

Welcome To Cathays Surgery

Our practice is located in the heart of the city. It was brought from Woodville Road to Cathays Terrace by Dr H A Devlin and its present location is on one of the main routes into town used by commuters and a great number of students. Originally housed in one terraced house with basic facilities; now comprises of two houses which in 1993 won the 'Surgery of the Year' award for its facilities including access for the disabled. The practice continues to grow, develop and maintain its skills through the hard work of its current partners and team. We have a highly trained and motivated Primary Healthcare Team, that continually update the services offered. We hope, as our patient, you will benefit from the varied expertise the team provides. You may register with any of our three doctors and will be able to see the doctor of your choice if you book appointment in advance.

Your Doctors

**Dr Damian G J Pathy MB BS 1987 (London) MRCP 1991
MRCGP 1994 DFFP 1994**

Full time partner. His special interests include dermatology, cardiology, hypertension and asthma. He performs minor surgery at the practice.

**Dr Pat Hunter MB BS 1988 (Wales) MRCGP 1994
DFFP 1994 DRCOG 1995**

A part time partner. Her interests include obstetrics and gynaecology, family planning and the menopause and also dermatology and mental health problems

**Dr Joanne C Davies MB MCh 1998 (Wales)
MRCGP 2002 DFFP 2002**

A part time partner. Her interests include Child Health, Palliative Care, Women's Health, Family Planning and Medical Education.

**Dr Andrew Caley BSc 1997 (Birmingham)
MRCGP 2016**

A part time salaried doctor. Interests include general medicine, oncology and palliative care.

Practice Manager

Miss Debbie Lovering is responsible for the management of the practice and staff. She will be pleased to discuss any non-medical problems and receive any suggestions for improving the services offered.

Receptionists Mrs Jackie Melhuish, Mrs Helen Langbridge, Mrs Jackie Press, Miss Nicola Perry, Miss Simone Wilson, Mrs Debbie Eckley, Mrs Sophina Shepherd

Our receptionists are fully trained and equipped to answer many of your questions. If you are unsure as to whether to consult a doctor, nurse or health visitor etc. the receptionist will be able to advise you. If you wish to speak privately with a receptionist, please ask and a room will be made available. In order to help obtain the best possible service they may sometimes need to judge the urgency of your request by asking a few questions. Rest assured that the rules of confidentiality apply equally to all practice staff; a brief explanation may enable them to suggest the right person for advice. Please help them to help you.

Practice Nurses

Senior Sister Carla Hirsch RGN RM FPCert

Both trained in providing general health screening examinations, **vaccinations, travel advice, ear syringing, stitch removal, dressings, injections, routine disease management and family planning.** They can arrange for repeat prescriptions of the oral contraceptive pill and morning after pill.

They run a '**Family Planning Drop-In-Clinic**' Monday, Wednesday Thursday, Friday 11.00am – 11.30am.

The senior practice nurse is authorised to give consultations for minor illnesses.

Sister Sarah Kirtland RGN, RM, FPCert

She is trained in all Women's Health, Family Planning and Contraceptive Implants. **A 'Family Planning Drop In Clinic' is run on Tuesday from 10.30am – 11.50am.**

Health Visitor – Judith Ogonovsky

We have a Health Visitor based at Cathays.

Her Telephone No. is **20373643**. Using specialist skills, her main responsibility centres on working with pre-school children and their families. She is also available for advice and support for families with special needs or stresses, and postnatal support. Her times of availability are: **Monday/Tues/Thurs 8.30 a.m. – 4.30 p.m.**

Medical Students

Reception will let you know when medical students will be present during a doctor's consultation.

Phlebotomist (Blood Tests)

Routine blood tests requested by the doctor or hospital is taken by a phlebotomist on:

Monday 8.30a.m – 10.30a.m Tuesday and Thursday 1.30 – 2.30 p.m.

Community Nurses

The District Nursing Team are based at Roath Clinic. If you are confined to your home and need nursing assistance, your doctor or the hospital will arrange for a community nurse to visit you.

Midwife

Every Friday a midwife attends to all our 'Mums to Be' throughout their pregnancy, at the practice. This service is an addition to that provided by the hospitals in the locality. If you have a positive pregnancy test, make an appointment with the midwife. It is not necessary to see the doctor.

Pharmacist

We have a Local Health Board employed pharmacist who provides support and advice relating to prescriptions.

Counsellor

A counsellor holds sessions at Cathays every Monday and Tuesday. The doctors at the practice refer patients to her.

How to register

We accept registrations from patients living within our practice area. To register with us, please call at the surgery, registration is Monday to Friday 8am – 6.00pm. You must provide 2 forms of ID; one photo ID such as a Passport, Driving Licence or Student ID card and the second should be proof of your address e.g. rental agreement, utility bill, phone bill or residency card. Without proof of ID or address, you will not be able to register at this surgery. You will be asked to complete a registration form, and a health questionnaire providing us with basic information for your medical record.

