

Jan'25



General Medical Practice within the National Health Service

Practice Booklet

Main Surgery

Montgomery Medical Practice
Well Street
Montgomery
Powys
SY15 6PF
Phone: 01686 668 217

Branch Surgery

Ladywell Surgery
9-10 Ladywell Centre
Newtown
Powys
SY16 1AF
Phone: 01686 623 791

Ladywell Surgery will soon be relocating to St David's House, New Road, Newtown, Powys, SY16 1RB estimated move March 2025.

E-mail: W96001.Enquiries@wales.nhs.uk

Website: www.montgomerymedicalpractice.wales.nhs.uk

Facebook: <https://www.facebook.com/MontgomeryMedicalPractice>

Partners:

Dr Donna Griffiths (MBChB, DCH, DRCOG, DFSRH)

Dr Stefanie Loynes (MBChB and MRCGP)

Alex Strivens-Joyce PA-R

Dr Richard Stratton (BPharm BMBS MRCGP)

Dr Joe Kallarackel (MBBS, DRCOG)

Dr Jamie Clare (MBChB, MRCGP)

GMC No. 3589797

GMC No. 7047315

GMC No. 6162534

GMC No. 4566612

GMC No. 7488008

General Manager: Sarah Burgess

Mission Statement

To ensure that the patients of Montgomery Medical Practice receive the highest quality of care within the resources available.

The Practice

This is a long-established medical practice aiming to provide the highest standard of care by embracing modern technology whilst, at the same time, preserving the traditional values of family medicine.

Our premises are purpose-built, spacious and fully accessible to the disabled. The surgery has two disabled parking places with a bell to the outside of the front door if assistance is required. We believe in giving our patients time and necessary explanation so that they can understand the nature of their illness. We will try to show how patients can help themselves to lead healthier lifestyles.

Our practice is fully computerised; this allows us to maintain better records, helps us to control repeat prescriptions as well as having a major impact on preventative medicine. Patients will, from time to time, receive letters from the practice asking them to attend health checks and informing them of blood results.

Please note that Montgomery Surgery receives a greater number of calls between 8.30am and 10.30am. We will endeavour to answer your call as soon as possible.

Surgery Opening Times

Montgomery Medical Practice,

Surgeries by Appointment only:

Monday to Friday: 8.00am – 6.00pm

Minor Injuries Department: Mon – Fri 8.00am – 6.30pm

Ladywell Surgery, Newtown

Surgeries by Appointment only:

Monday/ Tuesday/ Wednesday/ Friday: 9.00am – 1.00pm

Thursday: Closed all day.

Out of Hours Telephone:

NHS Direct Number: 111 or 0845 46 47

(6.30pm - 8.00am Weekdays)

24 hours' weekend and bank holidays

Website: <https://www.111.wales.nhs.uk/>

Training Practice

Montgomery Medical Practice is a training teaching practice offering training and teaches healthcare professionals or persons intending to become HCP's (Med students, Physician Associate students, GP trainee, pharmacists, nurses and work experience).

Physician Associates

The practice has a team of Physician Associates: Alex Strivens, Katharine Harris, Rosie Pacheco and Harriet Fallon.

Physician Associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team.

Physician Associates are dependant practitioners working with a dedicated supervisor, (the GP Partners) but can work autonomously with clinical support. The Physician Associates complete home visits for the practice.

Visits

Please try to submit an online form or telephone before 10.00am to ask for a visit. This helps us to plan our day's work. Please ask for a home visit only when you feel it is truly necessary. Home visits are made by the clinician only when patients are too ill to visit the surgery.

Nursing

Practice Nurses

Sam Jones

Gill Gorton

Charlotte Evans

Scott Jones

Beth Riley

Health Care Assistants

Owen Manuel, Lois Rigby, Pat Jones and Millie Griffiths.

They overall conduct new patient checks, phlebotomy, dressing changes, administer some vaccinations, take blood pressure readings, and complete foot checks (diabetes) and ECG's.

