



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

'Your Family is our Practice'

PRACTICE LEAFLET

 <p>Cowbridge Health Centre The Broad Shoard Cowbridge CF71 7DA</p> <p>Tel: 01446 772383 Fax: 01446 774022</p>	 <p>Llantwit Major The Clinic Boverton Road Llantwit Major CF61 1XZ</p> <p>Tel: 01446 794080 Fax: 01446 792915</p>	 <p>St Athan The Surgery The Square St Athan CF62 4PF</p> <p>Tel: 01446 751751 Fax: 01446 774022 (Cowbridge Surgery)</p>
--	--	---

Opening Times

The Practice is accessible by telephone 8.00am-6.30pm Monday to Friday. **The specific opening times of the Practice sites are as follows:**

Cowbridge		Llantwit Major		St Athan	
Monday	8.30am – 6.30pm	Monday	8.30am – 6.30pm	Monday	8.30am – 1.00pm
Tuesday	8.30am – 6.30pm	Tuesday	8.30am – 6.30pm	Tuesday	8.30am – 1.00pm
Wednesday	8.30am – 6.30pm	Wednesday	8.30am – 1.00pm	Wednesday	2.00pm – 6.00pm
Thursday	8.30am – 6.30pm	Thursday	8.30am – 6.30pm	Thursday	CLOSED
Friday	8.30am – 6.30pm	Friday	8.30am – 6.30pm	Friday	8.30am – 1.00pm
Weekend	CLOSED	Weekend	CLOSED	Weekend	CLOSED

NB: The Practice will close for external and internal training throughout the year. Information regarding these dates will be publicised on the website and in the Practice. Please see the Urgent/Emergency Services section in the leaflet, or on our website for information on how to access advice and support when we are closed.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Welcome

Thank you for enquiring about and/or registering with **Western Vale Family Practice**.

We hope you find the information in this leaflet informative and useful.

There is a wealth of up-to-date information regarding the Practice and services across the Western Vale, on our website at www.cowbridgedoctors.com

We also use social media to support/educate patients and promote relevant information and services. Please follow us on:



@WesternValeFP



@ValeWestern

If you have a Disability including a sensory loss or impairment please advise a member of staff, who will ensure that the information is recorded on your notes and will give you further information on what support is available to ensure you can access services and information.

Please also see our website

www.cowbridgedoctors.com/sensoryloss

Should you require this information in a different format, language or large print, please contact us and we will do our best to accommodate your request.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Contents

	Page
Practice Information	4-5
Registering with the Practice	6
Western Vale Family Practice Team	7-8
Services available to Patients	9-10
Making Appointments and House Visits	11-12
Repeat Prescriptions	12
Community & Other Services (Dentists, Opticians & Pharmacies)	13-17
Urgent/Emergency Services	17-18
Providing Feedback or Raising a Concern	19-20
Patient Privacy	21-23
Patient Charter – Rights & Responsibilities	24



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Practice Information

Western Vale Family Practice is a non-limited Partnership owned by Drs McGovern, Wilkinson, Coleman, Davies and Cleland.

We are contracted to provide Primary Medical Services by Cardiff and Vale University Health Board. Further details about Primary Medical Services in the area can be obtained from:

Cardiff and Vale University Health Board Headquarters

University Hospital of Wales (UHW)

Heath Park Cardiff

CF14 4XW

029 20 747747

www.cardiffandvaleuhb.wales.nhs.uk

The Doctors and staff at Western Vale Family Practice are proud to offer the highest standard of patient-centred healthcare. We are a friendly, caring and forward thinking Practice. We provide quality services to a patient population of over 10,600 patients across the Western Vale of Glamorgan. We also undertake the vocational training of General Practitioners and Medical Students.

Our main site, which is also our administrative centre, is in the purpose developed Health Centre in Cowbridge and we have branch surgeries in Llantwit Major Health Centre and St Athan.

We offer a range of NHS and Private services in the Practice via our multidisciplinary and highly skilled team. We currently have five GP Partners, three Salaried GPs, one Nurse Practitioner, two Practice Nurses, a Nursing Assistant (Carer and Memory Champion) and a Practice Pharmacist. We employ around 20 members of staff across Management, Administrative and Reception areas.