How To See Your Doctor

You may have an appointment with any doctor of your choice. If the problem is more pressing, you can obtain an appointment generally within 3 working days with the next available doctor. A separate appointment for each family member is required when seeing the doctor. Student doctors visit the practice for short periods to learn about general practice. They may sit in with the doctor and occasionally examine patients. Locum doctors are employed during busy periods at the practice to provide extra surgeries. **If you have several problems or a complex problem, please alert the receptionist and she will try and arrange a longer appointment.** Patients may be accompanied to their appointment by a carer and/or advocate and/or assistant. All patients are entitled to have a **CHAPERONE** present when an intimate examination or procedure will take place. In appropriate circumstances the **CHAPERONE** may be a family member or friend or you may prefer a member of staff to be present. **If you would like a**

chaperone please ask. Patients may contact the practice and book appointments by telephone. This will avoid delays with routine pre-booked appointments. **If you are unable to attend, let us know, so we can book another patient in your place.**

If you require an urgent appointment, please telephone before 10.00 a.m. Emergency appointments can only be booked on the day. We would be grateful if you would be brief and discuss only the urgent problem. This will avoid delays with routine pre-booked appointments. Patients aged **75 years and over** may request a consultation if they have not had a consultation within the last 12 months. Patients aged **16 years and over**, up to the age of 75, may request a consultation if they have not had a consultation, or attended a clinic at the surgery, within the last 3 years.

Consultation Times

Access to a Doctor

Monday – Friday 8am - 10.50am & 14.00pm – 17.45pm

Access to a nurse

Monday 8.00a.m. – 2.30p.m.

Tuesday 8.00a.m. – 12.30p.m. & 1.30p.m. – 5.30p.m.

Thursday 8.00a.m- 12.30p.m. Also Baby Clinic 1.30p.m. – 3.00p.m.

Friday 8.00a.m. – 11.30a.m.

Telephone Access (Access to speak to a Doctor/Nurse)

Monday – Friday Between 11.30a.m. – 12.30p.m.

The patient has the right to express a preference to receive services from a particular GP. While the Practice will endeavour to meet this requirement, if an appointment is requested with a specific GP this may mean that the patient may need to wait a little longer.

House Visits

Home visits are for medical emergencies. If you need such a visit, please try to call us before 10.30 a.m. The receptionist will ask about your illness to help the doctor decide how urgently to respond to your request. You must make it clear when you require an **urgent** visit. The 'Out of Hours' service will handle medical emergencies for the practice during the following times:

Monday – Friday Between 6.30 p.m. & 8.00 a.m.

Friday, 6.30 p.m. Monday 8.00 a.m. (Practice Closed)

Ring the practice and your call can be transferred to 'Out of Hours'. House calls are carried out in exceptional circumstances, either due to frailty, immobility or a serious illness.

Patient's rights and responsibilities:

We aim to treat our patients courteously at all times and expect patients to treat our staff in a similar and respectful way. It is your responsibility to keep your appointments, and to give adequate notice if you wish to cancel. We will maintain standards by ensuring that all doctors and staff undertake continuing education and training. We will inform you of any delays and offer an alternative appointment. We will involve you in discussions on your care and treatment and offer advice in disease prevention and health promotion. We will assist you in obtaining help from other health professionals when this is required. Interpreter Services are available if you require this service please inform reception so that the service can be arranged for your appointment with the Doctor/Nurse. A double appointment will need to be booked.

Repeat Prescriptions

To obtain a repeat prescription, please give 48 hours written notice at the surgery. We do not take repeat prescription requests over the telephone. Please request prescriptions in person or by post. If you would like us to post the prescription to you, please enclose a stamped addressed envelope. Please visit our website for further information on our services and links to healthcare sites.

Sickness Certificates

Sickness notes for University / College.

Please note we will only consider providing letters for universities or colleges relating to your health, if the request is accompanied by a letter from that college or university making the request. The letter should outline what specific medical information about you is required and for what purpose. With this letter of request we will also need your written consent to release this information (consent forms are available on our website) A minimum fee of **£25** will be payable at the time of request. This fee will be higher for more complex / detailed reports and you will be informed if that is likely to be the case. These notes/ reports can take up to **14 days** to be completed.

Further Services & Clinics Available

Sexual Health Services and contraception advice.

Sexual Health Advice and screening is offered. Referrals can be made to enable patients to access the specialist services they require i.e. GUM Clinic Services, Implanon fitting, IUCD fitting. Diploma of Faculty of Sexual Health and Reproductive medicine is held by Dr Pathy. Printed Sexual Health advice and leaflets are also available.

