**WELCOME TO**

**KINGS ROAD SURGERY**

Kings Road Surgery is not a limited company. We are a one partner practice plus one salaried GP which provides a full range of health care services for the whole family. The practice area covers Canton, Riverside, Llandaff and Pontcanna areas. In 1994 the practice was awarded the surgery of the year award for South Glamorgan

**THE PRACTICE DOCTORS**

**Dr Suzanne Jordan MBBCH, MRCGP, DRCOG, DFFP Senior Partner. (Female)**

Dr Jordan qualified from Cardiff University as a GP in 1995. As well as general practice Dr Jordan also has an interest in Women’s Health and in Diabetes

**Dr Frances Mullaney MBCHB, MRCGP,DRCOG,DCH Salaried GP (Female)**

Dr Mullaney qualified in Leicester in 2004, In addition to general practice she also has an interest in women’s health and paediatrics

**DR LEWIS ROBERTS MBBS, MRCGP Salaried GP (Male)**

Dr Roberts qualified from King’s College, London in 2015

**INTRODUCTION**

**Conventional medicine when it’s appropriate, alternative when it’s not.**

Kings Road Surgery provides the most up to date medical services expected of GP’s in the 21st century. We offer asthma and diabetic clinics, cervical screening, baby clinic, ante natal and travel vaccines etc.

**SURGERY OPENING HOURS**

Monday 8.30 – 18.15

Tuesday 8.30 – 18.15

Wednesday 8.30 – 18.15

Thursday 8.30 – 18.15

Friday 8.30 – 18.15

**SURGERY CONSULTATION TIMES**

Telephone Lines are open from

8.00am – 18.30pm

Monday – Friday

Baby Clinic Wednesday 13.30– 15.30 (Appointments only)

Midwife Friday 9.00 – 12.00

**HOW TO SEE YOUR DOCTOR**

**Booking Appointments**

We have an appointments system at the surgery; please make sure that you book a separate appointment for each person wishing to see a doctor

* There are am and pm appointments to book every day, a combination of face to face and telephone appointments.
* There are also some book in advance appointments available.
* The telephones are switched over from the Out of Hours Service at 8.00 and patients should contact the surgery as early as possible to get a routine appointment for the same day alternatively patients can ring at any time from 8.00 am to 18.30pm to make book ahead routine appointments.
* You may book appointments over the telephone, or in person at the reception desk where you will be asked about your illness in order that we can care navigate to the correct person.
* You may also contact us through e-consult (www.kingsroad.gpsurgery.net) between 8am and 6.30pm where you will be care navigated to the correct person.
* You may now also request to book routine appointments via Email (receptionist.w97067@wales.nhs.uk )
* If you find that you no longer need your booked appointment please would you contact the surgery to cancel it, other patients will be grateful to have that slot: a lot of GP time is wasted by patients not keeping booked appointments.

**Urgent Appointments**

* Urgent cases that cannot wait until a routine appointment is available will eitherbe triage by the Doctor or when needed offered a same day appointment.
* Please remember that if you are fitted in as extra this is addition to the doctor’s full list of booked appointments: therefore there will only be sufficient time to discuss the urgent problem.

**Home Visits**

* If you are immobile or too ill to come to the surgery and are in need of a home visit please call us before **10.30am** if possible**.**
* The receptionist may ask you about your illness, this is to assist the doctor in deciding the degree of urgency of the visiting time.
* The doctor may telephone you to discuss your problem.
* If you require an urgent visit please make this clear.
* You may not always be able to see the doctor of your choice.
* Please remember we have better facilities for examining you and arranging special tests at the surgery.

**PRACTICE CHARTER**

**WE WILL:**

* Keep the contents of your health records confidential and maintain your privacy.
* Offer same day appointments for urgent problems.
* Provide you with emergency care when you need it.
* Offer appointments for routine matters within the appropriate time scale.
* You may book a health check when you join the surgery.
* Offer advice on disease prevention and health promotion.
* Involve you in discussions on your care and treatment.
* Assist you in obtaining help from other professions when this is required.
* Treat you with courtesy and respect regardless of your age, sex, religion, ethnicity, appearance or health needs.
* Maintain standards by ensuring that all doctors and staff undertake continuing education and training.

