

GP Practice Leaflet – Meddygfa'r Sarn

GP Practice Details

Main Practice Address

Heol Y Meinciau,
Pontyates,
Llanelli,
SA15 5TR

Main Practice Telephone Number

The practice telephone number is 01269 860348

Practice Website Address

The practice website address is www.meddygfasarn.wales.nhs.uk

About the GP Practice

Minafon Surgery is a Hywel Dda University Health Board managed practice. It is part of the Amman Gwendraeth Cluster. From time-to-time we provide placements for nursing students and other clinicians in training. If a student is present at a consultation your permission will always be sought.

Practice Management

Pamela Parker – Practice Manager

Gemma Burrell - Deputy Practice Manager

Opening Hours

The main surgery is open 5 days a week Monday to Friday excluding bank holidays. The main practice telephone line is open to patients from 8:00am until 6:30pm. The surgery doors are open to patients from 8:30am until 6:00pm.

Out of Hours

For Urgent Advice or to See a Doctor

Out of Hours services in Hywel Dda University Health Board are provided over night from 6:30pm until 8:00am during the week, and at

any time during weekends and bank holidays. The service is available for urgent problems only. If you need urgent advice or to see a doctor between these times please telephone NHS 111 Wales.

[For Mental Health Advice at Any Time](#)

To speak with a Mental Health Practitioner at any time of the day or night telephone NHS 111 Wales and choose Option 2. This service is commissioned by Hywel Dda University Health Board.

[NHS 111 Wales Telephone Number](#)

Dial 111 on your telephone to contact the NHS 111 Wales service.

[NHS 111 Wales Website](#)

The NHS 111 Wales website is available 24 hours a day 7 days a week for a wide range of medical and dental health advice and information for people living in Wales.

The NHS 111 Wales website address is 111.wales.nhs.uk

[For Life-threatening Emergencies](#)

For life-threatening emergencies at any time call 999 straight away.

[For Minor Injuries](#)

Minor injuries can be treated at your nearest minor injuries unit (MIU). This is for minor injuries such as:

- minor wounds
- burns or scalds
- insect bites
- minor injuries to the limbs, head or face incurred within the last 14 days
- foreign bodies in the nose or ear, can be treated at your nearest minor injuries unit (MIU)

[Your nearest Minor Injuries Unit](#)

The nearest Minor Injuries Unit is at Prince Philip Hospital

[Minor Injuries Unit Address](#)

Prince Phillip Hospital,
Dafen,

Llanelli,
SA14 8QF

Minor Injuries Unit Telephone Number

The Minor Injuries Unit at Prince Philip Hospital is 01554756567.

Your GP Practice Practitioners

- Alex Maiello - Physician Associate
- Dan Hopkins - Physician Associate
- Naveen Datla - Advanced Physiotherapy Practitioner
- Rachel Griffiths - Advanced Nurse Practitioner
- Fran Robinson - Lead Nurse Manager
- Louise Owen - Practice Nurse
- Andrea Moorhouse - Practice Nurse
- Liz Arlow - Practice Nurse
- Andrea Beckett – Health Care Support Worker
- Samantha Harbottle – Health Care Support Worker

Regular Locum General Practitioners also practice at the Surgery on a daily basis.

Services Available at Your GP Practice

Practice Nurses

Our practice nurses provide chronic disease management, cervical screening, blood tests, blood pressure checks, ECGs, stitch removal, travel immunisations, vaccinations, and all aspects of Health Promotion and advice.

Physiotherapist

A Hywel Dda Health Board physiotherapist provides a weekly physiotherapy clinic.

Midwife

A Hywel Dda Health Board midwife provides a weekly antenatal clinic.

Health Visitor

A Hywel Dda University Health Board Health Visitor provides a weekly baby clinic.

Other Primary Care Services

Details of the full range of primary medical services in the Hywel Dda University Health Board area are available on the Health Board website.

Hywel Dda University Health Board Website

The Hywel Dda University Health Board website address is hduhb.wales.uk

Hywel Dda University Health Board Telephone Number

Hywel Dda University Health Board telephone number is 01267235151.

Hywel Dda University Health Board Address

Corporate Offices,
Ystwyth Building,
Hafan Derwen,
St Davids Park,
Jobswell Road,
Carmarthen,
SA31 3BB

How to Register With Us

You are welcome to register with the Surgery providing you live in our practice area. Please come into the Surgery and complete a Registration Form (GMS1) and a New Patient Questionnaire. The forms are also available to download and print from our website. You are advised to read the practice's Privacy Notice and to ensure that you understand your data rights prior to completing the GMS1 form. Our Privacy Notice is available online at www.meddygfaminafon.wales.nhs.uk. If you prefer you can request a paper copy from the Practice Manager.

New patients over the age of 16 will be offered an appointment with the Health Care Support Worker or Practice Nurse for a New Patient Check. Once your registration has been processed your electronic and paper records will be automatically transferred to us. Please keep us informed of any changes of address or contact details, to ensure that we keep your records up to date and contact you when required. Once registered, you may request to receive services from a particular doctor or nurse. We ask that requests are made in writing to the Practice Manager. We will endeavour to provide this whenever possible. If it is not possible, we will explain this and offer alternative arrangements.

How Do I Make An Appointment?

You can telephone or call in at the Surgery at any time during opening hours to book an appointment to see a doctor or practice nurse. You can also request a non-urgent appointment digitally via our website.

Consultations

Consultations are available face-to-face, by telephone and digitally via the website using eConsult. Under the direction of the GPs our receptionists are trained to ask you a set of questions about your problem so that they can offer you the most suitable type of appointment or signpost you to the most appropriate Primary Care or Health Board provided service for your need, such as to your local pharmacy.