Administration Staff

The following members of staff are employed by the Practice:

General Manager:	Sarah Burgess.
HR & Services Manager:	Sarah Owen
Operations Manager:	Alison Barnes.
Dispenser Manager:	Sara Jones.
Dispensers:	Layla, Ceri, Amy, Jill, Pat and Sammie.
Administrators:	Cilla, Lynda, Gail, Lois, Sara, Valerie, Megan, Amy, Annabella, Sue, Layla and Aaliyah.
Cleaner:	Joanne, Donna and Janis.
Handyman:	Paul.

Powys Teaching Local Health Board employ members of the Primary Care Team who work from our premises.

Community Nurses (District Nurses) Contact Number: 01686 668152

Based at the surgery.

The Community Nursing team provide a visiting service for nursing care in the home for patients who are housebound.

They can provide general advice, support and help for carers.

Provide a Doppler/Leg care clinic at the surgery by appointment.

Provide a chronic/complex wound clinic at the surgery by appointment.

Health visitors - Patients can contact a health visitor on 01686 617 480 (Ynys Y Plant)

Signposting

Dentist

You should contact your dentist for any issues concerning your teeth or mouth.

If you don't have a dentist, please call 111.

Optician

All eye conditions should be seen by an Optician first for their expertise. They also have the correct equipment for a thorough eye examination. You can see an Optician for dry, red, sore, watery, sticky or itchy eye, cysts and styes and conjunctivitis. Please visit www.eyecare.wales.nhs.uk to find out more information

on the Eye Health Examination Wales – you may be eligible for free eye care treatment.

Common Ailment Scheme- Local Pharmacies

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as Sore throats, Coughs, colds and flu, Tummy troubles, Aches and pains, red eyes, sleeping problems, Athlete's foot, Mouth ulcers, Constipation and diarrhoea. If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need.

Minor Injuries

Montgomery Medical Practice operates as a minor injury service from 8.00am-6.30pm. This service offers assessment and treatment for injuries such as: bleeding, sprains and strains that have happened in the last 48 hours.

Emergencies/Out of Hours Services

If an emergency call comes in during the day, it will be discussed with the on-call duty doctor immediately. Between 6:00pm and 8:30am weekdays and at weekends, your call will be diverted to Out of hours (shropdoc) and they will triage your call and if appropriate advise you to call 999.

For minor injuries please see above section.

Our Appointment System - How to make an appointment.

Reception- You can make an appointment in person, contacting the practice reception team, emailing w96001.enquiries@wales.nhs.uk, accurx or via the NHS App.

NHS Wales App - has replaced MHOL (My Health Online)- NHS Wales App is a web-based tool designed to enable you to manage some of your general practice needs without having to attend the GP surgery. Links to download the app are available on our website.

The modules currently available are:

- **Online Appointments** - Allows you to make, view or cancel appointments online. Most of our routine appointments are bookable via NHS Wales App.
- **Online Repeats** - Enables you to request your repeat prescription online, the prescription will then be prepared by your practice and can be collected in the usual way. Please see our practice website for more information.

Appointments offered

We deliver a same day appointment system that includes the following:

(Accurx) <https://accurx.nhs.uk/patient-initiated/W96001>

Online triage (8:30am-11am / 14:00-15:00pm) we kindly ask patients to access within these times for same day appointment/ advice requests

Phoning the practice

The receptionist will ask you a few questions whilst completing a form of your concern if you are needing same day appointments/advice.

For all **routine** appointments please call the surgery.

- **Routine appointment (non-urgent)** - As a patient of Montgomery you can pre-book an appointment up to six weeks in advance with a range of clinicians. You can be seen by a GP of your choice. The time may vary according to the individual GP's availability throughout the year.

We offer bookable in advance, timed telephone, or face to face consultation appointments with a GP, Physician Associate, or a Nurse.

