

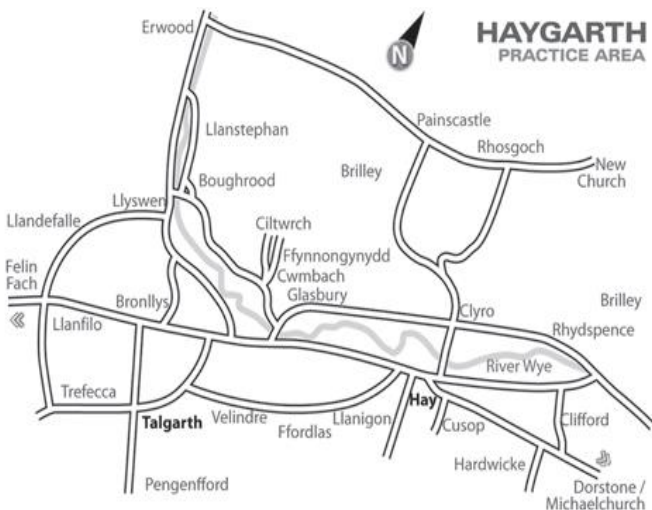
HAYGARTH DOCTORS TEACHING PRACTICE

www.hay-garth.co.uk

Hay Medical Centre Forest Road Hay-on-Wye Hereford, HR3 5DS Tel No. 01497 822100 Fax No. 01497 822110	Talgarth Medical Centre Hay Road Talgarth Powys, LD3 0AW Tel No. 01874 713000 Fax No. 01874 713016
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The Hay and Talgarth Group Practice provides medical care to the towns of Hay-on-Wye and Talgarth, with their surrounding villages and hamlets covering an area of approximately 450 square miles of sparsely populated countryside. The practice extends from near the market town of Brecon in the west to Michaelchurch in the east. The Black Mountains form the southern boundary, with the Radnorshire Hills to the north.

We are a GP training practice working from two purpose-built medical centres which have fully equipped treatment rooms.



Out-of-Hours Monday to Friday 6 pm to 8.30 am Saturday / Sunday / Bank Holidays

If you have a severe problem such as difficulty in breathing, chest pain or heavy bleeding you should call **999**.

If you need care that cannot wait until the surgery is open, please ring **111** which is a free number. If phoning from a mobile you may be unable to connect to this number – you will then need to phone **0345 46 47** instead.

Telephone advice on a range of medical conditions is available from NHS Direct 24 hours a day. Their number is **111**.

Clinics

- Ante-natal
- Child Health/Immunisations
- Chronic/Long Term Conditions (diabetes/heart disease/respiratory)
- Hypertension
- Travel (limited clinics)
- Women's Health

Physiotherapy

The Physiotherapist works from Hay and Talgarth Medical Centres and from Bronllys Hospital. Please see our website for information on self referral.

Medical Examinations

Private medical examinations are carried out by appointment only. There will be a fee, payable in advance. Please ensure you bring all paperwork. Eye tests must be carried out by an optician.

Mammography

The mobile breast screening unit visits the area at regular intervals. Appointments are sent out from a central location.

Reception Times

Hay Medical Centre

Monday to Friday	8.30 am - 6.30 pm
Mon / Tues	Closed 1 pm - 2 pm
Sat / Sun / Bank Holidays	Closed

Talgarth Medical Centre

Monday to Friday	8.00 am - 6.00 pm
Wed / Thurs / Fri	Closed 1 pm - 2 pm
Sat / Sun / Bank Holidays	Closed

Telephone lines are manned by practice staff from 8.30 am to 6 pm Monday to Friday.

Consulting Times

Monday to Friday	
Morning Surgery	9 am - 12 noon
Afternoon Surgery	2 pm - 5 pm
Practice Nurse	
Monday to Friday	8.45 am – 12.30 pm
AM and PM clinics (Days may vary)	2 pm - 5 pm
Healthcare Assistant	
Monday to Friday	8.45 am – 12.30 pm
Monday to Thursday	2 pm - 4.30 pm
Phlebotomist (Blood Tests)	
Monday to Friday	9 am – 12.30 pm

Total Triage

We operate a nurse telephone triage system to ensure each patient always sees the most appropriate clinician within an appropriate period of time.

Please see 'Making an Appointment – Total Triage' on next page.

Monday to Friday, 9 am to 5.30 pm, we have an Emergency Clinic where a Doctor or Practice Nurse will see emergencies. All patients are triaged.

The Emergency Clinic is a sit and wait system. Due to the nature of this work delays are unavoidable and we ask you to please be patient. Thank you.

Please note these are the usual times and may vary daily

Staff

Partners :

- **Dr Sean O'Reilly** (Full time)

MRCGP. MB. BCh. BAO. DCH. DGM

Male. Date and place of first registration : 1983 Dublin

- **Dr Mary Hughes** (Part time)

MRCGP. MB CHB. DCH. DRCOG. Diploma Palliative Medicine.

Diploma in Practical Dermatology.

Female. Date and place of first registration : 1987 Bristol

- **Dr Pete Howard** (Part time)

MRCGP. BDS. LDS RCG. MBBS. DRCOG. DFFP.

Male. Date and place of first registration : 1991 London

- **Dr Julie Grigg** (Three quarter time)

MRCP(Lond). MRCGP. MB:BS

Female. Date and place of first registration : 1988 London

- **Dr Antonia Bradley** (Three quarter time)

MB. BCh. DCH. MRCGP.

