

# 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 Daniel Quarry**  
**Dr Judith Vickers**  
**Dr Suzanne Thickens**  
**Dr Farook Sarfraz**

Telephone:  
(029) 2052 4140

<http://crwysmedicalcentre.nhs.uk>

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date information from the practice.



For the latest information go to: <http://crwysmedicalcentre.nhs.uk>

## WELCOME TO CRWYS MEDICAL CENTRE

### Welcome to Crwys Medical Centre

Crwys Medical Centre opened on 5<sup>th</sup> September 2005 and is a modern surgery that is able to provide full, comfortable and accessible facilities. Prior to 2005, the Crwys Medical Practice had been located at 151 Crwys Road since it opened at the turn of the last century.

The stained glass window panel was located in the front window bay of the old building and is now installed in the waiting area of the new practice.



## THE DOCTORS OF THE PARTNERSHIP

This practice is a non-limited partnership

**Dr Dafydd Rees**                      **MB BCh (Wales) 2003 MRCGP**  
**DFSRH**

Special interest in Paediatrics and Family Planning.

**Dr Stephen Everest**                **MB BCh (Wales) 1990 MRCGP**  
**DRCOG DCH Dip in Family Planning**

Special interest in Hypertension, Stroke Prevention and Heart Disease.

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**Dr Daniel Quarry**

**MB BCh (Wales) 1989 MRCGP**

**DRCOG DCH Dip in Family Planning**

Special interest in Minor Surgery, Asthma, Paediatrics, Family Planning, Chronic Bronchitis and Thyroid Disease.

**Dr Judith Vickers**

**MBBS (Lon) 1991 MRCGP DFFP**

**DRCOG**

Special interest in Skin Problems, Child Surveillance, Female Health Problems and Heart Disease.

**Dr Suzanne Thickers**

**MB BCh (Cardiff)**

**MRCGP DFFP DRCOG**

Special interest in Female Health, Family Planning, Minor Surgery

**Dr Farook Sarfraz**

**MB BCh (Bristol) MRCGP (Salaried GF**

Special Interests: Oncology

## **NURSING STAFF**

Mrs Julie Owen	-	Part-time Practice Nurse RGN
Mrs Claire Thomas	-	Part-time Practice Nurse RGN
Mrs Helen Bridgeman	-	Health Care Support Worker (HCSW) Level 3

Our team of highly trained practice nurses and HCSW provide a wide range of services and assist doctors both in surgery and during minor operations. Practice nurses have a wide range of expertise and conduct clinics including those for asthma, diabetes, heart disease and other chronic conditions.

As part of our nursing staff, we also have two Health Care Support Workers currently training for their Level 3 Diplomas.

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### Management and Administration Team

Practice Manager                      Andy Smith

The Practice Manager's primary role is to ensure the practice runs smoothly, allowing greater care for all our patients. Any queries/complaints of a non-medical nature should be directed to the Practice Manager

Assistant Practice Manager      Jacqueline Short

Our Assistant Practice manager works in cooperation with the Practice Manager overseeing the efficient running of the Medical Centre, answering queries from both patients and staff alike during the absence of the Practice Manager.

### Reception

The Medical Centre has 9 receptionists who are always willing to help, providing the patient with appointments, administrative advice and organising the flow of information into the practice.

### Secretarial

Our 2 Secretaries provide secretarial cover for the practice. They can also assist with advice regarding insurance or legal forms. They liaise with legal and medical companies on matters regarding patient care. They also also the people to contact regarding private services and subject access requests.

## **DISTRICT NURSES**

A team of district nurses are employed by the Cardiff and Vale University Health Board, providing nursing support to patients at home. Any queries relating to district nursing services should be directed to the Communications Hub on 029 2044 4501

## **HEALTH VISITORS**

We have two health visitors attached to the practice, Yvonne Obubobie is employed by the Cardiff and Vale University Health Board. They provide support to parents and also monitor the growth, well being and development of children. The Health Visitors can be contacted on 02920 615647.

## **MIDWIFE**

Hannah Hills is the midwife attached to the practice and is employed by the Cardiff and Vale University Health Board. The midwife supports the doctors in providing antenatal care. This is a comprehensive community maternity service including antenatal and postnatal care.

## **COUNSELLOR**

The counsellor is no longer attached to the practice, but our GP's can still refer you to the counselling service.

