

## Staff

### Partners :

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

MB. BCh. DCH. MRCP.

Female. Date and place of first registration : 1996 Cardiff

- **Dr Steven Epstein** (Full time)

MB. ChB. MRCP.

Male. Date and place of first registration : 1998 Edinburgh

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

BMBS. BMedSci. DipFSRH. MRCP.

Male. Date and place of first registration : 2009 Nottingham

- **Dr Luke Shutts** (Full time)

BSc. PGCE. MBChB. MRCP.

Male. Date and place of first registration : 2010 Bristol

- **Dr Rebecca Thomas** (Three quarter time)

BSc. MBCh. MRCP.

Female. Date and place of first registration : 2010 Cardiff

- **Dr Bethan Pritchard** (Three quarter time)

MBCh. MRCP.

Female. Date and place of first registration : 2009 Cardiff

### Salaried GP :

- **Dr Lisa Knight** (half time)

BSc. MSc. MBBS. MRCP

Female. Date and place of first registration : 2015 Kings College London

### Advanced Nurse Practitioner :

Mary Bird BSc (Hons) Community Health. Nurse Independent Prescriber. Registered Nurse - Dip HE Nursing (1995).

### Primary Care Nurse Specialist :

Hayley Wright BSc (Hons) Community Health. Nurse Independent Prescriber. Registered General Nurse (1991).

### Practice Nurses :

Nurse Shelley Evans RN. Dip HE Nursing.

Nurse Lynn Davies RN.

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

Dip Respiratory Health.

Nurse Natalia Gwatkin RN.

Nurse Marianne Knight RGN.

Nurse Pamela Ryan RGN. BSc Contemporary Nursing.

### Long Term Condition Practitioner :

Clare Evans BSc (Hons) Physiology. PGDip and MSc Nutrition and Dietetics. HCPC Registered Dietitian.

### Health Care Assistants :

Tina Williams, Hazel Thorne, Joy Hyde, Phillipa Bagley (trainee)

**Phlebotomists :** Katie Peel, Hanna James

**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.

## General Information

### **Making an Appointment – Total Triage**

When contacting the surgery to request an appointment -

♦The Reception Team will take your contact details and some basic information then add you to the total triage list. Emergency appointments must be requested before 12:00

♦A member of the clinical team will telephone you back to assess your symptoms/concerns and offer you an appointment as appropriate

♦The clinical team may be able to address your concerns on the phone which will avoid an unnecessary trip to the surgery  
Certain appointments can be booked via our website –

[www.hay-garth.co.uk](http://www.hay-garth.co.uk)

### **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.

### **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 who may ring to discuss the reasons and timing for a visit, requests must be made before 12:00. As we are not an emergency service, urgent problems at home require an ambulance. Patients should dial 999 for emergencies.

### **Access to Medical Records**

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

### **Powys Teaching Health Board Contact Details**

Neuadd Brycheiniog, Cambrian Way, Brecon, Powys, LD3 7HR - Tel. No. 01874 711661

### **Registering with the Practice/Changes to Details**

To register with the Practice, please complete a Family Doctor Services Registration Form (GMS1W) and New Patient Questionnaire. You may be asked to attend for a new patient health check. Forms available on our website. Please inform the reception staff if your personal details have changed or submit via our website – [www.hay-garth.co.uk](http://www.hay-garth.co.uk)

### **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.

### **Results** (Please phone after 2 pm)

01497 822100

You can request your test results via our website –

[www.hay-garth.co.uk](http://www.hay-garth.co.uk)

## 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 via our website – [www.hay-garth.co.uk](http://www.hay-garth.co.uk), 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.

We provide a text reminder service to notify you when your prescription is ready for collection, please ensure we have your mobile number recorded on our records.

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**

Employees must give their employer a sick note if they have been ill for more than 7 days in a row and have taken sick leave (including non-working days). 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.

### **Non-Emergency Patient Transport**

For non-emergency patient transport call 0300 123 2303 – this includes radiotherapy appointments at Hereford County Hospital.

If you require transport for an appointment at Hereford County Hospital (NOT radiotherapy) call 01686 613200.

Please note the Medical Centre staff 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.