Pre-bookable Appointments

You can book an appointment with the doctor or nurse up to four weeks in advance. You can do this by telephoning the Surgery during opening hours or by submitting a request via the website using eConsult. If you wish to book an advance appointment it is usually better to call after 10am when the phone lines are less busy.

Same Day Appointment, Next Day Appointments and Urgent Appointments

If you believe you need to be seen on the day or your problem is urgent you should telephone the Surgery as soon as possible. We will either arrange an appointment to come in or arrange for the doctor to make a triage telephone call to you. Children under the age of 16 with an acute problem will be offered an appointment on the same day.

Appointments – Keep It or Cancel It

Please try to attend any appointment offered by the Surgery for health clinics as these will be essential to your health plan. Please also ensure that you inform the Surgery if you cannot attend any booked appointment, so that it can be offered to another patient.

Zero Tolerance to Unacceptable Behaviour

Please be aware that for the safety of our staff and patients we operate a Zero Tolerance to Unacceptable Behaviour Policy. Patients behaving in an abusive or violent manner on the premises will be asked to leave, and they may be removed from our list.

Complaints

Should you have any reason to feel dissatisfied with the service we provide then we would like to hear from you. In the first instance please ask to speak to the Practice Manager. If you feel a formal complaint is required then this should be made in writing and addressed to the Practice Manager who will acknowledge receipt of the complaint and investigate the matter.

In the event that you are not satisfied with the way in which your complaint is dealt with, or you feel that the subject complaint is too severe to discuss with the practice, then you have the right to take your grievance to Hywel Dda University Health Board who will investigate the matter further.

Contacting the Patient Support Services Team at Hywel Dda Health Board

- By telephone call 03000200159.
- By email at hdhb.patientsupportservices@wales.nhs.uk
- By post to Freepost Feedback @ Hywel Dda

If You Need Help to Raise Your Concern - Llais

If you need help to raise a concern, Llais – your voice in health and social care can help you do this. Llais is an independent body and its free Advocacy service and can provide information, advice and support to members of the public who may wish to raise a concern. Llais can support you to raise a concern and give advice on the most appropriate course of action.

Contacting Llais by Telephone or Email

- By telephone call 01646697610
- By email at westwalesadvocacy@llaiscymru.org

Llais Website Address

You can find more information about Llais on the website at www.llaiswales.org

Llais Postal Address

Advocacy Service, Llais – West Wales,
Suite 5,
First Floor,
Ty Myrddin,

Old Station Road,
Carmarthen,
SA31 1BT

How do I request a prescription?

Requests for repeat prescriptions can be made by any of the following means. Please note that we cannot take requests over the telephone.

Alternatively you can:

- post your prescription counterfoil in the surgery postbox
- call in at the surgery to complete an order form
- ask your pharmacist to order for you
- digitally via the NHS Wales App

Completed prescriptions will be available for collection within 72 hours of request (not including weekends), or they can be sent to a chemist of your choice.

To order an acute prescription please call into the surgery or your local pharmacy and complete an acute prescription form and hand in to the surgery.

NHS Wales App

The easiest way to order your repeat prescriptions is digitally via the NHS Wales App. To register for the NHS Wales App visit app.nhs.wales/.

How do I request a home visit?

Please telephone as early as possible in the morning to request a home visit if you are housebound or too ill to attend the surgery. Your request will then be assessed by the GP based on clinical need.

Practice Area

The aim of the Surgery is to provide a high-quality service to all its registered patients. To enable us to do this, we must ensure that all patients live within a reasonable distance of the surgery. This enables the patient to visit the surgery when necessary and cuts down on the distance the doctors must travel if it is necessary to visit the patient at home. A map of the practice boundary is available on the website.

Facilities for Disabled Patients

There is easy access to the surgery with disabled parking at the front with a ramp immediately approaching the front door. Improved lighting, fixed and portable induction loops, delayed door closures and increased signage provide easy access to all facilities. There is also a lower desk at Reception.

A disabled toilet is situated in the waiting room with pulldown handles and an emergency pull cord to call for assistance.

If you have a disability and have any additional requirements, please do not hesitate to inform a member of Reception who will be pleased to offer assistance. Alternatively you may request to speak to the Practice Manager to discuss any personal difficulties.

Confidentiality & Data Protection

All Patient Health Records are dealt with in the strictest confidence. Staff and practitioners at the Surgery who can access your patient health records are all trained in confidentiality and data protection. There are internal policies, controls and systems in place to ensure that your information will be kept secure and confidential at all times.

In order to provide your health care and the management of our healthcare systems and services, we may share relevant information about you with:

- internal departments and external organisations directly involved in your care (such as hospital referral letters),
- internal departments and external organisations who monitor and audit our services,
- police or security forces for the purposes of preventing and detecting crime and/or fraudulent activity, and to protect public health.

All organisations with whom we share your information also have to comply with data protection and confidentiality principles.

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018), you have rights as an individual that you can exercise in relation to the information we hold about you. You can exercise your information rights or make a request to access any personal information we hold about you at any time. Requests to

access your information must be made in writing to the Practice Manager. You should provide enough information to identify yourself, and in regard to medical records, the period of time or specific treatment you want records for. You can access our full privacy notice and privacy policy on our website at www.meddygfaminafon.wales.nhs.uk. You can also contact the Practice Manager at the Surgery to request a paper copy.

Non-NHS Services

There are some services such as private medicals for HGV or taxi drivers, for example, that are not provided by the NHS. Where possible, we will try to provide these private services and there is usually a charge for this, which will be payable in advance. A current schedule of fees is attached to this leaflet.

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