## **SURGERY HOURS**

The building is open from 08.25 – 18.00pm (Monday – Friday)  
Doors close at 18.00, telephone answered until from 08.00 to 18.30.

Consultations are available by appointment at the following times.

Monday to Friday

Mornings            08.00 – 10.50

Afternoon           14.00 – 17.30

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

## REGISTRATIONS

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.

All new patients are eligible for a New Patient Check, ask a receptionist to make you an appointment with the nurse if you would like a New Patient Check.

When a patient has been accepted onto the Practice List, the patient may express **IN WRITING**, their preference to see a particular Doctor or equivalent Health Professional. Where possible, the Practice shall endeavour to accommodate the patient's wishes, but please be reminded that we have **4 weeks** in which to get you in to see the GP of your choice as laid down in the General Medical Services (GMS) Contract 2004

Please help us to keep our records up to date by informing us of any changes in your circumstances, especially changes of name and address.

## APPOINTMENTS

An appointment system is in operation at the practice for doctors, nurses and clinics.

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

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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](mailto: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.

Patients between the ages of 16 – 74 who have not been seen at the surgery for a period of 3 years may request a consultation with a GP, at which any appropriate enquiries and investigations will be made. Consultations can also be requested by patients over the age of 75, who have not been seen at the surgery for 12 months or more. If you are unable to attend the surgery for these checks because of your medical condition, a home visit may be arranged

If you cannot keep or no longer require your appointment please notify us as soon as possible, ideally, giving at least 24 hours' notice so that we can offer the appointment to someone else. Continued non-attendance will result in removal of your registration from the practice list.

## **EMERGENCY TREATMENT – SURGERY HOURS**

Please telephone 02920 524140. After taking brief details the receptionist will if appropriate and it is medically possible for you to attend the surgery, you will be given an appointment to see the duty doctor. Should there be any delay or difficulty in contacting the surgery and the patient is unconscious, suffering heavy blood loss,

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severe breathlessness or chest pain you should dial 999 and request an ambulance.

## EMERGENCY TREATMENT – OUT OF HOURS

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.

## CHAPERONE

During your care, a clinician may need to examine you. Occasionally this may involve an examination of intimate areas. We understand that this can be stressful and embarrassing. If this sort of examination is necessary:

- We will explain to you why the examination is necessary and give you the opportunity to ask questions
- We will explain what the examination will involve
- We will obtain your permission before we carry out the examination
- You will be offered a chaperone to be present during the examination
- At all times we will respect your privacy during the examination and while dressing and undressing

When booking an appointment that may involve an examination of intimate areas, please request a chaperone. The receptionist will then make the necessary arrangements for a chaperone to be available.

## HOME VISITS

If you are too unwell to attend the medical centre, please phone on **02920 524140 BEFORE 10:00 am.**

The receptionist may ask you for some details of the problem in order to assess the urgency of the visit. If you feel the visit is urgent, please do make this clear.

### **TRY TO COME TO SEE US IF AT ALL POSSIBLE.**

This will make the best use of your doctor's time and there are better facilities for examining you here. The doctor can see four or five patients in the medical centre in the time it takes to do one home visit.

## REPEAT PRESCRIPTIONS

Prescription requests can be made by handing in your computer counterfoil, filling in a request form at reception, ordering online via My Health Online, via our website, via your pharmacy or via email or SMS to our admin email [Crwysadmin.w97041@wales.nhs.uk](mailto: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.**

## PATIENT TRANSPORT

To arrange patient transport please contact the Transport Booking Centre on 0800 328 2332.

**For the latest information go to: <http://crwysmedicalcentre.nhs.uk>**

## NHS 111 WALES

NHS 111 Wales is a free medical 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: <https://111.wales.nhs.uk/>

## TEST RESULTS

Please telephone for results between 11.00 – 4.00pm, Tuesday to Friday.

## MEDICAL STUDENTS

Our practice has been a teaching practice for many years and on occasions, the doctors may have senior 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.

## HEALTH PROMOTION AND OTHER CLINICS

In addition to normal surgery, we are able to provide the following specialised services at Crwys Medical Centre. These are run by a combination of nurses, doctors and allied staff.

