medicine, Cardiff in 2003

Special Interests: Paediatrics, Family Planning

Dr S Everest (Partner)

MB BCh (Wales), MRCGP, DRCOG, DCH, Dip in Family Planning.

Male

Dr Everest qualified from University of Wales College of Medicine, Cardiff in 1990

Special Interests: Paediatrics, Family Planning, Hypertension, stroke Prevention, Heart Disease

Dr D Quarry (Partner)

MB BCh (Wales), MRCGP, DRCOG, DCH, Dip in Family Planning

Male

Dr Quarry qualified from University of Wales College of Medicine, Cardiff in 1989

Special Interests: Minor Surgery, Asthma, Paediatrics, Family Planning, Chronic bronchitis, Thyroid disease

Dr J Vickers (Partner)

MBBS (Lon) 1991 MRCGP DFFP DRCOG

Female

Dr Vickers qualified from Guys & St. Thomas' Hospital in 1991

Special interests: Skin Problems, Child Surveillance, Female Health Problems, Heart Disease

Dr S Thickens (Partner)

MB BCh (Cardiff) FRCGP DFFP DRCOG

Female

Dr Thickens qualified from University of Wales College of Medicine, Cardiff

Special Interests: Family Planning, Minor Surgery

Dr F Sarfraz (Salaried GP)

MB BCh (Bristol) MRCGP

Male

Dr Sarfraz qualified from University of Bristol

Special Interests: Oncology

Nursing Staff

Practice Nurses:

Julie Owen & Claire Thomas.

Health Care Support Workers:

Helen Bridgeman, Charlene Alexander and Alana Vatougios

CLINICS

Ante-Natal Clinic	Asthma Clinic	INR Clinic
Minor Surgery	Travel Clinic	Blood Tests
Cytology (Smear)	Well Baby Clinic	Coil Clinic
Contraception	Diabetic Clinic	Contraceptive Implant Clinic

Information is available at reception.

Management & Administration Team

Practice Manager: Mr Andy Smith

Assistant Practice Manager: Mrs Jacqueline Short

We also have two Secretaries and 8 Administrative staff who make up the rest of the team.

Surgery Hours

The Medical Centre is open Monday – Friday 08.00 – 18.30 (Doors open at 08.25 and close at 18.00, Telephone answered all day between 08.00 and 18.30)

Consultations are available by appointment between Mornings 08.30 – 10.50 and Afternoon 14.00 – 17.30

The Surgery is closed on Saturday, Sunday, Public Holidays & occasionally Tuesday afternoons for training.

Students

Please call the surgery to discuss items yourselves, as we are unable to speak to parents due to patient confidentiality.

How to Register as a Patient

Registration forms can be obtained from our reception desk or online via our website. Complete the form as fully as possible. Try to obtain your NHS Number from your previous practice as this will speed up the registration process. Return the form with proof of identification. Students can register online by visiting our website and clicking on the Campus Doctor link.

Repeat Prescriptions

Prescription requests can be made by posting your computer counterfoil through the letter box, ordering online via the NHS Wales APP, on our website, via your pharmacy or via email or SMS to our admin email Crwysadmin.w97041@wales.nhs.uk. Please allow 48 hours for your prescription request to be processed. Prescriptions are reviewed on a regular basis by the doctors, please check your re-order form to see if you need to make an appointment. Only medication included on the re-order form will be issued.

We DO NOT take prescription requests over the telephone.

Medical Students

Our practice has been a teaching practice for many years and on occasions, the doctors may have medical students with them. You will be informed at the time of booking the appointment that the students could be attending and, if you would prefer them not to be present, you will be offered an alternative appointment.

Suggestions or Complaints

We always try to provide the best service possible, but there may be times when you may feel this has not happened. Complaints and suggestions should be made in writing to the Practice Manager or by contacting Cardiff & Vale University Health Board. Telephone No. **029 218 36318**

You can also contact the Complaints Advocacy Service at South Glamorgan Community Health Council, Pro Copy Business Park (Rear), Parc Ty Glas, Llanishen, Cardiff, CF14 5DU or by telephoning 02920 750112.