Female. Date and place of first registration : 1996 Cardiff

- **Dr Steven Epstein** (Three quarter time)

MB. ChB. MRCGP.

Male. Date and place of first registration : 1998 Edinburgh

- **Dr Jamie Bingham** (Full time)

BMBS. BMedSci. DipFSRH. MRCGP.

Male. Date and place of first registration : 2009 Nottingham

Salaried GPs :

- **Dr Luke Shutts** BSc. PGCE. MBChB. MRCGP.

Male. Date and place of first registration : 2010 Bristol

- **Dr Rebecca Thomas** BSc. MBBCh. MRCGP.

Female. Date and place of first registration : 2010 Cardiff

Practice Nurses :

Nurse Hayley Wright RGN.

Nurse Shelley Evans RN. Dip HE Nursing.

Nurse Mary Bird RN. Dip HE Nursing. BSc (Hons) CHS SPQ GPN

Nurse Lynn Davies RN.

Nurse Hester Rawlins SRN. Cert Ed., BSc.

Nurse Joanne Stafford-Tolley RN. Dip HE Adult Nursing.

Dip Respiratory Health.

Nurse Kerry Cooper RN

Nurse Natalia Gwatkin RN

Health Care Assistants :

Tina Williams, Hazel Thorne, Joy Gardiner

Phlebotomists :

Phillipa Bagley, Tara Lloyd, Katie Peel

Practice Manager : Mrs Gwyneth Gore

Administrative Staff : The practice is well supported by very loyal and friendly staff who will do everything they can to help you, but please remember that they have a difficult job, particularly at busy times of the day.

Powys Teaching Health Board Contact Details :

Neuadd Brycheiniog, Cambrian Way, Brecon, Powys, LD3 7HR

Tel. No. 01874 711661

General Information

Making an Appointment – Total Triage

When contacting the surgery either by telephone or presenting at the desk to request a GP appointment -

•The Reception Team will take your contact details and add your details to the total triage

•The Practice Nurse will telephone you back later that day or the next day if more convenient for you

•The Practice Nurse will then assess your symptoms/ concerns and offer you an appointment with a GP or another healthcare professional that most suits your needs

•In some cases the Practice Nurse may be able to address your concerns over the phone which will avoid an unnecessary trip to the surgery

Home Visits

Generally patients will be expected to come to the surgery to be seen unless genuinely house bound or their condition dictates they need a home visit. Home visits will be dealt with by the Emergency Doctor for the day who may ring to discuss the reasons and timing for a visit. As we are not an emergency service, urgent problems at home require an ambulance. Patients should dial 999 for emergencies.

Telephone Advice

If you need telephone advice on a medical condition, telephone the Medical Centre and, where possible, you will be put through to a GP/Practice Nurse.

Registering with the Practice

To register with the Practice you will be asked to complete a Family Doctor Services Registration Form, New Patient Questionnaire and to attend for a new patient health check.

Changes to Registration Details

Please inform the reception staff if your name, address or telephone number have changed.

Access to Medical Records

The Practice works within the scope of the General Data Protection Regulations (GDPR) and Data Protection, Freedom of Information and Access to Medical Records Acts.

Relationships

We have the right to remove a patient from our list if they are deemed to be violent and/or aggressive towards members of the primary care team and any other persons on the practice premises. Abusive, threatening or violent patients will be reported to the Police.

Facilities for the Disabled

Hay and Talgarth Medical Centres endeavour to meet the needs of patients with disabilities. Both have easy access for patients who are wheelchair users.

Results (Please phone after 2.30 pm)

Hay Medical Centre 01497 822100

Talgarth Medical Centre 01874 713000

General Information

Repeat Prescriptions

Dispensary Opening Hours

Monday to Friday 9 am - 1 pm 2 pm – 5.15 pm

Saturday / Sunday / Bank Holidays Closed

Routine prescriptions can be collected during normal surgery opening hours.

Prescriptions for controlled drugs must be collected during the dispensary opening hours above.

Repeat prescriptions can be ordered on-line (by registering for My Health On-line), by post, by hand or by using our Repeat Prescribing System - please ask at Reception for details. Please talk to your local Pharmacist if you would like them to be involved in ordering/collecting your repeat prescriptions.

Please remember that the Doctor will need to see you at regular intervals to review your condition. Please allow a minimum of 48 working hours before collecting repeat prescriptions. We dispense for all patients who live outside the 1 mile radius of the chemist and to those with special dispensation from the NHS Business Service Centre, Swansea.

Sick Notes

Self Certification Forms can be obtained from your Employer and will cover you for the first week. A Sick Note will be required from your doctor only after 7 days absence from work. Sick notes cannot be issued immediately, please allow 48 hours. They can be back dated if appropriate. If you require a Sick Note from your doctor for insurance purposes a fee will be charged, a receipt can be issued if required.

Patient Transport

If you experience difficulty travelling to hospital appointments, Powys Teaching Health Board offers a service whereby patients can obtain advice, information and make bookings for hospital transport. For further information ring 01686 613200 or 0845 840 1234 (This is a 'Lo-call' number charged at 3.95p per minute to BT customers. Call charges may vary with other providers).

Please note the surgery cannot book transport.

Complaints/Problems/Queries/Suggestions

Suggestion boxes are located in the Waiting Rooms. Our Practice Manager is available to help with complaints/problems/queries/suggestions – medical or non-medical. Should you have any concerns, please put them in writing to The Complaints Administrator, Hay Medical Centre.