Contraception/Emergency Contraception advice.

We provide a drop in contraception/emergency contraception clinic Monday, Wednesday, Thursday, Friday 11.00am – 11.30am.

Tuesday 10.30am – 11.50pm.

Doctors and nurses have undergone family planning training. Printed contraception advice and leaflets are also available.

Smoking Cessation

Clinical staff have undergone training in brief motivational interviewing. We provide printed advice, information about support services and pharmacological support. A variety of leaflets are also available.

Dietary advice

Printed advice and leaflets are available upon request from the Nurse.

Alcohol advice

Printed advice and leaflets are available upon request from the Nurse.

Counselling, mental health and advice services

The practice has a great deal of experience dealing with mental health problems in students and liaises with the student support services, LINKS centre and with our own practice based counsellor.

Cervical Cytology

– Cervical smears are carried out every 3 years. Ladies will automatically be invited from the age of 25 years, to attend the surgery when their smear is due.

Travel Immunisations – In order to provide a comprehensive and efficient travel vaccination service for our patients, we are encouraging individuals to complete a 'Pre-Travel Questionnaire' as soon as your travel plans are confirmed. Please consider that some vaccination schedules take several weeks to complete. Questionnaire forms are available at reception or can be accessed via our website with the facility to return the completed form via email. Our website address is as follows: www.cathays.surgery.co.uk The site offers links to 'Travel Health' websites which may be useful when planning your trip. Most vaccinations are administered without charge with the exception of Hep B and Yellow Fever. Further information is displayed in the waiting area/practice website .

Minor Surgery – If a minor operation is indicated by your doctor, such as a freezing of warts or injection of joints, please make an appointment with Dr Pathy at reception.

Adult Immunisation –The flu vaccine is offered every October to all patients 65 years and over, and those who fall into 'At Risk' groups such as diabetes, heart disease and asthma. Further details are available at reception.

Clinics

Asthma, Travel Vaccinations, Diabetes, Minor Surgery, Family Planning Acne, Antenatal, General Health Screening, Phlebotomy. Please make appointments for clinics at reception.

Private Services

Some services fall outside the NH and for these a charge may be made. A full list of these services is displayed on our notice board at reception together with a BMA recommended price list. Failure to attend an appointment will incur a fee.

Confidentiality

It is the duty of the practice to keep patient information confidential in accordance with the Data Protection Act and 'Caldicott' principles. 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 organisations 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 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.

Violence and Aggression

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. **THE PRACTICE HAS A ZERO TOLERANCE POLICY.**

Comments and Concerns

To help provide and maintain the care we offer our patients at Cathays, we ask you to address any comments, concerns or criticisms of the service you have received to: Miss Debbie Lovering, Practice Manager. We also have a comments box located in the reception waiting areas.

If You Move

Please inform us of a change of address immediately. You may risk having your name removed from our list if you cannot be traced via correspondence.

Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This includes information that the practice makes routinely available to our patients.

The Practice Area

We accept patients mainly from Cathays, Heath and Roath. A map of our practice area is available to view in the main waiting area. Reception staff will help to establish whether or not you reside within our boundary.

Disabled Access

A front door bell at wheelchair height is available to call for assistance with the main entrance doors. Once in the building, wheelchair users will gain access to all services with comparative ease. Patients with mobility and breathing difficulties can arrange to be seen downstairs.

HEARING LOOP SYSTEM AVAILABLE.

Cardiff and Vale University Health Board

Further details of NHS medical services in Cardiff and the Vale of Glamorgan can be obtained from: **Cardiff and Vale University Health Board HQ University Hospital of Wales (UHW)Heath Park,Cardiff,CF14 4XW Tel: 02920 747747**



Student Version Cathays Surgery

This Practice is a non-limited partnership

137 Cathays Terrace
Cathays
Cardiff
CF24 4HU

Dr Damian D G Pathy
Dr Pat Hunter
Dr Joanne Davies
Dr Andrew Caley

Opening Hours

Monday, Tuesday, Wednesday, Thursday, Friday
8.00 a.m. - 6.00 p.m.

Telephones answered until 6.30p.m.

Contact us on 02920 353020
(Day or Night)

Lo-Call rate number charged at 4.2p per minute
Calls from mobiles and other service providers may vary.

Fax No: 029 20388771

If you require urgent medical attention between the
hours of 6:30pm and 8:00am on weekdays, or on
weekends and Bank Holidays

'Out of Hours' Service – 029 20444500
'Service is provided by
'Cardiff and Vale University Health Board'

NHS Direct – 0845 46 47

www.nhsdirect.wales.nhs.uk

www.cathaysurgery.co.uk

AdminCathays.Surgery@wales.nhs.uk