- You can **book appointments via NHS Wales App**, please see our practice website for more information.
- **Access our website** and click "contact us" submit a new request (I have an admin query)

All receptionists operate to the highest standards of confidentiality within the NHS and under the GDPR regulations.

Cancellation of appointments

We kindly ask that if you are unable to keep your appointment that you inform the practice as soon as possible, this way we can offer the appointment to someone else. If you receive your appointment reminders via text message you have the option to cancel your upcoming appointment if you are unable to attend. The option via the NHS Wales App is also available to cancel appointments along with the option via the practice website.

Cancellation line: 01686 669 019

Enhanced Services

The Montgomery Partnership is keen to offer improved choice and meet local need. We are proud to offer a range of enhanced services, delivered to a high standard, as detailed below:

- Anti-Coagulation Monitoring
- Childhood Immunisations
- Contraception Injections (Depo-Provera)
- Diabetes Clinics
- Gonadorelin (Zoladex, Prostag) Injections
- Heart Failure Clinics
- HPV Vaccination
- Implanon Insertion and Removals (Contraceptive Implant)
- Influenza Vaccinations
- Learning Disability Checks
- Lithium Monitoring
- Mental Health Checks
- Minor Injuries
- Minor Surgery Procedures
- Near Patient Testing
- Pneumococcal Vaccinations
- Treatment Room Procedures

Services provided

Montgomery Surgery offer the following services: -

- Cervical screening
- Child health surveillance
- Childhood vaccinations and immunisation
 - Family Planning and Sexual Health
 - Minor surgery
- Vaccine and immunisation
- Maternity medical Services

Non-NHS Services

The practice offers a number of non-NHS services which are generally paid for by the patient or their company. These services can include:

- Insurance claim forms
 - Adoption Medicals
 - Fostering Medicals
 - Shotgun Licences
- Holiday cancellation forms

Chaperone Service

All patients are entitled to have a chaperone present when an intimate examination or procedure is due to take place. In appropriate circumstances, the chaperone may be a family member, friend or, if you prefer, a member of the practice team.

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Please note we are not able to offer a practice team chaperone service from our Ladywell branch surgery.

Travel Vaccinations

The NHS does not provide free vaccinations or medications for travel related illnesses that are NOT transmitted between people (e.g. Rabies, Yellow Fever, and Malaria).

For more information regarding travel vaccinations and advice please access our website www.montgomerymedicalpractice.nhs.wales/travel-vacinations-and-advice

Test Results

Any abnormal results will be actioned by the clinician on the day the results are received by the practice. The practice will not routinely contact patients if the patients' results are normal. If you wish to receive your results, these can be requested by patients contacting the administration team who can provide a summary of the results for collection or by the patient submitting an admin request form via "contact us" on our website. Please note x-ray results can take two weeks; Bone Density scans can take longer.

You can also request via Accurx and the NHS App (if you have set up an account)

Confidentiality

Confidentiality is fundamental to the practice of medicine. It is a legal, professional and ethical responsibility for every member of the Primary Health Care Team working within Montgomery Medical Practice. A staff code of conduct in respect of confidentiality is regularly reviewed and updated.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending or telephoning the surgery who abuses the GP's, staff or other patients be it verbally, physically or in any threatening manner whatsoever will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Prescriptions

Montgomery Surgery dispensary opening times 8am –6pm (Monday – Friday excluding bank holidays and planned protected learning time)

Ladywell Surgery dispensary opening times

Monday 9-1

Tuesday 8:30 – 4 (closed 1-1:30)

Wednesday 9-1

Thursday – CLOSED

Friday 9-1

The practice dispenses medication to approximately 6500 patients.

Dispensary Direct Line: 01686 669 014

We respectfully ask that patients give 48 hours working day' notice to allow us time to process the repeat prescription request. Prescriptions can be ordered by telephoning 01686 669036 (if you collect from Montgomery) 01686 669029 (if you collect from Ladywell), via NHS Wales App or by sending in your repeat prescription slip to the surgery.

