

August'26



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

St Davids Surgery
St Davids House
New Road
Newtown
Powys
SY16 1RB

Phone: 01686 623 791

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

Website: <https://montgomerymedicalpractice.nhs.wales/>

Facebook: www.facebook.com/MontgomeryMedicalPractice

Partners (Non limited Partnership):

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

Dr Stefanie Loynes (MBChB and MRCGP)

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.

We believe in giving our patients time and necessary explanation so that they can understand the nature of their illness.

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/texts 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

St Davids Surgery, Newtown

Surgeries by Appointment only:

Monday-Friday: 9.00am – 1.00pm

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 to Health Care Professionals or persons intending to become HCP's (Medical students, Physician Associate students, GP trainees, Pharmacists, Nurses and offer Work Experience placements).

Physician Associates

The practice Physician Associates are:
Katharine Harris and Rosie Mottershead.

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.

Home Visits

Please submit an online request form or telephone before 10.00am (if possible) to ask for a visit. This helps us to plan our day's work. Home visits are reserved for patients who are genuinely housebound and who do not leave the house for any reason, including those in residential and nursing homes. We will visit only if the Patient's clinical condition prevents them from travelling to the Surgery and they are deemed to have a medical condition that necessitates an urgent medical opinion. Age is not a criterion for a home visit; the criteria apply to both older and younger people.

Nursing

Practice Nurses

Gill Gorton – Registered general nurse part 1

Charlotte Evans - BN (Hons) Nursing 2:2

Scott Jones – Bachelor of Nursing with Hon's – Adult Nursing 2014

Beth Riley – 2:1 in Adult Nursing BSc Honours degree

Health Care Assistants

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

They conduct new patient checks, phlebotomy, dressing changes, administer some vaccinations, take blood pressure readings, and complete diabetic foot checks 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, Sammie, Isabelle and Helena.
Administrators:	Cilla, Lynda, Gail, Lois, Valerie, Amy, Annabella, Sue, Layla, Aaliyah, Louise and Macy.
Cleaner:	Joanne, Janis and Louise.
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 613 255

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, the Pharmacist can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as sore throats, indigestion, threadworms, verruca's, headlice, sleeping problems, athlete's foot, mouth ulcers, chicken pox, dermatitis, vaginal thrush.

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, animal bites, sprains and strains that have happened in the last 48 hours.

Out of Hours Services

NHS 111 Wales (<https://111.wales.nhs.uk>) is a health advice and information service available 24 hours a day, every day including to access GP out of hours service. For patient safety, all calls are recorded. Calls from landlines and mobiles cost 2p per minute, this will be in addition to the telephone providers access charge. You can call 111 if you are feeling ill and are unsure what to do, or for health information on a wide range of conditions, treatments, and local health services. GP out of hours services for the majority of Powys are provided by Shropdoc.

Call 999 for life-threatening emergencies that need immediate medical attention. In a life-threatening emergency such as sudden severe chest pain, severe breathlessness, loss of power in a limb, loss of consciousness, or severe bleeding dial 999. Also, in the event of poisoning or overdose then attend the local A&E department.

Our Appointment System - How to make an appointment

Reception- You can make an appointment by contacting the practice reception team, emailing w96001.enquiries@wales.nhs.uk, via Accurx (online portal) or the NHS App.

NHS Wales App the 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.

We offer the following online GP services:

- Book, View and cancel appointments
- Order and view Repeat Prescriptions
- View allergies and immunisations

Appointments Offered

We offer a range of consultation types to suit your needs, including face-to-face, telephone, and online appointments via Accurx.

Urgent / Same-Day Appointments

We operate a same-day appointment system that includes:

Online Triage via Accurx

Access our online consultation form which can be found on our website

Available:

- Morning: 8:30am – 11:00am
- Afternoon: 2:00pm – 3:00pm

We kindly ask that patients submit their same-day requests during these time frames.

By Phone

Call the practice if you're unable to access the online system. A receptionist can complete the Accurx form on your behalf.

Please note: If you do not have internet access, our administrative team will assist you by submitting a request for you.

Our trained receptionists may ask a few brief questions to ensure you are directed to the most appropriate clinician. All urgent triage requests are reviewed by a GP.