The GP Practice is the first point of contact for healthcare for most people. The aim is to provide an easily accessible route to care, whatever the patient's problem. Since we often care for people and their families over extended periods, the relationship between patient, the Doctors and staff in the Practice is particularly important. Our staff at all times are expected to behave in accordance with the Practice values, demonstrating commitment to the delivery of a high quality service to our patients. Our values are:

- We **Care, Respect** and treat our patients and colleagues with **Kindness**;
- We **Trust** one another;
- We take **Personal Responsibility** and act with **Honesty**.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

As a Practice, we aim to ensure that staff are appropriately trained and confident in the work they do and we provide opportunities for them to continuously learn, develop, gain job satisfaction and reach their full potential.

In return, we ask that patients:

- **Mutually Respect** the Clinicians and Practice staff. We operate a zero tolerance policy, which means that we have a right to care for others without fear of being verbally or physically abused. We will take any necessary action to protect staff and this may result in extreme cases, in the police being contacted and patients being removed from the Practice list
- **Take Personal Responsibility** to inform the Practice if you or your loved one are unable to attend an appointment, or if there are any changes in personal circumstances which may impact on general health
- **Provide Feedback directly** to us if you have any helpful comments or suggestions about the practice and the services on offer, so that we can continuously learn and develop.

Please read our Patient Charter at the back of this leaflet, or on our website, which contains more information regarding your rights and responsibilities.

Community Support

As a Practice we actively engage with the local community and support local initiatives and events.

We are the first Practice across the Vale of Glamorgan to have been awarded Silver Accreditation by the Vale Local Authority for the support and advice we provide to Carers.

We are very involved with Dementia Friendly Cowbridge and the development of Dementia services for Western Vale residents. If you would like more information regarding this please visit the Dementia section on our website at www.cowbridgedoctors.com or ask to speak to Renae Crockford, Memory/Dementia Champion, or Rhian Floyd, Practice Manager on 01446 772383.

In order to support and promote the importance of physical activity amongst the young, the Practice is also very proud to have sponsored playing kits for the Cowbridge Rugby Mini and Junior Team 2018-2021 and winter fleeces for the St Athan Saints mini football team.



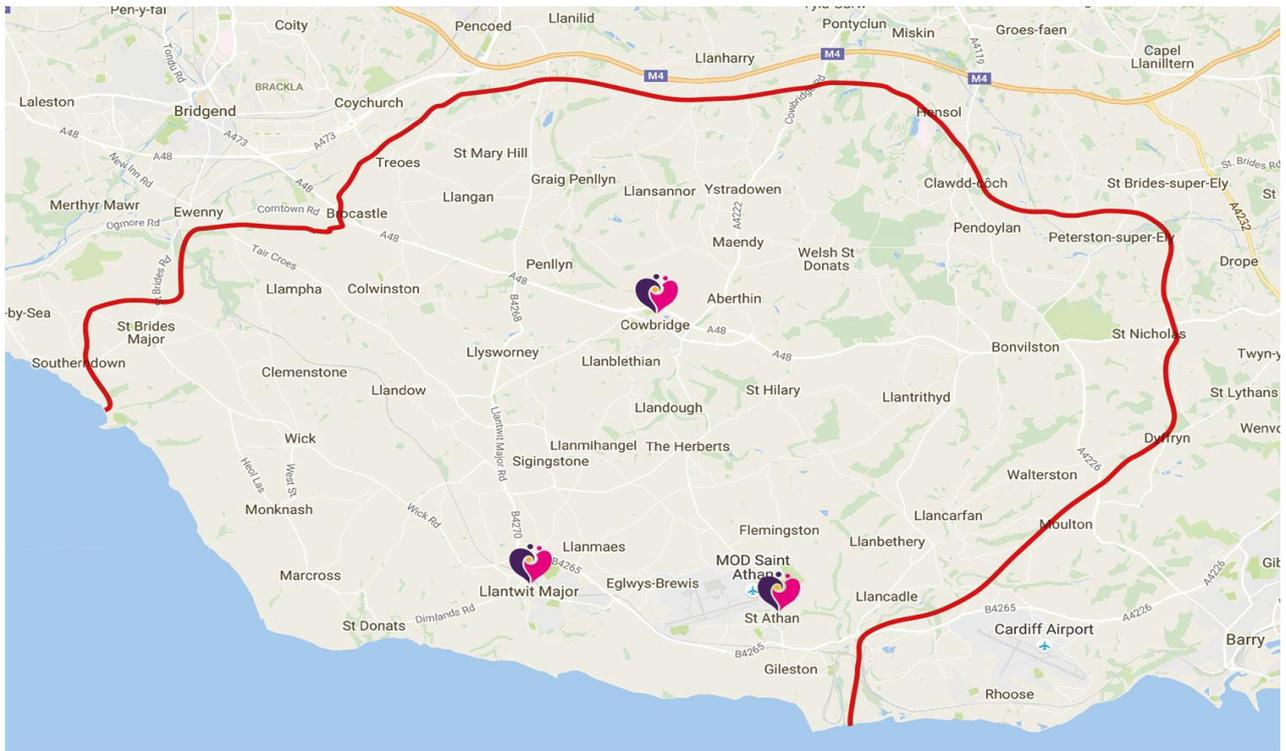
Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751