**YOU SHOULD:**

* Inform us of any change in your name, address or telephone number in writing.
* Let us know in good time if you are unable to keep your appointment.
* Check in at reception on your arrival or via our patient check in machine.
* Make a separate appointment for each person to be seen.
* Only request a house visit before **10.30am** if you are too ill to come to surgery.
* Only use the out-of-hours service for problems that cannot wait until the surgery next opens.
* Request repeat prescriptions in good time (at least 48 hours’ notice needs to be given) – don’t wait until you run out.
* Ask if you don’t understand advice given to you.
* Tell us if you are unsure about treatments you are offered.
* Treat our staff with courtesy and respect.

**GENERAL INFORMATION**

**Registering as a Patient**

If you wish to register at the surgery you will need:

* To bring your NHS number and previous surgery details, if available, along to the surgery as this will enable us to receive your health records sooner.
* We supply registration forms at the surgery.
* You will also be asked to complete a questionnaire giving some details of your previous medical history.
* We accept patients onto our list who are living in our practice area: there is a map at the back of the practice leaflet showing the area that we cover.

**Repeat Prescriptions**

Kings Road Surgery has a computerised repeat prescription service, you may request repeat prescriptions by:

* Posting your repeat prescription counterfoil in the red prescription box that is found in reception.
* You can also post or fax (02920394381) your request to the surgery. If you wish your prescription to be posted back to you, please enclose a stamped addressed envelope.
* You may also order your repeat prescription through the chemist.
* You can order your repeat prescription through My Health on line.
* You can request your repeat prescription via email (receptionist.w97067@wales.nhs.uk) please allow 72 hours if you request in this way.
* Make sure that the items that you require are clearly indicated (only order what you require)
* Please don’t ask for items that the doctor has not said you can have on repeat.
* **Allow 48 hours for the process of your request before collection.**
* Please don’t telephone for prescriptions as these block the lines for urgent calls
* You will need to see the doctor on a regular basis for monitoring of your medication.
* If you are newly registered and have a regular repeat prescription you will need to see a doctor before we are able to complete a request for any repeat medications.

**Test Results**

* **We do not contact patients with test results.**
* Please telephone the surgery after 14.00pm to request results.
* For reasons of confidentiality your test results will not be given to anyone else.
* We do not give results of pregnancy tests or sperm analysis over the phone; patients need to attend the surgery in person.

**Referrals to Hospital Consultants**

There will be times when your doctor will think it necessary to refer you to a hospital consultant. If you are concerned at the length of time that your referral is taking you will need to contact New Appointments on 02920748181 who can check how long the waiting list is for the Out-Patients clinic. If the hospital does not have the information regarding your referral when you enquire please contact the surgery for us to follow this up.

**Practice Boundary**

* Please see the map at the back of this booklet which shows our practice area.
* We may not be able to continue your care if you move outside this area.

**Disabled**

* We have disabled access at the surgery with ground floor consulting rooms available on request.

**New Patient Medical**

* You may be invited when registering at the surgery to make an appointment with the HCA / Doctor for a new patient health check or to set up repeat prescriptions.
* It is in your best interests if this is done promptly to ensure that an adequate medical record is kept in the event of medical care required.

**Out of Hours Cover**

The Out of Hours cover is provided by the LHB.

* If you are in **urgent** need of a doctor between 6.30pm – 8.00 am weekdays or all day on bank holidays, Saturday and Sunday and it cannot wait until the surgery is next open please ring the Out of Hours number which is **111**.
* Also you may ring the surgery between 18.30pm – 8.00am weekdays or all day on bank holidays, Saturday and Sunday where there is an answer phone message with the OOH number.
* The Out of Hours centres are based at University Hospital of Wales and at Cardiff Royal Infirmary

**GDPR**

**Confidentiality**

Any person given access to your records will be subject to a Duty of Confidentiality you have a right to object to disclosure.

* When referring you to other health care professionals the doctor may make available to them details of your medical history
* The doctor will respect the wishes of any patient who objects to particular information being shared with others providing care, except where this would put others at the risk of serious harm.
* Further information on GDPR can be found on our website or at the surgery

**Research and Planning**

Information about patients is requested for a wide variety of purposes including:

* Education
* Research
* Monitoring
* Epidemiology
* Public Health Surveillance
* Clinic Audit planning
* The practice anatomises data wherever possible and only where it is essential for the purpose will identifiable records be disclosed.