For our dispensing patients requiring regular monthly prescriptions we offer an automatic ordering service. If you would like to sign up to this service, then please speak to a member of the dispensary team.

We are allowed to dispense medication to patients who live more than one mile from a pharmacy. When a clinician issues you with a prescription, please hand it in at the dispensary hatch and our team will dispense the medication provided that the item is in stock.

We have no control over the "actual make of drug" supplied. However, we will endeavour to do our best to supply you with the same brand where possible.

If you require an urgent supply of medication when the surgery is closed, you will need to contact out of hours on 111.

Change of Name and Address

Please let the surgery know when you change your name or address. You can either write to us with details of your previous details, new details, names and date of births for members that are registered at Montgomery, visit the surgery and complete a change of details form or via our practice website.

Please note changing the details above with the surgery **will not** notify Hospitals of the change so this will need to be done separately.

Privacy Notice

Montgomery Medical Practice is committed to protecting your personal information in accordance with the law. We will ensure that your information is safe and only used for the legal purposes for which we can use it. This privacy notice explains how your personal information is processed and our purpose for processing.

What information do we hold and where does it come from?

The surgery holds records about you, which will include the following:

- Personal identifiers and demographic information consisting of such things as your name, date of birth, title, gender, address, email address, phone number.
- Your family, spouse, and partner details.
- Sensitive data (special category): - racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health/medical data, civil / criminal proceedings or actions, genetics, and biometrics.
- Any contact the surgery has had with you such as appointments, clinic visits, emergency appointments etc.
- Notes and reports about your health.
- Details about your treatment and care, including medication.
- Results of investigations, such as laboratory tests, x-rays etc.
- Relevant information from other health and social care professionals and from relatives or those who care for you.

How do we keep your information confidential?

NHS records maybe held on a computer, on paper or a mixture of both. Your information is kept confidential and secure. We will protect your information through:

- Training – staff are trained to understand their duty of confidentiality and their responsibilities regarding the security of your information when on our premises and in the community, such as, at your home.
- Access controls – all staff using computer systems will be given their own username and password to access your information; much like you do when using your computer at home to access your bank account or online utility bills.
- Audit trails – we will keep a record of staff who has accessed your health record or added to your record. We use this to show who has accessed your information.
- Records storage – all healthcare records are stored in secure locations. Our data centres where we hold your information on computer are in secure places
- with very tight security controls.

How do we use your information?

Healthcare professionals who provide you with care, maintain records about your health and any treatment or care you receive. These records help our staff to

provide you with the best possible health care. This may include your medical records, complaint files, job applicants etc. We will also use your information to help us manage the NHS and for statistical purposes and at times, your information may be used for research purposes. There will be times when it is appropriate for us to share information about you and your healthcare with others such as, GPs, other healthcare providers, social care and others. The need to share relevant information is to help us work together for your benefit.

How long do we keep your information for?

We will hold your data in accordance with the law and the Surgery uses national guidelines to determine when your records can be destroyed.

Accessing or amending your information?

Under the law you have a number of rights about your information including:
Being able to request copies or to view what information The Surgery 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 wish to make a Subject Access Request or to request that your record is amended, please contact Alison Barnes, Operations Manager.

How to contact us

If you have any concerns about how your information is managed within the practice please contact Alison Barnes, Operations Manager.

The practice is classed as a Data Controller for the purposes of data protection and is required to register with the regulator, the Information Commissioner's Office (ICO).

If you wish to escalate your concerns or if you require further information about your rights, please visit the Information Commissioner's Office via www.ico.gov.uk .

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. The scheme is available from reception on request or on our website.

Our Patient's Charter

Introduction

We, as a team, are committed to providing the highest standard of healthcare possible to our own patients. For this reason, we felt that we should produce a more local charter aimed at informing our patients about what they have the right to expect from the care that they receive from all the staff at Montgomery and Ladywell Surgery.