Registering with our Practice



We will be delighted to welcome you as a patient as long as you permanently reside within our practice boundary area (see above). Please visit our website at www.cowbridgedoctors.com and download a registration form, or visit one of our sites to collect a hard copy.

At the time of registration you will be asked to complete a new patient health questionnaire. Please be as accurate as you can with the answers, as it will help us to provide you with good medical care. Please be reassured that, all information supplied is completely confidential. Once your registration process has been completed, it will probably take six to eight weeks for your full medical records to be forwarded to us from your previous practice. On receipt, your record will be reviewed and summarised on our clinical system, ensuring that all pertinent information is captured.

If you require any further information about the registration process, please speak to a member of staff.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Western Vale Family Practice Team

We have a highly experienced and wide-ranging multidisciplinary team. These include:

Clinical Staff

Dr Dominic McGovern (m) GMC 3493142 – Partner

MB ChB (1991 Dundee) MRCGP

Dr C Dawn Wilkinson (f) GMC 3453766 – Partner

MB BCh (1990 Wales) DRCOG MRCGP DCH

Dr Sarah Coleman (f) – GMC 4206831 Partner

MB ChB (1995 Leicester) MRCGP DFFP

Mr Simon Davies (m) – GMC 6031354 Partner

MB BCh (2001 Cardiff) MD MRCS MRCGP Dip SEM

Dr Thomas Cleland (m) – GMC 7014890 Partner

MB BCh (2008 Cardiff) MRCGP

Dr Isabel Graham (f) – GMC 2940179 Salaried

MB ChB (1984 Wales) DRCOG Cert Family Planning

Dr Rebecca Main (f) – GMC 6129623 Salaried

BM BSc (2005 Southampton) MRCGP DFRS DRCOG

Dr Catherine Morris (f) – GMC 7265425 Salaried

MB BCh (2012 Cardiff) MRCGP

Sister Charlotte Torres (f) – Senior Practice Nurse

RGN BSc (Hons), Post Grad Cert Independent Prescriber, Dip Respiratory Health, Dip Minor Illness, Dip Women's Health, Dip Sexual Health, Independent Prescriber

Sister Carolyn Snell (f) – Practice Nurse

RGN Dip Respiratory Health, Dip Diabetes Care

Renae Crockford (f) – Nursing Assistant (Carer & Dementia Champion)

CertHe in Healthcare Nursing

We also have a Pharmacist employed by Cardiff and Vale University Health Board working within the Practice:

Allan Donnithorne (m) - Practice Pharmacist Independent Prescriber (specialises in the management of blood pressure, gout prevention and cardiovascular risk), MMEDSci (Birmingham), MRPharmS (Kings College, London)

Management

Rhian Floyd

Practice Manager

Claire Walker

Assistant Practice Manager



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Administration

Alexandra Brock

Finance Administrator

Alexandra Brock & Kathy Bennett

Medical Secretary

Samantha Thomas

Medical Summariser

Tracy Lunn

Administration Assistant/Receptionist

Reception

Claire Sutcliffe & Emma Barnett - **Reception Manager**

Cowbridge Health Centre

Aimee Barnett

Anita Meakin

Carol Jennings

Julie Morgan

Karen Lansdown

Lesley Fulginetti

Lesley Phillips

Nicola Lloyd

Tracy Lunn

Lesley Phillips

Tina Thomas

Llantwit Major Clinic

Pauline Wallace - **Senior Receptionist**

Vicki Head

Carol Jennings

Lesley Phillips

Linda Spencer

St Athan Surgery

Lesley Fulginetti - **Senior Receptionist**

Nicola Lloyd



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Services available to our Patients



Essential Services

- Management of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable.
- General management of patients who are terminally ill.
- Management of chronic disease, long term conditions in discussion with the patient.