Child Health	Wednesday pm
Diabetic	Monday am
COPD	Arranged as required
Asthma	Friday pm
INR Clinic	Tuesday & Wednesday am
Family Planning	During normal surgery
Smear Tests	During normal surgery
Epilepsy	During normal surgery
Travel Vaccinations	Monday pm
Wound Care	Daily

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Coil/Implant Clinic	Arranged as required
Cryotherapy	Arranged as required
Learning Disability Checks	Arranged as required
Mental Health Services	Arranged as required

The practice nurses see patients for consultations, routine treatments, blood tests, BP checks, ECGs, dressings and foreign travel immunisations and advice.

All the items listed form part of our responsibilities under General Medical Services but we also provide some services outside the National Health Service, for which fees will be payable at nationally agreed rates. Such services include completion of medical reports, insurance claims, HGV licences and witnessing official documents.

## **PATIENT CONFIDENTIALITY**

Sometimes it is not possible for our staff to give out information or results to third parties as this may be in breach of patient confidentiality. We do hope you will understand this difficulty. Your medical information is confidential; we do not release any information to third parties without your written consent.

## **DISABLED ACCESS**

Access to the medical centre is via the staff car park. Go through the staff car park to the security door. Press the button on the intercom and you will be let in. As you enter the building the lift is on your right hand side. Take the lift to the ground floor where you enter the reception area. Access at the front of the building is via a walkway.

## **COMPLIMENTS, COMMENTS, CONCERNS OR COMPLAINTS**

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments,

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comments, concerns or complaints about our service, we want to hear about it. We would encourage you to speak to whoever you feel most comfortable with—your doctor, a nurse, a receptionist or the practice manager—but if you would prefer to give your feedback in writing please send it to the Practice Manager, Andy Smith, at the address on the front of this leaflet. You can also send us a feedback message via the practice website. If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right any-thing that has gone wrong.

If you feel unable to discuss your complaint with someone at the Practice, you may, in the first instance contact Cardiff and Vale University Health Board, Woodland House, Maes Y Coed Road, Llanishen, Cardiff, CF14 4TT. The Concerns Team can be contacted on 029 21 836318 or [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

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

If you remain dissatisfied you have the right to approach the Public Services Ombudsman for Wales by writing to 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ. The Ombudsman can be contacted on 0845 601 0987.

## USE OF DATA

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 organizations 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

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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.

## **ZERO TOLERANCE**

The medical centre supports the NHS policy on zero tolerance. Anyone attending or contacting the surgery who is rude or abusive to the GP's, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will be at risk of removal from the practice list.

In extreme cases we may summon the police to remove offenders from the medical centre.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

Detailed information on the patients' rights and responsibilities is available in the Patient's Charter and the White Paper 'Putting Patients First'. Patients are encouraged to take personal responsibility for their own health and for dealing with minor ailments. A doctor should only be called out in circumstances of real need.

Patients have a responsibility to turn up for appointments or to advise the health service in good time if they cannot attend.

## **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.

## THE RIGHT OF ACCESS TO PATIENT INFORMATION

The Access to Health Records Act 1990 gave individuals the right of access, subject to certain exceptions, to health information recorded about themselves, and in certain circumstances, about others, within manual records. The practice policy on access to health records can be obtained from reception.

## CARDIFF AND 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)

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

### Back Pain

- Usually begins as a strain caused by poor lifting technique.
- Always bend your knees and keep your back straight.
- Rest your back on a firm bed and maintain good posture when walking.
- Painkillers and rest are usually all that is required.

### Burns

- Immediately apply large quantities of cold water (for approximately 10 minutes).
- If the skin is unbroken but blistered apply a loose dressing.
- If the burn is large or severe seek advice from NHS Direct or the practice.
- In an emergency dial 999.

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## **Catarrhal Child**

- Following a cold children will often suffer catarrhal symptoms for several weeks.
- Symptoms include a runny or blocked nose and a cough, especially at night.
- Children sometimes swallow phlegm and this may result in them vomiting after a bout of coughing.
- Catarrhal symptoms can sometimes lead to ear infections and a condition called 'glue ear', although generally catarrh does not harm a child and is merely a nuisance.
- Most children suffer less as they grow older.
- It may help to raise the head of the bed and to place a bowl of water in the room having turned off the heating.
- Do not over-wrap the child.
- If you have concerns consult your doctor.