We are committed to giving you the best possible service and we feel that this will be achieved by working together

In all your dealings with Montgomery Surgery and Ladywell Surgery:

- You will be treated as a partner in the care and attention you receive.
- You will be treated as an individual and will be always given courtesy and respect, irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problem.
- Following discussion, you will receive the most appropriate care, given by suitably qualified people. Care will not be given without your informed consent.
- People involved with your care will give you their names and ensure that you know how to contact them. In the same way, please let us know if you change your name or address.
- It is our job to give you treatment and advice. In the interests of your health, it is important for you to understand all the information given to you.
- Please do everything you can to keep appointments and tell us as soon as possible if you cannot. Also be ready to tell us the details of your past illnesses, medication, hospital admissions and any other relevant details.
- Any conversation which you may have with any of our staff will be treated with the strictest confidentiality within the practice.
- We will endeavour to see you at the booked appointment time. You should not be kept waiting for more than 30 minutes. If you arrive early for an
- appointment, it does not guarantee that you will be seen any earlier

You Have the Following Rights

- To be registered with a family doctor and to change them if you wish. Here at Montgomery Surgery, you may see the doctor of your choice within the practice even if you are officially registered with another named doctor. Choosing a particular doctor may have a longer waiting time.
- To be given a health check when you join the doctor's list for the first time. Here, at Montgomery Surgery, the checks are carried out by health care assistants. We believe that these checks can help to prevent some future health problems, therefore please help us by attending for your appointment.

- To have access to your health records and to have their contents kept confidential. Here, at Montgomery Surgery, we have a computer to aid the efficient organisation of the practice. All information held is subject to the Data Protection Act and is kept completely confidential to authorised users.
- To be referred to a consultant when the clinician thinks it necessary and to be referred for a second opinion if you and your doctor agree this is desirable.
- In an emergency to get medical care at any time.
- To have appropriate drugs and medicines prescribed.

Who to contact if you have a suggestion/complaint about Montgomery Medical Practice:

1. If you wish to talk to someone within the practice, please contact the General Manager, Sarah Burgess, on the surgery telephone number; or you can alternatively write into the practice.
2. If you do not wish to talk to anybody at the practice, please contact
The Concerns Manager
Powys Local Health Board
Mansion House
Bronllys
Brecon
Tel: 01874 711 661

Useful telephone numbers

Montgomery Cancellation line	01686 669019
Montgomery Dispensary	01686 669014
Repeat Ordering Medication (Montgomery)	01686 669036
Repeat Ordering Medication (Ladywell)	01686 669029
District Nurses	01686 668152
Ynys Y Plant – Health Visitors	01686 617464
Welshpool Health Visitors	01938 558930
Midwives	01874 622443
Patient Podiatry	01686 613200
Dial-a-Ride	01686 622566
Physiotherapy Newtown	01686 617207
Physiotherapy Welshpool	01938 558930
Retinopathy	01443 844244
NHS 111	111
Royal Shrewsbury Hospital	01743 261000
Royal Shrewsbury Hospital Appointments	01743 261004