**Financial Audit**

The Health Authority has a duty to occasionally check on claims made by practices for payments.

* The person carrying out the check will have been properly trained and authorised by the Health Authority.
* Only a small part of the record relating to the claim will be made available to the person carrying out the check.

**Objections**

**If you have any objections to the disclosure of information for any purpose please inform the Practice Manager or your GP.**

**CLINICS**

**Baby Clinic**

This is held on a Wednesday afternoon for administration of developmental check and vaccinations.

* Between 13.30pm – 15.30pm.
* Child Health Surveillance for 8 weeks is undertaken at baby clinic
* Child Health Surveillance for 18 months and 3 and 4 years are undertaken by the Health Visitor
* This is now an appointment only clinic run by our Practice Nurse.

**Midwife Clinic**

* This is held on a Friday mornings between 9.00am – 13.00pm.
* The Community Midwives are present to check that all is well with your pregnancy and also to continue your care after delivery

**Family Planning**

* A full range of contraceptive services are available during ordinary surgery consultations
* Implants and IUD fitting and removals are available by appointment with Dr Dyban.
* Dr Dyban will book you into a Family Planning Clinic.
* All of the doctors and our practice nurse are trained in family planning prescribing.

**Cervical Smears**

Many women in our practice already take advantage of this free test.

* If you are aged 25 or over and would like a test or further information please ask the doctor or the practice nurse
* Follow up smears are arranged automatically

**Diabetic/Asthma/Hypertension etc. Clinics**

* When your health checks are due you will receive a letter or text from the practice requesting that you to make a double appointment with the practice nurse/HCA

**Joint Injections**

* Joint injections are available you will need an appointment with Dr Mullaney to discuss.

**PRACTICE STAFF**

**Practice Manager**

Our practice manager is Debbie Coburn and she looks after the day to day running of the practice. We welcome any feedback or comments that you may have about the practice.

**Reception Staff**

Our reception staffs are usually your first point of contact at the surgery: we aim to treat our patients with courtesy at all times and expect our patients to treat staff in a similarly respectful way.

* Reception staff will make appointments for you
* Assist with any queries
* Non-Urgent Queries can now be emailed to:

[receptionist.W97067@wales.nhs.uk](mailto:receptionist.W97067@wales.nhs.uk)) we will need a up-to-date telephone number so we can either contact by phone or email

* The reception staff may sometimes need to ask you medical details in order to help you
* All the information you give them is treated with the strictest confidence.
* Their job is very demanding so please be patient

**Practice Nurse**

Our practice nurse is Ceri Marks RGN and she is available at the surgery at the following times:

* Morning surgeries Mon/Tues
* Afternoon surgeries Mon/Tues

Ceri can help you with:

* General Health Advice
* Screening Examinations
* Travel Advice
* Vaccinations
* Stitch Removal
* Dressings
* Blood Tests
* Dietary Advice
* Contraception Advice
* Pill Checks
* HRT checks/advice
* Asthma/Hypertension/Diabetic etc. Annual Health Checks

**Health Visitors**

The Health Visitor is not employed by the Practice but by the Health Authority, they work in very close co-operation with the Practice:

* The Health Visitor will visit you at home after the birth of your baby and for regular health surveillance checks until your child is 5 yrs.

**Community Nurses**

These nurses are not employed by the practice but by the Health Authority they work in very close co-operation with the practice to.

* Provide nursing services to patients in their own homes

**Community Midwives**

Community midwives are not employed by the practice but by the Health Authority they work in very close co-operation with the practice.

* They look after you during your pregnancy, delivery and post-natal period
* Their clinic is on a Friday morning from 9.00am
* They can be contacted through reception or by telephone on 02920 71 6001

**Counsellor**

The counsellor is not employed by the practice but by the Health Authority they work in very close co-operation with the practice

* Patients will need to be referred by the GP.

**Change of Personal Details**

* Should you change your personal details at any time please inform the surgery either by filling in a form which is available from reception or by letter.
* This will keep your records up to date and enable us to contact you if and when required

**Students**

We occasionally have Year 3 Medical students at the surgery for short periods to learn about General Practice. They may wish to sit in with the doctor during your consultation: the reception staff will inform you of this when you arrive at the surgery. If you would prefer to see the doctor without students in attendance please inform the reception staff.

