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**Parc Glas Surgery
Bodorgan
Anglesey
LL62 5NL
(01407) 840294**

**Maelog Surgery
Llanfaelog
Anglesey
LL63 5SU
(01407) 840294**

**Bronllys Surgery
Gaerwen
Anglesey
LL60 6JN
(01407) 840294**

enquiries.w94006@wales.nhs.uk

www.parcglassurgery.co.uk

Contacting the Surgery:

Parc Glas Surgery is open on weekdays from 8.30am to 6.00pm (phones available 8am-6.30pm)

Maelog Surgery is open Monday, Tuesday and Thursday mornings 8.30am-12.30pm and Wednesday & Friday 2.30-6.30pm

Bronllys Surgery is open Monday 2.30-6.30 and Wednesday and Friday 8.30-12.30

OUTSIDE THESE HOURS, THAT IS, AFTER 6.30pm AND BEFORE 8.00am WEEKDAYS, WEEKENDS AND BANK-HOLIDAYS, IF YOU NEED A DOCTOR URGENTLY, PLEASE PHONE THE OUT-OF-HOURS SERVICE ON 111

The GP out of hours service is commissioned by the Betsi Cadwaladr University Health Board (see below for contact details)

**IF YOU NEED MEDICAL ATTENTION IN AN EMERGENCY.
PLEASE RING THE AMBULANCE SERVICE ON 999.**

Appointment/Consultation Information:

We have a range of appointment options available to patients. Each session is made up of pre-bookable face to face appointments, bookable on the day face to face appointments and some bookable on the day telephone consultations. All appointments can be booked by telephoning the surgery or emailing us. Pre-bookable appointments are also available for booking through the NHS Wales App. When booking an appointment you will be asked for some basic information – this is in order that our staff can direct you to the correct clinician or signpost you to other services that are available and may be more suitable.

If a patient aged under 16 with an acute presentation contacts the surgery they will be offered an urgent appointment (remote or face to face). In addition to this any patient who is identified as urgent will be offered an urgent (same day or within 24 hours) appointment (remote or face to face).

Our reception telephones are available between the hours of 8.30am and 6.30pm, Monday to Friday.

Please note: During the Practice Half-Day there is no doctor available on **Thursday afternoons**. If you need a doctor urgently at this time, the medical cover is provided by our neighbouring practice, Gwalchmai. To access this service please ring Parc Glas Surgery up to 6.30pm.

Practice Profile:

We are a well-established practice that has been in existence since 1938 and run from three surgeries at Bodorgan, Llanfaelog and Gaerwen. The rural practice area covers the south of the island from Caergeiliog in the north, Llangeifni in the east to Malltraeth in the south.

How to Register:

Our practice area is Bodorgan, Llanfaelog, Gaerwen and the surrounding areas. If you live in our practice area or have just moved in, please arrange to see one of our receptionists (at any surgery). You will be asked to provide Identification Documentation and proof of address. You will be asked to complete a registration form and will be asked to fill in a health questionnaire. If you take regular medication you will need to see a GP for a review initially and then annually.

The practice operates an Open Surgery System. That is, we will accept any new patient within the practice area and will not refuse to register patients due to race, gender, social class, age, religion, sexual orientation, and appearance or due to disability or health grounds.

Confidentiality & Privacy Policy:

All patient matters are dealt with in accordance to the strictest codes of confidentiality. All practice staff contracts have approved confidentiality clauses. A copy of our privacy policy is available on request or can be accessed on our website.

Repeat Prescriptions:

The practice dispenses medicines from all three surgeries for those patients that live more than 1 mile from a chemist. All requests for repeat prescriptions should be handed in to the surgery **3 working days (72 hours)** before the medication is due to run out. All patients will have their repeat medications reviewed by the doctors at least once per year. Requests for urgent medication will be dealt with promptly by the GP or Dispenser when the surgery is open. Outside of our usual opening hours, local pharmacies offer an Emergency Medication Supply Scheme.