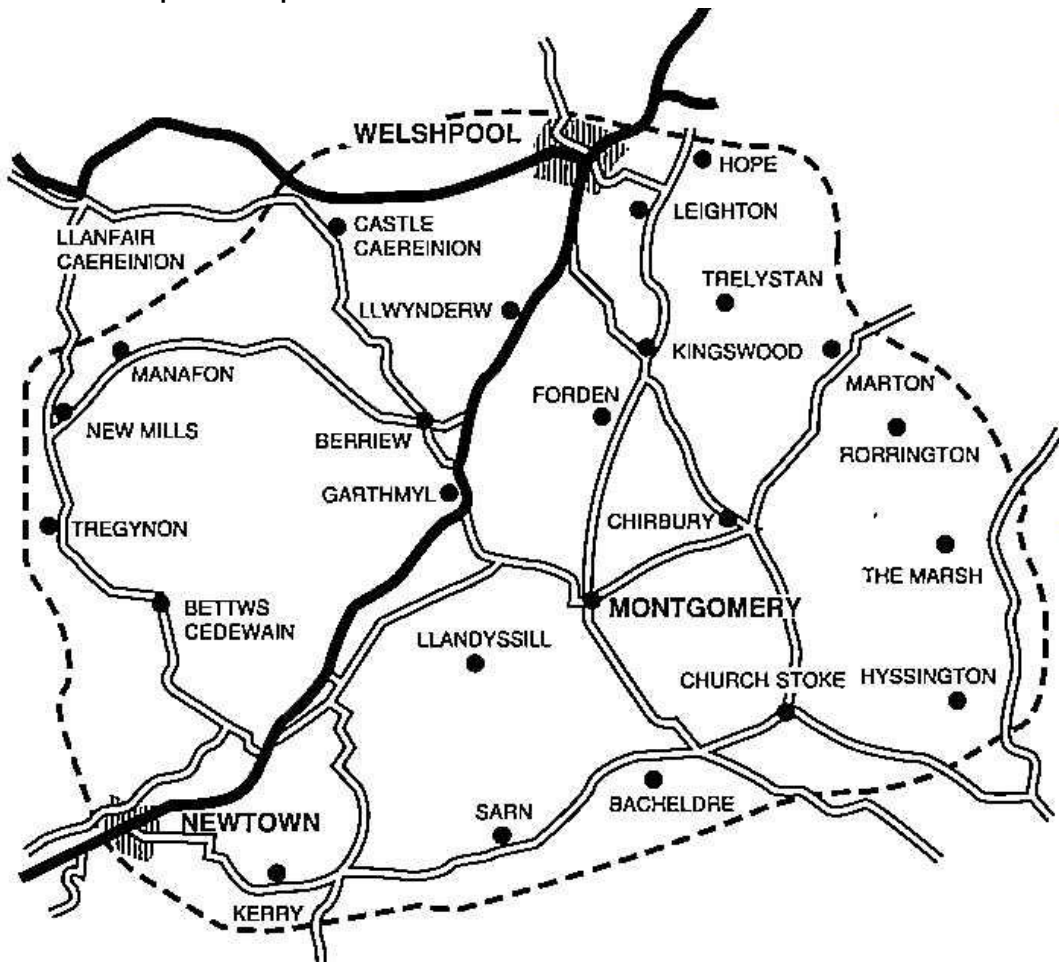
Princess Royal Telford	01952 641222
RJ&AH Oswestry	01691 404000
RJ&AH Oswestry Appointments	01691 404360
Welshpool Hospital	01938 558900
Newtown Hospital	01686 617200
Nuffield Hospital	01743 282505
Llanidloes Hospital	01686 412121
Wrexham Maelor Hospital	01978 291100
Llandrindod Wells Hospital	01597 822951
Bronglais Hospital Aberystwyth	01970 623131
Social Services	01597 827 666

How to register with the practice

To register with Montgomery Medical Practice please complete the registration form and New Patient Questionnaire available on our practice website or collection from either Montgomery Surgery or our branch surgery. We offer all our new patients a range of screening tests that will vary according to the age of the patient. We strongly suggest that when registering, you book an appointment with one of our Health Care Assistants who will introduce you to the Practice and arrange appropriate tests.

Practice Boundary

We can accept new patients who live within the area marked below.