**Accommodation**

The premises are maintained to the standards set by the NHS and Health and Safety requirements.

**Comments, Suggestions and Complaints**

The Practice Manager is responsible for handling any practice comments, suggestions or complaints about any service provided by the practice.

* If you do have a complaint you should contact the Practice Manager by letter or email receptionist.W97067@wales.nhs.uk
* All complaints will be logged and any written complaint will be acknowledged within 5 days of receipt
* We will respond to all complaints within 28 working days
* Where a complaint is made about a doctor at the practice the patient will be at liberty to discuss this with another doctor at the practice if preferred

**Violence in the Surgery**

The practice has a Zero Tolerance Policy towards violence and unacceptable behaviour.

* Anyone behaving in an unacceptable manner will have a strict warning along with guidelines about how to behave properly
* Persistent offending will result in the patient being refused further treatment at Kings Road Surgery and immediate removal from the practice premises.

**SELF TREATMENT OF MINOR ILLNESSES**

**You can also consult with a pharmacist for advice on minor illnesses**

**High Temperature**

The following advice should be followed in every illness:

* Rest particularly in the early stages when temperature is high
* Drink plenty of fluids, water is best but children can have diluted squash or fruit juice
* Do not worry if patients do not eat for a few days they will come to no harm provided they drink enough
* Give paracetamol in the correct dosage for the patient’s age and at regular intervals if a child is unwell with temperature.
* Do not expect the temperature to come down immediately and remember that temperatures do often fluctuate despite these measures
* Follow the advice until the temperature has been normal for at least 24hrs.
* It is quite safe to take a child with a temperature outdoors for some fresh air and this often helpful
* If you are worried or the symptoms get worse contact your doctor

**Sore Throat**

* These are often caused by viruses and do **not** require antibiotics
* They usually can last for up to 7 days.
* If your sore throat is not easing within 5 days or you are having difficulty swallowing fluids or have pus on the tonsils consult your doctor.
* Treatment is with cold drinks, sucking ice, taking paracetamol for pain relief and buying lozenges from the chemist.
* Adults and children over 12 years can gargle with soluble aspirin

**Earache**

* Earache is not always due to an infection in the ear and can occur as part of a sore throat or simple cold
* They usually last up to 4 days and most don’t require treating by medication.
* Follow general advice and give the correct dose of painkillers regularly for pain
* Do not put drops into the ears
* If earache persists and patient is unwell (high temperature, crying etc) then consult your doctor

**Cough/Cold**

Even in this day and age there is no cure for the common cold which can cause fever, sore throat, earache, catarrh, cough etc.

* Any catarrh while initially clear and watery will become thicker and green/yellow after a few days: this is normal

Remedies Include:

* For young children run a hot bath to make the bathroom steamy, always be careful to ensure that a young child cannot burn themselves with the water
* Remember coughs are usually caused by catarrh and do not necessarily mean that the patient has a chest infection: they are a protective reflex to keep the lungs clear
* Coughs often persist after the cold is better and may last for up to 3 weeks.
* If the patient is generally well and the temperature is not persistently high then there is no need to see the doctor.

**Conjunctivitis**

* Can last 5-7 days
* Usually self limiting
* Bath eyes regularly

**Influenza**

As for the common cold only the headaches, aches and pains, tiredness are much worse.

* Follow the general advice as given above with particular emphasis on rest and paracetamol.
* Vulnerable patients such as people with chest and heart problems, diabetes etc. can be protected against the severe types of influenza with an annual vaccination. These are available free at the surgery from the end of September

**Vomiting/Diarrhoea**

This may be due to gastroenteritis or simply to a high temperature caused by another illness

* It is often due to a virus.
* Give small quantities of fluid at frequent intervals(5–10 minutes)
* Breast feeding should be continued for babies with Diarrhoea but bottled feed babies should have their milk stopped and be given Dioralyte or diluted juice until 12 hours after the diarrhoea has settled.
* There is no point in taking medicine as these will simply be vomited up again.
* Try to avoid products containing milk until at 12 hours after the Diarrhoea/sickness has stopped.
* Intermittent tummy pains often accompany diarrhoea often before or after a trip to the toilet. This normal and will settle after the diarrhoea has settled, paracetamol often helps with this
* Help to control a high temperature by other means described
* Re-introduce food 12 hours after last bout of sickness

**Rashes**

If you or your child are well and have a rash do **not** worry, see your doctor at the next surgery to decide the cause and any treatment necessary.