Additional Services

- Cervical screening.
- Contraceptive services – please contact the surgery for range of services provided.
- Vaccinations and immunisations.
- Child health surveillance.
- Maternity services.
- The minor surgery procedures of curettage, cautery, cryocautery of warts and verrucae, and other skin lesions.

Enhanced Services

- Anticoagulation monitoring.
- Care Homes.
- Childhood immunisations.
- Contraception Services (Coils/implants/Vasectomies).
- Diabetes.
- Influenza, Pneumococcal, Shingles vaccinations.
- Learning Disabilities.
- Mental Health.
- Minor surgery.
- Minor Injury.
- Near patient testing (shared care monitoring of specific conditions between hospital and the practice).



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

We have an excellent Nursing Team who you can see instead of a Doctor for some of your care. They provide a wide range of treatments, advice and services. Our Nurses are happy to see you for any of the following:

- Asthma.
- BP checks.
- Cervical screening.
- Contraception.
- Diabetic care.
- INR monitoring.
- Minor illnesses.
- Medication services.
- Smoking cessation.
- Travel advice.
- Vaccinations.
- Well-person checks.
- Wound Care.

Our Nursing Assistant (Renaë Crockford) is also the Practice's **Carer and Memory/Dementia Champion**. If you would like any support, advice or to discuss any concerns regarding either of these areas please make an appointment with Renaë. Further information is available on our website at www.cowbridgedoctors.com

Yellow Fever Centre

We are a Yellow Fever centre for the vaccination if you will be travelling to countries where Yellow Fever is a high risk. This service is not available on the NHS; there will therefore be a charge.

For general travel advice please speak to a member of the Reception Team or visit our website.

Male Sterilisation (Vasectomies)

Vasectomies are carried out in our operating suite by trained and LHB accredited Clinicians. Patients considering a vasectomy should make an appointment with a Doctor for referral. Following referral you and your partner will be requested to attend a counselling appointment with Mr Simon Davies discuss the procedure in further detail.

Private Services (Non-NHS Services)

There are a number of Private Services available from within the Practice including Audiology, Counselling, Physiotherapy and Toe Nail Cutting. Please visit our website at www.cowbridgedoctors.com for further information regarding the providers and how to book an appointment.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Making Appointments

Appointments are available to pre-book with a Clinician of your choice up to four weeks in advance. Alternatively, if you need an urgent appointment you should contact the practice from 8.30am.

The Reception team will need to ask you some basic questions in order to ensure that you see the most appropriate person, within an appropriate timescale.

Patients usually attend the site closest to their home, but may be directed to attend another site when appropriate. All three sites have suitable access for Disabled Patients.

On-line Appointments

We do offer appointments using My Health Online (MHOL), where you will be able to:

- Book, view or cancel an appointment online.
- Request repeat prescriptions.
- Update personal information.
- View a summary of your medical records (including medication and allergies).

To register for My Health on Line please ask for a registration form at reception, or you can download a form from our website at www.cowbridgedoctors.com

You will need to provide photographic identification (e.g. driving licence or passport). When you have done this, you will be provided with details of how to set up your account. Please be assured your personal details are protected using the highest standards of internet security, although it is your responsibility to keep your login details safe.

If you have any further enquiries, please ask at Reception or have a look at the MHOL website at www.myhealthonline-inps2.wales.nhs.uk

If you are having difficulties with your MHOL account please have a look at the following guidance:

www.help.visionhealth.co.uk/MyHealthOnlinePatientHelpCentre/Content/Home

Preferences

Patients do have the right to express a preference to receive services from a particular clinician either generally, or in relation to any particular service/condition. Please advise us if you have a general preference, so that it can be recorded on your notes. We would always try our best to comply with any reasonable request. Where we are unable to comply with your request, you will receive an explanation as to why and will be given alternative options.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

House Visits

House visits are generally only available for patients who are housebound because of illness or disability. They will normally be made only in true emergencies, where for medical reasons the patient is unable to attend the surgery.

Please note should the Doctor consider that the most clinically appropriate place for assessment is within the Practice, then a house visit will not be made

If a house visit is genuinely necessary, please try to telephone reception before 10am, giving as much information as possible regarding the situation and your concern to the Reception Team.