## **Chickenpox**

- Rash appears as small red patches with itchy blisters.
- Rash will dry up and crust over in five to ten days.
- Child is infectious until the last crusts have dropped off.
- Calamine lotion and cool baths will help the itch.
- Advice, if needed, is also available from your chemist.

## **Colds, Coughs And Stuffy Noses**

- These are caused by viruses and even in this day and age there is no cure.
- Antibiotics are not helpful as they do not cure viral infections.
- Paracetamol/aspirin will relieve the headache, sore throat and aching muscles as well as bringing down the fever. Aspirin should not be given to asthmatics or children under 16 years of age.
- The illness will last five to ten days but the cough may persist for several weeks.
- If you are coughing dirty or coloured sputum you should make an appointment to see the doctor.

## **Cystitis**

- Very common in women.
- Causes a burning sensation on passing urine.

- Drink a pint of water at the onset of symptoms and continue to drink half a pint of fluid every hour.
- If your symptoms last more than 24 hours consult your pharmacist.

### **Dental Pain**

- If you are in dental pain and you are not registered with a dentist, you should contact the emergency dental service on Dental emergency helpline: 03001020247

### **Earache**

- This is often associated with a cold or catarrh.
- Paracetamol should be taken regularly, particularly if there is a raised temperature.
- If earache persists despite regular paracetamol or there is a discharge from the ear further advice should be sought from the pharmacist, NHS Direct or the doctor.

### **Eye Problems**

- If you are experiencing eye problems that need urgent attention (within 24 hours) you can contact your local WECS (Wales Eye Care Service) accredited optician. The Eye Health Examination Wales is free at the point of access.

### **Emergency Contraception**

- The 'morning after pill' which may be bought from your local pharmacy, can be effective for up to and possibly longer than 72 hours following unprotected intercourse but it is advisable for it to be taken as soon as practicably possible.

### **Fever (Raised Temperature)**

- A fever is natural with most illnesses and simple measures to lower the temperature will make you feel much more comfortable.
- Keep the room cool. Don't wrap the patient up, even if the person says they feel cold.
- Leave the body exposed to allow excess heat to escape from the body, especially in children.
- Take plenty of cool drinks.
- Take regular paracetamol.

- Sponge down with tepid flannel - leave the patient damp and repeat when dry.

### **Hayfever**

- Hayfever is very common. It occurs when the pollen count is high at certain times of the year.
- Other allergic disorders may give similar symptoms.
- Contact with any known allergies e.g. grasses or animals should be avoided.
- Antihistamine tablets usually relieve symptoms. Your local pharmacist can provide information and appropriate medication.
- If symptoms persist, an appointment should be made with the doctor.
- Those with severe symptoms each year may wish to discuss treatment options with their doctor *before* the onset of symptoms.

### **Head Lice**

- Found in clean hair as often as dirty hair and is spread by head-to-head contact.
- A medicated lotion can be obtained from the chemist.

### **Meningitis**

The following information has been obtained from the National Meningitis Trust ([www.meningitis.org/](http://www.meningitis.org/)).

The symptoms of meningitis are as follows:

#### **In Babies**

- Fever which can be accompanied by the hands and feet feeling cold.
- Refusing feeds or vomiting.
- High pitched moaning cry or whimpering.
- Dislike of being handled; fretful.
- Neck retraction with arching of back.
- Blank and staring expression.
- Child is difficult to wake or lethargic.
- Pale blotchy complexion.

#### **In Children and Adults**

If any two or three of the following occur together in any order, seek medical advice promptly from a doctor

- Vomiting.
- High temperature and fever.
- Violent or severe headache which won't go away with paracetamol.
- Neck stiffness.
- Photophobia (an aversion to bright light).
- Drowsiness and lethargy or confusion.
- Joint pain and stiffness.
- Fitting.
- Becoming generally very unwell very quickly. Sometimes but not always, a rash appears. It looks like tiny red pinpricks or bleeding under the skin. The rash won't blanch - i.e. go white under pressure. If a drinking glass is pressed firmly against the rash, it doesn't disappear.

### **What You Should Do**

If you suspect someone has meningitis or meningococcal septicaemia contact the doctor immediately. Describe the symptoms carefully and ask advice. If your doctor is not available go straight to the nearest casualty department. Prompt action is vital.