**If you or your child have a rash and also feel unwell accompanied by any of the following symptoms you should contact your doctor without delay.**

* **Has an accompanying high temperature**
* **Is lethargic or drowsy**
* **Has a severe headache**
* **This is of particular importance if the rash does not blanche back to normal skin colour when pressed with the finger or with the bottom of a drinking glass**

**Scalds and Burns**

* Remove any clothing around the burn and apply large quantities of cold running water to the area immediately followed by an ice pack
* Continue until the pain subsides
* This may take as long as 15 minutes
* For small burns apply small paraffin gauze dressing, which is available from the chemist, cover with lint and hold with a crepe bandage.
* Change every 2 days.
* If no dressings are available cling film can be used to wrap the burn area.
* Go to casualty if the burn is larger than the size of the patients hand **or** appears to be painless
* Drink plenty of fluids

**Minor Cuts and Grazes**

* Clean the wound thoroughly with water/antiseptic
* To stop bleeding apply a clean dressing very firmly to the wound for a minimum of 10 minutes
* Cover with a clean dry dressing
* If you think the wound will require stitching or heavy bleeding persists go to casualty
* If you have not had a tetanus booster in the last 10 years consult the practice nurse in normal surgery hours for a booster

**Insect Bites and Stings**

* If sting remains ( this is usually a bee sting) scrape it away
* Apply an ice pack immediately to ease the pain and swelling (frozen peas wrapped in a cloth make a convenient ice pack)
* Some redness and swelling is inevitable even when treatment is applied promptly

**Vaccine Reactions**

The benefits from vaccines far outweigh the small risks associated with a reaction: mild reactions quite commonly follow vaccination and they can take two forms:

* Pain, redness and swelling at the site of the injection, often to the size of a golf ball
* Relief can be obtained by the application of ice and taking a pain killer
* You may also have a mild flu like illness which occurs up to 10 days after the vaccination has been given.
* Treatment is with pain killers

**Nose Bleeds**

These are common in children especially if they have a cold.

* Sit the patient in a chair leaning forward with the mouth open and squeeze the nostrils between finger and thumb for 10 minutes by which time the bleeding should have stopped
* Avoid picking or blowing the nose for the next 24 hours
* If bleeding persists please seek medical advice

**Chicken Pox**

Chicken pox is often preceded by a cold like illness, the rash appears as small red spots and Blisters.

* Within a few hours small blisters appear in the centre of the spots.
* During the next 3 – 4 days further spots will appear and the older spots will scab over.
* Calamine lotion may be applied to soothe the itching.
* Paracetamol can be given for temperature or pain relief if needed
* The most infectious period is from 2 -3 days before the rash appears until 5 days afterwards.
* You cease to be infectious after one week even though some of the scabs will still be present.
* If you are pregnant, contact your GP

**USEFUL TELEPHONE NUMBERS**

Age Concern 029 20521052

Aid Helpline 029 20666465

Alcoholics Anonymous 029 20373939

Shared Partnership 01495 332000

(Health Authority)

Boots Chemist – Canton 029 20225491

Pontcanna Pharmacy 029 20377283

Cardiff Rape Crisis 029 20454222

Citizen Advice 029 20871016

Llandough Hospital 029 20711711

UHW 029 20747747

NHS Direct 0845 4647

Out of Hours 111 03

POLICE 101

Social Services 029 20872000

Samaritans 029 20344022

Age Cymru 0800 169565 www.agecymru.org.uk

Alzheimer’s Society 02920 480593 www.alzheimers.org.uk

Cab Adviceline Wales 08444 772020 www.adviceguide.org.uk

Carers Trust 0845 4500350 [www.carers.org/](http://www.carers.org/)

Wales Dementia Helpline 0808 8082235 [www.dementiahelpline.org.uk](http://www.dementiahelpline.org.uk)

EDAS 03003007000

FOR ALL PRIMARY CARE SERVICES

CARDIFF AND VALE UNIVERSITY

HEALTH BOARD HEADQUARTERS

U.H.W

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