A member of the Practice Team may phone you back either:

- for more information.
- to give you telephone advice.
- to advise you who will be attending from the Practice Clinical Team.
- alternatively, if deemed necessary, for you to contact Emergency Services.



Repeat Prescriptions

If you have repeat medication on a regular basis, we would ask that you carefully read the slip that is attached to your prescription, as it will contain important information for your attention. It is important that repeat medication is regularly reviewed by a clinician, therefore you will be required to attend for regular medication reviews. If your repeat prescription issues are at their maximum your clinician will indicate on your repeat request slip that an appointment is due.

When you are due your next prescription, please bring or post your request to us (this may be done not more than 10 days before your next issue is due).

Please allow us 48 hours to get your prescription ready for you to collect. Please note we are unable to take requests over the telephone.

The surgery is not open on weekends and Bank Holidays. Please make sure you have a supply of your regular medication during this time. If you do run out and cannot wait until the Practice reopens, please discuss your medication needs with your local Pharmacy or contact the Out of Hours Service on **01446 729562**

For more information regarding our Repeat Prescribing Policy please ask for a copy of our policy or visit the policy section on our website at www.cowbridgedoctors.com



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Community Services (provided by Cardiff and Vale University Health Board)



We have a large team of community professional staff that are attached to the practice and provide services for our patients. For more information see overleaf:

Community Mental Health Team (CMHT) Barry Hospital, Colcot Road, Barry CF62 8YH 01446 454300

The three Vale CMHTs (Amy Evans, Hafan Dawel and Western Vale) have co-located to Barry Hospital and are now called the **Vale Locality Mental Health Team**.

The CMHTs are open 9am – 5pm Monday to Thursday, and 9am – 4.30pm Friday.

Referrals to CMHTs are usually made by GPs, although referrals are taken from other organisations or professionals if appropriate. People who have been provided with treatment by a CMHT can self refer for a re-assessment for up to three years from their discharge date.

If you have been referred to a CMHT and would like to know more about what to expect from your first appointment please contact the CMHT or visit

<http://www.cardiffandvaleuhb.wales.nhs.uk/community-mental-health-teams>

District Nurses

District Nurses care primarily for housebound patients, offering clinical care, advice and support and assessments for equipment, care packages and incontinence needs. They also provide nursing care for post-operative and terminally ill patients. District Nurses can be contacted via the UHB **Communication Hub on 01446 729563**



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Health Visitors

The Health Visitor is primarily responsible for the care of young children. They will visit mothers and babies at home and are available for advice to mothers with children up to school entry. Health Visitors can be contacted on **01446 777040**

Midwives

The Midwives see patients in the antenatal clinic in Cowbridge Health Centre and Llantwit Health Centre. They also attend patients at home before and after delivery. They can be contacted on **029 20 745030**.

If you have concerns during the early stages of your pregnancy please contact the **Early Pregnancy Unit on 029 20 745933**

Phlebotomists

Phlebotomists attend Cowbridge Health Centre on a Monday, Wednesday and Friday, St Athan Surgery on Tuesday morning and Llantwit Major Clinic on Friday morning. Attendance is strictly by appointment, made directly with the Practice Reception Team and usually on the request of a Clinician.

Podiatry Services

Podiatry offers support with a wide range of foot and postural problems from foot ulceration and in growing toe nails to corns and provides orthotics (prescription foot supports) for gait problems. They can be contacted on **029 20335135**.

Diabetes Podiatry walk-in clinic (9-11am) – Cardiff Royal Infirmary - for all patients with diabetes and any new acute foot problem. Patients can either self-refer or just turn up. The aim of the service is for patient with diabetes and acute foot problems to be seen earlier by Podiatry, as well as reducing unnecessary GP contacts.

Sexual Health

The Department of Sexual Health provides clinics both at Cardiff Royal Infirmary (CRI) and in a number of other locations across Cardiff and the Vale of Glamorgan (including Llantwit Health Centre). All clinics are confidential.

At CRI, they provide a full sexual health service, and at other community sites provide contraception and some Sexually Transmitted Infections testing. Please telephone 029 2033 5208 or visit www.cardiffandvaleuhb.wales.nhs.uk/sexual-health for more information.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

What other Services can support you?

Advice

If you are feeling generally unwell call **NHS Direct Wales on 0845 46 47** or visit www.nhsdirect.wales.nhs.uk for advice.

