

# 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 updates 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 four 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.

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

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

**Dr Rebecca Carter Thomas MBBCh 2004 (Wales) MRCGP 2009 DFSRH 2009**

Dr Carter Thomas joined the practice in 2017 as a part time partner. Her interests include Family Planning, Women's Health, Child Health, Joint Injections and Dermatology.

**Dr Nicola Lewis MBBCh 1998 (Wales) MRCGP 2003 Dip Palliative Care 2013 DFSRH 2013**

Dr Lewis joined the practice in 2020 as a part time partner. Her interests include Palliative care, Mental health, Prescribing and Women's Health

## 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 & Administrative Team

Mrs Helen Langbridge, Miss Poppy Barras, Miss Nicola Perry, Mrs Debbie Eckley, Miss Joanne Edmunds, Miss Laura Phillips, Miss Chantae Farrugia.

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

**Sister Sue Stone RGN & Sister Gill Jones RGN**

Both trained in providing general health screening examinations, vaccinations, travel advice, injections, routine disease management and family planning. They can arrange for repeat prescriptions of the oral contraceptive pill.

## 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 fortnight 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.

## Mental Health Liaison Nurse

We offer telephone appointments with a MHL nurse.

Please contact reception to book an appointment.

## 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. 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. A separate appointment for each family member is required when seeing the doctor. Patients may contact the practice and book appointments by telephone or by the online My Health Online Service.

This will avoid delays with routine pre-booked appointments. **If you are unable to attend, please 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

**If you have several problems or a complex problem, please alert the receptionist and she will book a longer appointment.**

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 also employed during busy periods at the practice to provide extra surgeries. 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 between the ages of 16-74 who have not been seen at the surgery for a period of 3 years may request a consultation with a GP, at which any appropriate inquiries, examinations and investigations will be made.

Consultations can also be requested by patients over the age of 75 who have not been seen at the surgery for 12 months.

## Consultation Times

### Doctor

Monday – Friday 8am - 11am & 14.30pm – 17.30pm

### Nurse

Monday 8.00am – 12pm & 1.00pm – 6.00pm

Tuesday 8.00am – 12.00pm & 1.00pm – 5.00pm

Wednesday 8.00am – 12.00pm & 1.00pm. – 6.00pm

Thursday 8.00am- 12.00pm Also Baby Clinic 1.00pm – 3.00pm

Friday 8.00am – 12.00pm

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

Requests for house calls will be assessed by the clinical team and should a visit be considered appropriate then a member of the team (Dr, District Nurse, Midwife or Health Visitor) will visit. Please phone, using the main surgery number, **before 12.00pm** on the day you require the house call. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery. 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'.

## 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.

## 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.

## **Repeat Prescriptions**

To obtain a repeat prescription, please give **72** 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. For more information go to: <https://sexwise.fpa.org.uk>

#### **Smoking Cessation advice**

We provide printed advice, information about support services and pharmacological support. Varieties of leaflets are also available. Local chemist 'Woodville Pharmacy' offer a **FREE** Smoking Cessation advice service. Tel No: 02920 227835

#### **Choose Pharmacy**

Do you need to see the doctor today?

You can now get **FREE NHS ADVICE** and **FREE TREATMENT** for a range of common ailments from our local community pharmacists without having to make an appointment with a GP.

The introduction of this service will increase the NHS appointments available to our patients. Local pharmacies providing this service are listed: Woodville Pharmacy (Woodville Road) are now offering the Choose Pharmacy service Monday – Friday.

Crwys Pharmacy (Crwys Road) are now offering the Choose Pharmacy service Monday – Saturday. For more information and for the full list of conditions covered under this scheme, please visit:

[http://www.choosewellwales.org.uk/sitesplus/documents/994/Minor%20Ailments%20Services\\_Leaflet\\_English.pdf](http://www.choosewellwales.org.uk/sitesplus/documents/994/Minor%20Ailments%20Services_Leaflet_English.pdf)

#### **Physio Service**

The new service called "Think Physio" is now live and is for any patients are who are suffering from the following problems: Soft tissue injuries, Arthritis, Joint pain, Ligament or muscle injury, Spinal pain, Sciatica This service will provide availability of appointments with a physiotherapist within either Cathays Surgery or within a local partnered practice. If you have any of the above listed issues then you may be offered an appointment with this service instead of with a GP. This is to help reduce patient waiting times and to provide a more specialist service for the listed ailments.

**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.cathayssurgery.co.uk](http://www.cathayssurgery.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. Further information is displayed in the waiting area/practice website.

#### **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, Family Planning, Antenatal, Phlebotomy. Please make appointments for clinics at reception.

#### **Private Services**

Some services fall outside the NHS 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.

#### **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. 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.**



## *Cathays Surgery*

137 Cathays Terrace  
Cathays  
Cardiff  
CF24 4HU

Dr Damian D G Pathy  
Dr Joanne Davies  
Dr Rebecca Carter Thomas  
Dr Nicola Lewis

#### **Opening Hours**

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

Telephones answered by reception staff until 6.30p.m.

Contact us on 02920 353020

Fax No: 029 20388771

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

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 24/7 – 0300 10 20 247

'Service is provided by  
'Cardiff and Vale University Health Board'  
NHS Direct – 0845 46 47

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

[www.cathayssurgery.co.uk](http://www.cathayssurgery.co.uk)

[AdminCathays.Surgery@wales.nhs.uk](mailto:AdminCathays.Surgery@wales.nhs.uk)  
(NON-URGENT Services Only)

[Cardiff and Vale University Health Board](http://www.cardiffandvale.nhs.uk)

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