### **Scabies**

- A very itchy rash caused by a mite that burrows under the skin.
- Treated by application of a lotion that is available from the chemist - follow the instructions on the pack carefully.
- Treat all members of the family.
- The itch may persist for weeks and is best relieved using calamine lotion.
- Consult your doctor if you are pregnant, breast feeding or have a child less than two years of age.

### **Sore Throats**

- Most sore throats are due to viruses and will get better with time - they are not helped by antibiotics.
- Paracetamol or aspirin should be taken to relieve a raised temperature and soluble aspirin gargle may relieve a sore throat. Aspirin should not be given to asthmatics or children under 16 years of age.
- Drink plenty of fluids.

- If you have a persistent high temperature with a very sore throat lasting more than four days and not improving, you should consider making an appointment to see the doctor.

### **Sunburn**

- Over-exposure of your skin to the sun is harmful and can lead to skin cancer in later life.
- Use a high factor sunscreen (greater than factor 15) to protect yourself. Fair skinned or high risk groups should apply the maximum factor available (follow pack instructions).
- Children and people with fair skin are especially at risk.
- If burnt, cool the skin with cold water and apply calamine lotion.
- Paracetamol or aspirin and an antihistamine will reduce the reaction. Aspirin should not be given to asthmatics or children under 16 years of age.

### **Threadworms**

- Small white worms seen in the motion.
- Suspect if there is scratching around the anus, especially at night.
- Spread by eggs under the nails put into the mouth.
- Wash hands and scrub nails frequently and especially before handling food.
- Advice and treatment is available from your local pharmacy.
- All family members should be treated.

### **Vomiting and Diarrhoea**

- Prevent dehydration - drink plenty of fluids.
- Electrolade or similar is available at your chemist and is very useful for young children. Advice and treatment is available from your local pharmacy.
- If vomiting is a problem take small sips of fluid every few minutes.
- No milk or solids should be taken for 24 hours.
- Vomiting symptoms should settle within 24 hours.
- If symptoms persist or there is very frequent vomiting consider seeking further advice either from NHS Direct or the practice

### Information about Private Referrals

**If you have requested a private referral or have been seen privately by another service, as a practice we wanted to make you aware of the following guidance for patients who have sought care privately.**

#### Private Tests and Investigations

If a test or investigation is recommended by a private provider, the private provider retains responsibility for this test. This would include x-rays, scans and blood tests as well as procedures such as an endoscopy. This is the same as the guidance applied to the rest of the NHS in Wales.

This includes responsibility for:

- Arranging and performing tests and any medications you may need to take before or after, including pain relief.
- Explaining what the test entails and what you need to do on the day of the test.
- Providing you with the results and explaining what this means for your care or condition. This may involve a letter or follow-up appointment with the specialist.
- Arranging any follow-up required after the test including onward referral to other private or NHS services.

It is important to consider the cost of these tests, if they are not covered by your health insurance. Please do not contact the practice to discuss the results of tests organised by practitioners outside the practice. Please contact your private provider for these results.

#### Medication

The medication GP practices can prescribe fall within strict guidance. This includes, but is not limited to, national medication licenses, NICE guidance, local protocols and the Health Board formulary. These guidelines are in addition to the prescriber's

responsibility to their regulator, such as the General Medical Council, Nursing and Midwifery Council and the General Pharmaceutical Council, to ensure they are prescribing safely. This means your GP practice may not be able to take over prescribing a medication from a private provider.

Usually when patients are seen by a private provider for a single, short-term episode of care any medication should be prescribed by them and paid for either by the patient or their medical insurance. This is because the private provider has clinical responsibility for the treatment of that particular condition.

Where longer term treatments are recommended, medication may be added to a patient's repeat prescription providing it would be available from a GP for that condition under the NHS and the GP practice team are comfortable to prescribe it.

Examples where the practice would **not** be able to prescribe a medication includes:

- Its use is restricted to hospital specialists.
- The medication is not licensed for the indication it has been given.
- Insufficient detail has been given regarding dose, duration, indication or monitoring requirements for the drug.
- It interacts with other medications you are prescribed or is contraindicated due to your other medical conditions.
- A more cost-effective treatment is appropriate for the management of your condition.
- The medication is available to purchase, for example from a supermarket or pharmacy.

In every case, the private provider is responsible for providing you with enough medication until the practice can take over prescribing. This is usually considered at least 7 days.