Dentists (Dental Care)

You can get information about local Dentists at

www.cardiffandvaleuhb.wales.nhs.uk/directory/dentists

If you are experiencing dental pain, you should contact your Dentist to get an appointment. All Dentists should have capacity for emergencies if you are on their list. If you are not registered with a dental practice or you are experiencing dental pain out of hours you can contact the **Emergency Dental Helpline on 029 20 444 500**.

A member of the primary care team will triage you and if you require an appointment, you will be booked into the emergency dental clinics.

Minor Injuries

Barry Minor Injuries Unit (BMIU), Barry Hospital – Opening Hours – Monday to Friday (8.30am-3.30pm)

Colcot Road

Barry

CF62 8YH

Tel: 01446 704042

The following injuries can be treated at BMIU:

- cuts and grazes
- sprains and strains
- broken bones of limbs (fractures)
- bites and stings (including human bites)
- infected wound
- minor head injuries
- eye problems such as scratches or something that is stuck in the eye.

Opticians (Eye care)

You can get information about local Opticians at

<http://www.cardiffandvaleuhb.wales.nhs.uk/directory/opticians>



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

If you are suffering from any of the following eye conditions you do not need to visit your GP but should book an appointment with an Optometrist - they are best placed to provide advice and treatment.

- Red eyes.
- Watery eyes.
- Sticky eyes.
- Itchy eyes.
- Gritty or irritable eyes.
- Foreign body sensation.
- Flashing lights or floaters.
- Eyelid lumps and bumps.

A visit to your Opticians is not just to check your vision for glasses and contact lenses, but will also check your overall eye health and can identify problems such as high blood pressure, diabetes and even tumours. You should have your eyes tested at least every two years. Your Optometrist will advise if you need more frequent checks, for example if you have diabetes or other eye conditions.

If you have any concerns at all about your eyes, see an optician straightaway. They will tell you if you are eligible for a free eye health examination. This examination is known as Eye Health Examination Wales (EHEW). Some eye diseases can lead to blindness or some loss of vision, but if detected early enough, your eyesight can often be saved.

If the optometrist decides you need an eye health examination, it will not cost you anything. If you have a sight problem, you can go to your existing optometrist (if you have one) or just phone or walk into any practice that is convenient for you to get to.

Pharmacy (Choose Pharmacy)

Your pharmacist can provide free confidential advice and treatment without you having to make an appointment to see your GP.

Several pharmacies are taking part in the “Choose Pharmacy” scheme:

Cowbridge

Lloyds – The Broad Shoard, Cowbridge, CF71 7DA. **Tel: 01446 774072**

Sylvia Williams – 34 High Street. Cowbridge, CF71 7AG. **Tel: 01446 772255**

Llantwit



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Boots Pharmacy, 7 Beaverton Road, Llantwit Major, CF61 1XZ **Tel:01446 792300**

Well Pharmacy -5 Boverton Road Llantwit Major, CF61 1TX **Tel: 01446 792 267**

St Athan

St Athan Pharmacy, The Square, St. Athan, CF62 4PF **Tel: 01446 751568**

For more information and for the full list of conditions covered under this scheme see

www.choosewellwales.org.uk

Urgent & Emergency Services - When We Are Closed

Urgent:

For urgent medical attention call the **Out of Hours Service on 01446 729562**. This service is provided by Cardiff and Vale University Health Board.

Emergency:

If you have a medical emergency, a critical or life threatening problem call 999. Here are some examples of an emergency:

- Unconsciousness.
- Difficulty in breathing.
- Suspected heart attack.
- Heavy blood loss.
- Serious injury.
- Severe burns.

Appropriately trained and experienced staff in the Emergency Unit at the University Hospital of Wales or Princess of Wales Hospitals assess, treat and resuscitate patients who have been injured or are severely ill by and will refer patients for specialist treatment as needed.

Who should attend?

The service is available 24 hours a day to adults, children and babies with:

- Trauma, usually within two days of injury.
- Pain, unrelieved by simple painkillers.
- Sudden or serious deterioration in someone's condition.
- Respiratory distress.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

- Change in mental status, including alteration of consciousness and acute confusional states.
- Patients brought to hospital by the police.
- Patients brought to hospital by emergency ambulance.
- Patients appropriately referred by any other health care professional.