Online Repeat Prescriptions:

Online ordering of repeat prescriptions is available – it is simple and convenient and confidential. Visit <https://app.nhs.wales> or click on this link [NHS login - NHS Wales App](#) for further information

Email: You can order repeat prescriptions by email at enquiries.w94006@wales.nhs.uk Please provide your name, address, DOB and the items you require. You can also email to request a non-urgent telephone consultation or call back with the GP. A copy of our Email Policy is available on request or can be viewed on our website.

Concern Procedure:

The practice operates its own in-house concern procedure. If you have any grievance or concern about any practice matter or any member of the practice team, please contact the Practice Manager. She will explain the concerns procedure to you and help you take the matter forward. The majority of complaints and grievances are resolved by the practice. If you feel you cannot raise your concern with the practice you can contact a member of the Health Boards Concern Team (Tel 03000851234). If you need help or support raising a concern; The Community Health Council can provide a free advocacy service (Tel 02920235558). A copy of the practice concern policy is available on the practice website or by asking at reception.

Zero Tolerance:

The practice operates the NHS Zero Tolerance Procedure. This means that we will **NOT** tolerate any violent or aggressive behavior, either physically or verbally towards any member of our practice staff. Individuals who exhibit any such behavior may be reported to the police and immediately removed from the practice list. Since all practices on the island operate this procedure, such individuals may not be able to register with another practice. All practices will

refuse to accept any new patient if that patient has been removed from another practice list due to violence or aggression.

Disabled Facilities:

There is disabled access to all patient areas in all three surgeries.

Home Visits:

In order to help the practice run efficiently, allowing the doctors to see as many patients as possible, it would be beneficial if patients could attend the surgery whenever possible. For patients with serious acute illnesses, the housebound or elderly and frail patients, the doctors will make house visits. Please try to request such visits before 10am each morning.

GDPR:

Under GDPR and the Implementation of the DPA 2018 service users have the right to access their records free of charge if they can show genuine intention to obtain the information. If you wish to request information from your medical record please speak to reception. They will give you a form to complete and you will need to show a form of photo ID when making the request and when collecting the information requested.

Preferred Practitioner:

Patients have a right to express their preference to see a particular Doctor or nurse; please tell reception staff if you would like this. This information will be recorded in your records and we will endeavor to comply with any reasonable request. Remember, though, that it may not always be possible for you to see the Doctor of your choice, for example if they are on annual leave. All patients aged between 16 and 75 are entitled to a general health care assessment if they have not been seen within the last three years.

All patients over 75 are entitled to a general health care assessment if they have not been seen within the last twelve months. Such assessment may be requested at the patient's home if in the opinion of the Doctor it is unreasonable for them to travel to the surgery.

Patient rights and responsibilities:

It is your responsibility as a patient to cancel any appointment you have made in reasonable time so that another patient can benefit from the appointment slot. Even if you are unable to avoid cancelling at short notice, often the reception will know of another patient who can use the appointment. Please always try to let the GP practice know when you are unable to attend an appointment.

The appointment time given for a GP consultation is 10 minutes, although it can be longer for more complicated reviews and procedures. If you have a significant problem and think you will need more time with your GP you can ask for a double appointment when you book. As well as giving your GP more time to work through your health issue this will also help your fellow patients by making sure the GP doesn't run late for their appointments. However double appointment slots are unlikely to be available on busy days or as urgent appointments.

You can have a chaperone for any consultation, examination or procedure if you would like one. A chaperone can be a friend, family member or a trained healthcare professional such as a practice nurse. You do not have to accept a particular person who is offered to you as a chaperone. If you have asked for a chaperone but there is no-one immediately available you can reschedule your appointment.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details.