Some medications require particularly close monitoring to ensure patients remain safe while taking them and would only be provided by GP practices following a 'shared care' agreement with a hospital team. These include medications used for arthritis such as Methotrexate, and medications for ADHD. These are not available

for GPs to prescribe on their formulary and require ongoing monitoring from a specialist team. If these treatments are started, they will need to continue being prescribed by the private provider until you are seen by an NHS specialist team who can continue the treatment if they feel it is appropriate for you. Unless this medication is covered by your health insurance you will need to pay for this treatment up until an NHS specialist takes over prescribing for you.

**We do not accept shared care requests from private providers.**

## **Referrals to Other Services**

If your private provider recommends you be referred to another private specialist or NHS team, they are responsible for making this onward referral and should not ask your GP practice to do this. This is the same as the guidance that applies to specialists working within the NHS.

## **Request for a 'Sicknote'**

If your private provider recommends a period off work, the private provider is required to provide a sicknote that covers the entire duration of this period, as well as any extensions

they recommend after this. This is the same as the guidance that applies to specialists working within the NHS.

## **Screening tests carried out by private providers which have not been approved by the UK National Screening Committee**

The practice supports the national guidance which can be found on the RCGP website.

If the patient chooses to have private screening tests or investigations that are not available or recommended by the NHS, they should ensure that they have the funds or insurance in place to cover the costs of any additional treatment or investigation that is incurred as the NHS may not cover these.

## **Non NHS Services - Private Work Fees**

Medical examinations for special purposes e.g. elderly drivers, pre-employment, insurance medicals can be arranged by appointment. A fee is payable for these examinations. The doctors will complete certain forms and certificates requested by the patient, for example

**For the latest information go to: <http://crwysmedicalcentre.nhs.uk>**

private sick notes and fitness to travel forms. A charge is payable for providing non NHS forms and certificates.

**\*\*\*We DO NOT complete passport forms\*\*\***

**\*\*\*We no longer complete Blue Badge Forms at the surgery. Please contact Cardiff Council for this service. You do not need any information from your GP regarding this. \*\*\***

Details of current fees are below.

<b>Adoption and Fostering</b>	<b>Who pays</b>	<b>Charge</b>
<b>Adoption fees normally paid by parent; fostering by NHS, but sometimes paid by the adoption/fostering agency</b>		
Form IHA Initial Health Assessment		£120.00
Form AH Health assessment, Prospective carer		£77.07
Form AH2 Update report, parent/carer		£35.00
<b>Certificates and forms</b>	<b>Who pays</b>	<b>Charge</b>
Freedom from infection certificate	Patient	£35.00
Letter re fitness to exercise, travel, weight watchers, slimming world compete cycling race or marathon etc – with no exam	Patient	£40.00
Private Sick	Patient	£35.00

Note (any sick note within 7 days is private)			
Private Health Insurance claim form (e.g. BUPA/PPP)	Patient	£60.00	
Dentists, completion of Application for first registration of a dentist (GDC)	Patient	£50.00	
Camp America	Patient	£75.00	
Dental Council	Patient	£70.00	
Student Health Forms (DSA etc)	Patient	£35.00	
Welsh Water Assist	Patient	£30.00	

<b>Driving</b>	<b>Who pays</b>	<b>Charge</b>
Taxi Medical	Patient	£140.00
PSV Medical	Patient	£140.00
HGV Medical	Patient	£140.00
<b>Employment/Insurance</b>	<b>Who pays</b>	<b>Charge</b>
Full medical with report or certificate	Patient/Employer/Insurance	£170.00
Report without examination	Patient/Employer/Insurance	£150.00
Report on Pro-forma	Patient/Employer/Insurance	£130.00
Questionnaire	Patient/Employer/Insurance	£120.00
Letter to disclose History eg. Heart Disease	Patient/Employer/Insurance	£60.00
GP supplementary report	Insurance Company	£27.00

Holiday Cancellation form	Patient	£80.00
<b>Local Authority/Police/NHS</b>	<b>Who pays</b>	<b>Charge</b>
Shotgun or Firearms Medical Report	Patient	£55.00
<b>Letters</b>	<b>Who pays</b>	<b>Charge</b>
To whom it may concern letter for (School, University, Work etc)	Patient	£40.00
<b>Private Prescription</b>	<b>Who pays</b>	<b>Charge</b>
Private sick note/prescription	Patient	£35.00
<b>Travel Abroad</b>	<b>Who pays</b>	<b>Charge</b>
Pregnant Woman's Medical Certificate Attesting Fitness to Fly <i>noting their good health and indicating the baby's expected date of birth</i>	Patient	£40.00
Fitness to travel certificate - pre-existing illness	Patient	£40.00
Vaccination certificate	Patient	£35.00