Emergency Unit – University Hospital of Wales

Heath Park

Cardiff

CF14 4XW

Tel: 029 2074 8047/8025

Emergency Unit – Princess of Wales Hospital

Coity Road

Bridgend

CF31 1RQ

Tel: 01656 752752



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Providing Feedback / Raising a Concern

If you would like to provide feedback or have a concern about the service you have received from the Doctors, or any of the team working at Western Vale Family Practice, please let us know as soon as possible. You can talk directly to the person involved, ask to speak to one of the Senior Receptionists, Reception Manager or the Practice Manager, or contact us via our website at www.cowbridgedoctors.com

We will:

- Listen to your comments and concerns.
- Consider feedback and take appropriate action.
- Try to resolve any concerns as quickly as possible.
- Put you in contact with the right person to help you further.

Formal Complaints

We hope that most problems can be resolved easily and quickly. If your problem cannot be resolved in this way and you wish to make a formal complaint, it should be addressed to:

Mrs Rhian Floyd, Practice Manager

Tel: 01446 772383

Email: rhian.floyd2@wales.nhs.uk

Postal Address:

Cowbridge Health Centre
The Broad Shoard
Cowbridge
CF71 7DA

We will acknowledge your complaint within two working days and aim to have responded within 30 working days. When we look into your complaint, we aim to:

- Find out what happened and why.
- Make it possible for you to discuss the problem with those concerned (if you would like this).
- Make sure you receive an apology (where this is appropriate).
- Identify what we can do to learn from the event and make sure the problem does not happen again.

Medical Records

We take confidentiality seriously, and it is important for you to know that in order to investigate your concern we may need to access your medical records. If you are not



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

happy with this, then you must inform us immediately. Please be assured that only people immediately dealing with the investigation will be able to look at your notes.

Complaining on behalf of Someone Else

If you wish to raise a concern or complaint on behalf of a relative or friend, we will listen but we would not be able to share any clinical information with you unless we have the patients consent (if they have capacity).

Complaining to the Health Board

If you feel you cannot raise your complaint with us, or if you are dissatisfied with the result of our response, you can contact:

Cardiff and Vale University Health Board Concerns Team

Tel: 029 2074 4095 or 029 2074 3301

Email: concerns@wales.nhs.uk

Website: www.cardiffandvaleuhb.wales.nhs.uk/concerns-complaints

Postal address:

Cardiff and Vale University Health Board Headquarters, University Hospital of Wales (UHW), Heath Park, Cardiff, CF14 4XW

You can also contact the **Public Services Ombudsman** if you are not satisfied with our investigation

Tel: 0845 601 0987

Website: www.ombudsman-wales.org.uk

Advice and Support

If you wish to speak with someone independent of the Practice, or if you would like support with processing your concern/complaint, you may wish to speak with **Cardiff and Vale of Glamorgan Community Health Council**, who act as the patient watchdog and can guide you through the complaints process.

Tel: 029 20 750112

Email: Cavog.chiefofficer@waleschc.org.uk

Website: www.communityhealthcouncils.org.uk

Postal address:

Community Health Council Offices, Pro-Copy Business Centre (Rear), Parc Ty Glas Llanishen, Cardiff, CF14 5DU



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Patient Privacy –General Data Protection Regulations

Please see our website at www.cowbridgedoctors.com or look at our patient information boards for our full Privacy Notice

Western Vale Family Practice is classed as a Data Controller for the purposes of Data Protection and our registration number in the Data Protection Public Register is **Z4830460**. The following information explains how your personal information is processed and for what purposes it is held.

What Information do we hold?

- Personal Identifiers and demographic information consisting of such things as your name, date of birth, title, gender.
- Your family, spouse and partner details.
- Your contact details including postal address, e-mail address and telephone numbers.
- Any contact the Practice has had with you such as appointments, letters, and summary of telephone conversations.
- Notes and reports about your health.
- Details about your treatment and care, including medication.
- Results of investigations and tests.
- Relevant information from other health and social care professionals, relatives or those who care for you.

How and why do we use this information?

- It provide a basis for all health decisions made by care professionals with and for you.
- To make sure your care is safe and effective.
- To work effectively with others providing you with care.
- In order to send text/email notifications to you about appointment reminders, flu clinics, health promotion information, cancellation of clinics and/or information/changes in service provision. You can opt out of the text/email notification service at any time by completing a Change of Details form available on our website, or ask for a copy from one of the Reception team. Please return this form to the Practice.