Admin Staff:

Sharon L Williams - Practice Manager
 Iona Roberts - Senior Dispenser
 Enid Roberts - Receptionist/ Dispenser
 Karen Soley - Administrator
 Karina Hughes - Receptionist /Dispenser
 Maggie Hawley - Receptionist/Dispenser
 Emma Thomas – Receptionist/Dispenser
 Hazel Lambourne – Receptionist

Catherine Hughes - Senior Dispenser
 Sharon Hughes - Senior Dispenser
 Susan Gosling - Receptionist/Dispenser
 Jennifer Davies - Receptionist/Dispenser
 Michelle Jones - Receptionist/Dispenser
 Michelle Hibbs - Receptionist/Dispenser
 Denise Evans – Receptionist/Dispenser
 Jenny Jones – Receptionist

Nursing Staff:

Deborah Evans – Practice Nurse
 Jennifer Davies – Health Care Assistant

Services Offered by the practice:

The following medical services/clinics are offered by the practice – please ask at reception or with the practice nurse. Please note that these services are accessed by appointment only.

Asthma/Chronic Obstructive Pulmonary Diseases	Heart Disease
High Blood Pressure (Hypertension)	Diabetes
Anti-Smoking	Weight Reduction
Cervical Screening	Podiatry
Dietary Advice	Stress/depression counselling
Blood tests (phlebotomy)	Maternity Care
Postnatal Care	Pre-conception advice
Contraception/Sexual Health	Well-Women
Well-Man	Flu vaccinations
Pneumonia Vaccinations	Shingles Vaccinations
Childhood Vaccinations	Baby checks
Ear Syringing	Learning Disability
Minor Surgery (inc. cryotherapy)	Coil Fitting
Travel Vaccinations	Osteoporosis
Peripheral Vascular disease	Chronic Kidney Disease
Mental Health	Learning Disability Checks
Joint Injection	Stroke Care

Other Useful Telephone Numbers

Name & Address	Telephone Number
The Pharmacy, High Street, Rhosneigr. LL64 5UX	01407 810217
Rowlands Pharmacy, 1 High Street, Llangefni. LL77 7LT	01248 722214
Boots Pharmacy, 4 High Street, Llangefni. LL77 7LT	01248 750278
Llais	01248 679284
Carers Outreach, Park mount Llangefni	01248 370797
Anglesey Social Services	01248 752734
Ysbyty Gwynedd, Bangor	01248 384384
Ysbyty Penrhos Stanley, Holyhead	0300 085 0022
NHS Direct (24 hour helpline for confidential health advice)	111
CRUSE (Bereavement Counselling)	0844 5617856
Family Planning Services	01248 384054
Betsi Cadwaladr Health Board	03000 852345
Dental Treatment (emergency) – please ring the NHS DIRECT LINE	111
Parabl Taking Therapy	0300 777 2257
Samaritans	116123 from any phone
CAIS (General enquiries)	01492 863 000

If you are at all worried about any aspect of your health or well-being or if you would like advice on a healthy lifestyle – please arrange to see our practice nurse. Remember, PREVENTION IS BETTER THAN CURE!

Finally, a reminder:

If you require a doctor **URGENTLY** outside normal working hours, please phone the Out of Hours number - **111**

If you require general medical information or advice at any time, please phone the NHS Direct number- **111** or online at www.111.wales.nhs.uk

This leaflet is available in other formats on request.

Surgery Opening Times/Feddygfa Oriau Agored

Meddygfa Parc Glas Surgery

Reception/Derbynfa

Monday to Friday / *Dydd Llun i Dydd Gwener* 8.00-18.30

Dispensary/Fferyllfa

8.30–18.00

Meddygfa Maelog Surgery

Reception & Dispensary/Derbynfa a Fferyllfa

Monday, Tuesday & Thursday / *Dydd Llun, Dydd Mawrth & Dydd Iau* 8.30-12.30

Wednesday & Friday / *Dydd Mercher & Dydd Gwener* 14.30-18.30

Meddygfa Bronllys Surgery

Reception & Dispensary/Derbynfa a Fferyllfa

Monday / *Dydd Llun* 14.30-18.30

Wednesday & Friday / *Dydd Gwener* 9.00-12.30

GP Out of Hours Service on 111

Gwasanaeth Ty Allan I'r Oriau ym Mangor 111