## Why do GP's charge fees?

The National Health Service provides most health care to most people free of charge, but there are exceptions. Sometimes the charge is made to cover some of the cost of treatment, for example dental fees. In other cases it is because the service isn't covered by the NHS, for example medical reports of insurance companies, claims on private health insurance and other letters and forms which require the doctor to review the patient's medical record.

It is important to understand that GP's are not employed by the NHS, they are self-employed and they must cover their costs – staff, buildings, heating, lighting etc – in the same way as any small business.

The NHS pays the doctor for specific NHS work but for non-NHS work the fee has to cover the doctor's costs. Our fees are calculated based on our GPs Private hourly rate.

### **What is covered by the NHS and what is not?**

The government's contract with GPs covers medical services to NHS patients. In recent years, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to be sure that information provided is true and accurate.

### **Examples of non-NHS services for which GPs can charge their patients**

- **Certain travel vaccinations**
- **Private medical insurance reports**
- **Holiday cancellation forms**
- **Referral for private care forms**
- **Letters request by, or on behalf of, the patient**
- **In certain instances fitness to work forms**
- **HGV/LGV/PCV examinations**

### **Examples of non-NHS services for which GPs can charge other institutions**

- **Medical reports for an insurance company**
- **Some reports for the DSS/Benefit Agency**
- **Examinations of local authority employees**

### **Why does it sometimes take my GP a long time to complete my form?**

Time spent completing forms and preparing reports takes the GP away from the medical care of his/her patients. Most GPs have a

heavy workload – the majority of GPs work up to 60 hours per week and paperwork takes up an increasing amount of their time. In addition non-NHS work must be undertaken outside of NHS contracted time.

### **I only need the doctor's signature – what is the problem?**

When a doctor signs a certificate or completes a report it is a condition of remaining on the Medical Register that they only sign what they know to be true. Therefore in order to complete even the simplest of forms, the doctor may need to check the patient's entire record. Carelessness or an inaccurate report can have serious consequences for the doctor, with the General Medical or even the police.

## **USEFUL TELEPHONE NUMBERS**

Health Visitors	02920 615647
District Nurses	02920 444501
OUT OF HOURS	111
<b>HOSPITALS</b>	
Llandough Hospital	02920 711711
Princess of Wales	01656 752752
Royal Glamorgan	01443 443443
Spire Cardiff	02921 680420
University Hospital of Wales	02920 748047
University Hospital of Wales A&E	0300 1020247
Velindre Cancer Centre	02920 615888
<b>SOURCES OF HELP &amp; ADVICE</b>	
Alcoholics Anonymous	0800 917 7650
Age Cymru	0300 303 4498
British Pregnancy Advisory Service	03457 30 40 30
Business Services Centre	02920 373939
Cardiff and Vale UHB	02920 747747
Child Line	0800 1111
Citizens Advice Cardiff & Vale	0800 7022020
Community Addiction Unit	02920 461742

Llias Wales	02920 750112
CRUSE(Bereavement Support)	0808 8081677
HIV Helpline	0808 8021221
NHS 111 Wales Website: <a href="https://111.wales.nhs.uk/">https://111.wales.nhs.uk/</a>	111
Police	101
RELATE (Marriage Guidance)	0300 100 12334
Samaritans	116 123
Social Services	02920 234234
Help Me Quit	0800 085 2219

## RESEARCH STUDIES

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The databases to which we contribute anonymised records is known as The Health Improvement Network (THIN) and The Secure Anonymised Information Linkage Databank (SAIL). This data may be anonymously linked to other data, such as hospital data. These databases are managed by companies outside the NHS which do not have access to your personal details, only to anonymous medical records. The data is used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