Disclosure of Information to Other Health and Social Professionals

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations with whom we may share your information with:

- NHS hospitals, community, out of hours or specialist services.
- Relevant GP Practices.
- Dentists, Opticians and Pharmacies.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

- Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS).
- Voluntary Sector Providers who are directly involved in your care.
- Ambulance Trust.
- Health and Social Care.
- Police and Fire Services.

Individual Health Record (IHR)

Health professionals caring for you in Wales will be able to see a summary of important information, such as your current medication, recent tests and allergies. It will save you having to remember this information, help them make important decisions about your care and reduce unnecessary repeat tests and x-rays. Only NHS staff (e.g. Hospital Doctors, Nurses, Pharmacists, Out of Hours Service Doctors and Nurses), directly involved in your care can see your information and only with your consent.

If you are unconscious, NHS Wales staff may look at your IHR without your permission. This is so they can give you the best possible care in an emergency.

Strict controls are in place to keep your information safe. Only the people caring for you will be able to look at your IHR. A record will be kept each time your information is looked at and checks will be made to make sure no one is looking at your record when they should not be.

If you do not want this summarised version of your information to be made available, please complete the IHR Patient Choice Form available on our website or ask the Reception team for a copy. Please return this form to the Practice.

Medicine Management

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided by our clinicians, our employed Pharmacist and Pharmacists provided by Cardiff and Vale University Health Board.

Clinical Research

We sometimes participate in clinical research in order to improve current treatments and care. Without research, many treatments and types of care that we receive today would not be available. We will only disclose anonymised medical data (data that does not disclose any personalised data) without consent. Consent will be obtained for the sharing of any personalised data.



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

How We Keep Your Information Confidential and Secure

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the law. Everyone working in, or for, the NHS must use personal information in a secure and confidential way and will have signed a confidentiality agreement as part of their contract of employment.

Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people.
- Where a serious crime, such as assault, is being investigated or where it could be prevented.
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS).
- Where a formal Court Order has been issued.
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence.

Right of Access to Your Health Information

As part of Data Protection you have a number of rights including:

- Being able to request access to view or obtain copies of what information the Practice holds about you. This is known as a Subject Access Request.
- You also have the right to have information about you amended should it be inaccurate.

If you want to see or receive information that the Practice holds about you will need to make a request to the Practice via a Subject Access Request Form (SAR). SARs are available on the website and via the Reception team. We are required to respond to you within one month.

Concerns about Sharing Your Information

If you have any concerns about how we use, or share your information please contact the Practice Manager:

Email: rhian.floyd2@wales.nhs.uk

Letter: Western Vale Family Practice, The Broad Shoard, Cowbridge, CF71 7DA

Telephone: 01446 772383

If you remain unhappy with the Practice's response, you can complain to the Information Commissioner's Office at www.ico.gov.uk



Western Vale Family Practice

www.cowbridgedoctors.com

Cowbridge: 01446 772383 | Llantwit Major: 01446 794080 | St Athan: 01446 751751

Patient Charter - Rights and Responsibilities

As a patient of the practice, you have a right to:

- Be treated as an individual, with courtesy, respect and dignity at all times.
- Be given the names of people involved in your care.
- Be given, under normal circumstances, a routine appointment within two to three weeks. If you require an urgent appointment, you will be offered the next available appointment with the most suitably qualified member of the Practice team.
- Express a preference to receive services from a particular clinician either generally, or in relation to any particular service/condition. We would always try our best to comply with any reasonable request. Where we are unable to comply with your request, you will receive an explanation as to why and will be given alternative options.
- Be given the reason for any delay in your appointment and have the right to make another appointment.
- Receive advice or action you can take to promote good health.
- Be given the most appropriate care by suitably qualified people.
- Be referred to a consultant, when a clinician feels such a course of action is necessary.
- Choose whether to take part in medical research.
- Have access to your health records subject to any limitations in the law.
- Expect a concern or formal complaint to be treated in accordance with NHS guidelines and Practice policy.
- Receive a copy of the practice leaflet on request, or access information from the practice website, which will give you details of all practice services that are available to you.

What we expect from you:

- To treat the staff with respect, courtesy and understanding. The Practice operates a zero tolerance policy to any violence or aggression towards our staff.
- To attend the surgery instead of requesting a house visit, when at all possible, to gain benefit from facilities available.
- To be on time for an appointment or let us know as soon as possible if you cannot attend.
- To use the Out of Hours and Emergency Services appropriately.
- To provide the Practice with any feedback you have directly and give us the opportunity to respond accordingly.