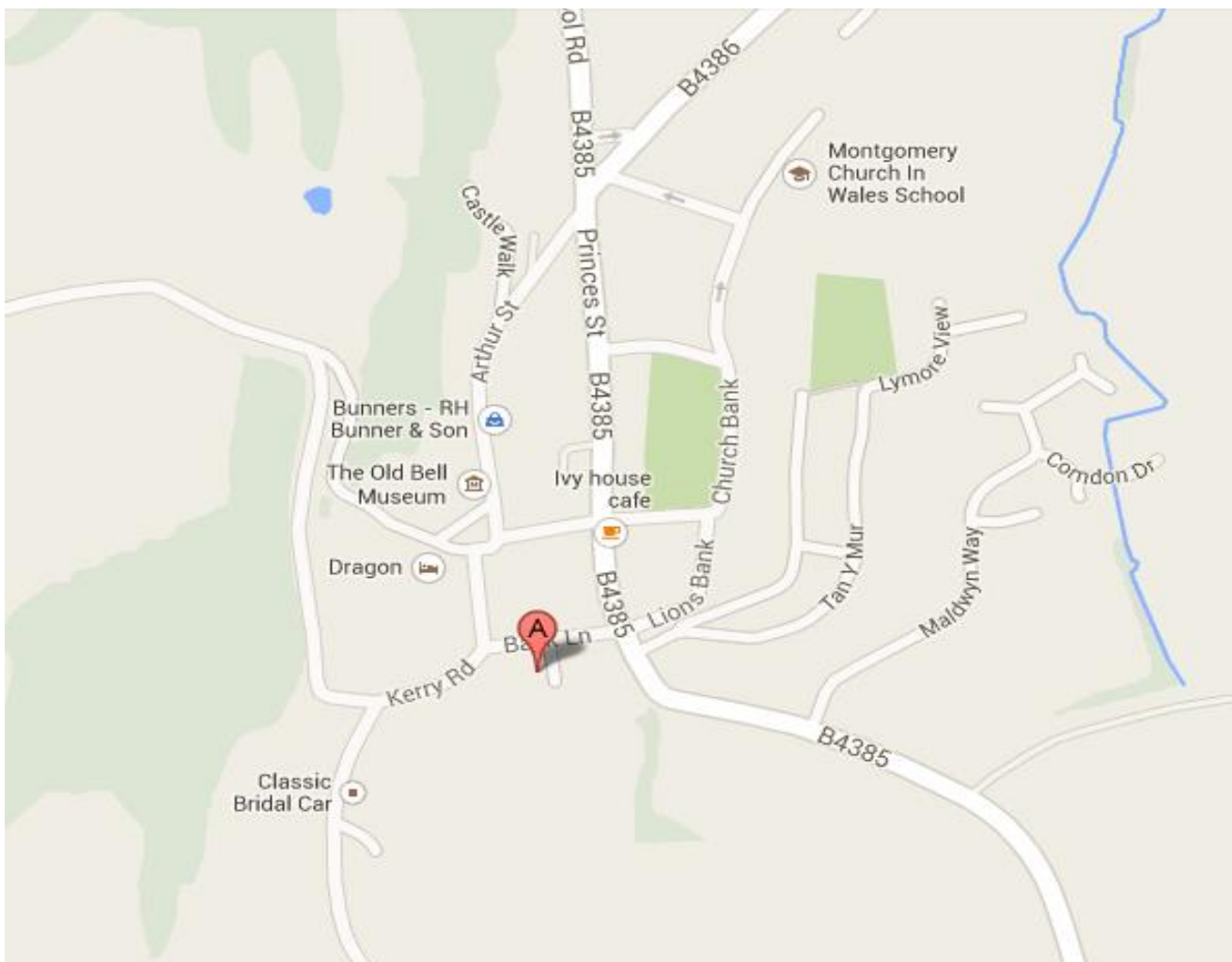
How to Find the Practice

>If approaching from the South (Church stoke)

Turn left immediately before the pub called The Crown shortly after entering the 30mph limit. Turn left into Well Street after 40 metres and the surgery will be in front of you just 50 metres down Well Street.

>If approaching from the North (Newtown, Shrewsbury or Welshpool)

Drive up the hill on the B4385. Pass Broad Street on the right (which leads to the Market Hall) and take the next turning on the right immediately after The Crown pub. Turn left into Well Street after 40 metres and the surgery will be in front of you just 50 metres down Well Street.



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