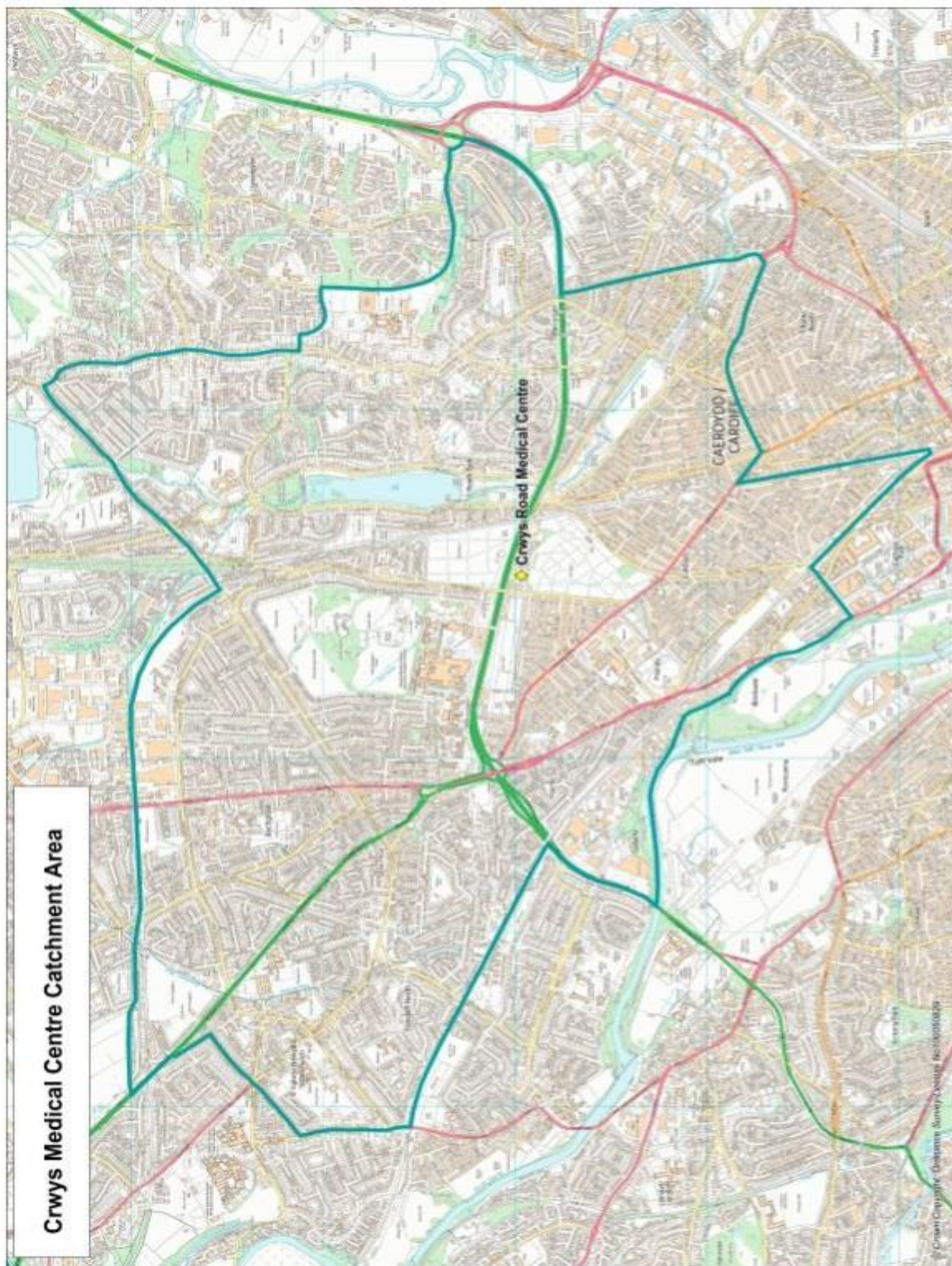
If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

A list of published research using the THIN database can be found at <http://csdmruk.cegedim.com/THINBibliography.pdf> or please contact Michelle Page on telephone number 0207 554 0663 or email [michelle.page@thin-uk.com](mailto:michelle.page@thin-uk.com) for a paper copy. More information on SAIL can be found at <http://www.saildatabank.com/> .

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to the Practice Manager, telephone number: 02920 524140.

## PRACTICE AREA



Details of primary care medical services in the area can be obtained by contacting Cardiff and Vale UHB, Woodland House, Maes Y Coed Rd, Llanishen, Cardiff, CF14 4TT or by telephoning 02920 747747

For the latest information go to: <http://crwysmedicalcentre.nhs.uk>