Routine (Non-Urgent) Appointments

As a registered patient, you can book routine appointments up to six weeks in advance. These may be with a Nurse or HCA (Health Care Assistant) and can be either telephone or face-to-face consultations. Availability may vary depending on the clinician.

Routine GP appointments can be requested through the online portal (Accurx), or you can ring the reception desk for assistance.

Ways to book a routine appointment:

- NHS Wales App
- Online via Accurx – Select the “I have an admin query/something else then click “other admin request” option
- Phone – Call us on 01686 668 217, Monday to Friday, 8:30am to 6:00pm
- In Person – Speak to our reception team during the same hours
- NHS Account – If you haven't registered for the NHS App, please visit our website for guidance
- Email – Send your query to W96001.enquiries@wales.nhs.uk

When you contact us, we'll ask what your needs are so we can direct you to the most appropriate clinician or service.

All triage requests—urgent or routine—are reviewed by a GP.

Please rest assured that all our receptionists operate under strict confidentiality in accordance with NHS standards and GDPR regulations.

Rights and Responsibilities of Patients

Cancellation of appointments

If you are unable to attend your appointment, please inform the practice as soon as possible. This enables us to offer the appointment to another patient.

If you receive appointment reminders by text message, you can cancel your appointment using the link provided in the message. Appointments can also be cancelled by selecting the cancellation option when calling the practice, via the NHS Wales App, or through the practice website.

Alternatively, you can contact our dedicated cancellation line on **01686 669 019**.

Change of details (Name/Address)

Please let the surgery know when you change your name or address. You can either write to us, visit the surgery and complete a change of details form or submit a change via our practice website. We require new details, names and date of birth for members that are registered at the practice (plus old name/address).

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

Zero Tolerance

The NHS operate a zero-tolerance policy regarding violence and abuse, and the practice has the right to remove violent patients from the list with immediate effect to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Services Offered by the Practice

The practice offers different clinics and services, such as:

- General Medical Services
- Cervical Screening Services
- Child Health Surveillance Services
- Childhood and Adult Vaccination and Immunisation Services
- Contraceptive Services
- Maternity Medical Services
- Minor Surgery
- Chronic Disease Clinics

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
- Lithium Monitoring
- Minor Injuries
- Minor Surgery Procedures
- Near Patient Testing
- Pneumococcal Vaccinations
- Treatment Room Procedures

Non-NHS Services (Private)

The practice offers several non-NHS services which are generally paid for by the patient or the insurance company/business requesting.

These services can include:

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

Chaperone Service

We will always respect your privacy, dignity and your religious and cultural beliefs particularly when intimate examinations are advisable - these will only be carried out with your express agreement, and you will be offered a chaperone to attend the examination if you so wish. You may also request a chaperone when making the appointment.

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.

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

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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)

Prescribing/Dispensing

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

St Davids Surgery opening times (collection of medication)
Monday – Friday 9am-1pm (excluding bank holidays and planned protected learning time)

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 St Davids), 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 NHS Wales 111.

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. For more information visit our website.

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 few rights about your information including:

- You can 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.org.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.

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.

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 St Davids Surgery (branch).

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 St Davids 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.

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- 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.

Concerns and Complaints

Our complaints procedure is in line with the NHS 'Listening to People' approach. Our aim is to resolve all complaints in a timely manner, and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

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

If you wish to talk to someone within the practice, please telephone the surgery or you can alternatively write/email into the practice or complete the feedback form on the practice website.

If you do not wish to talk to anybody at the practice, please contact
PTHB Concerns/Patient Experience Team
Quality & Safety Department
The Library
Bronllys Hospital
Bronllys, Brecon
Powys
LD3 0LS **Telephone:** 01874 712582

Getting help to raise your concern

If you need help to raise a concern, Llais – your voice in health and social care can help you do this. Llais is an independent body and its free Advocacy service and can provide information, advice and support to members of the public who may wish to raise a concern. Llais can support you to raise a concern and give advice on the most appropriate course of action. You can contact your local Llais office at:

Get in touch with us on 01686 627 632

or email us at powysenquiries@llaiscymru.org

Useful telephone numbers

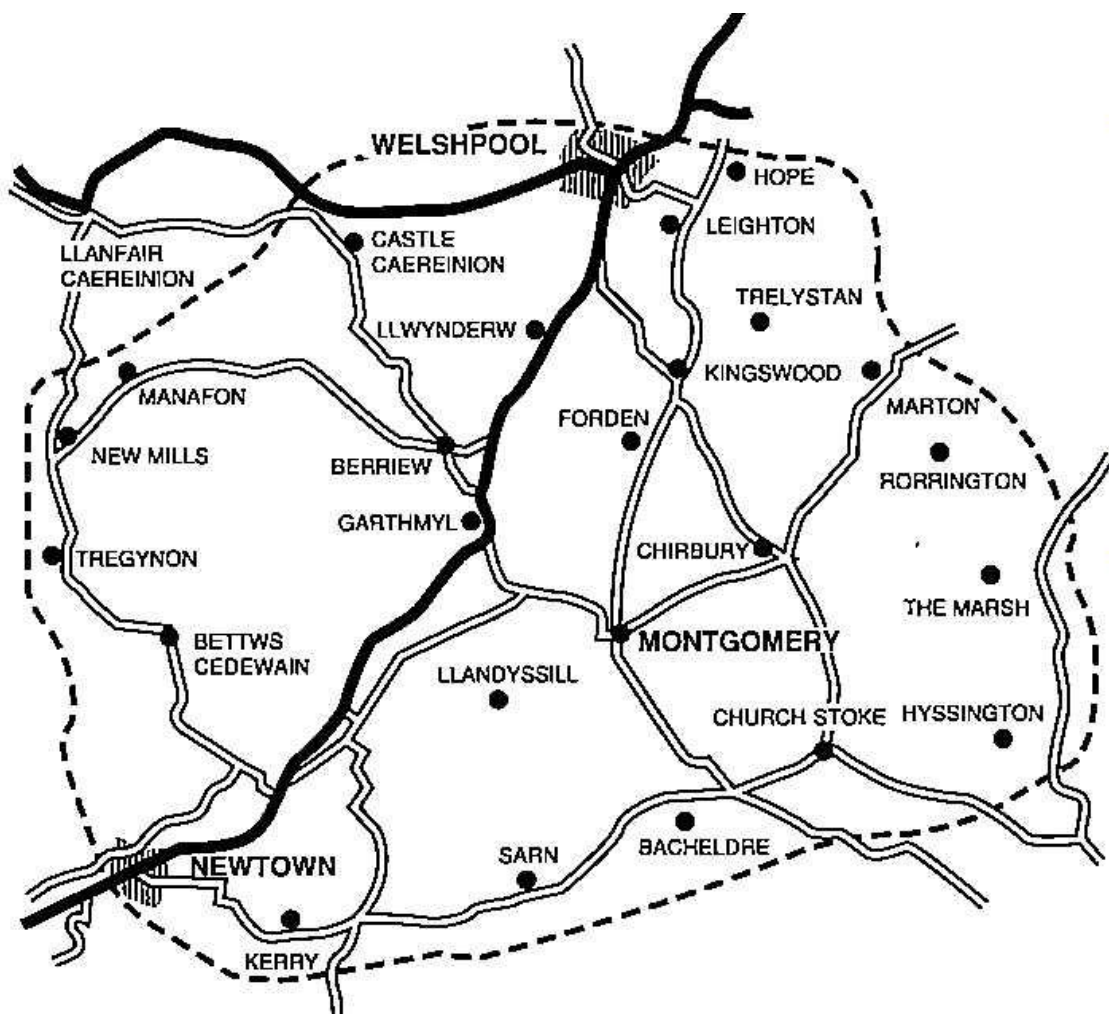
Montgomery Cancellation line	01686 669019/01686 668 217
Montgomery Dispensary	01686 669014
Repeat Ordering Medication (Montgomery& St Davids)	01686 669036
District Nurses	01686 613255
Ynys Y Plant – Health Visitors	01686 617464
Welshpool Health Visitors	01938 558930
Midwives	01874 622443
Patient Podiatry	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

Practice Boundary

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

To register with Montgomery Medical Practice please complete the registration form and New Patient Questionnaire available on our practice website or by 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.



>If approaching from the South (Church stoke)

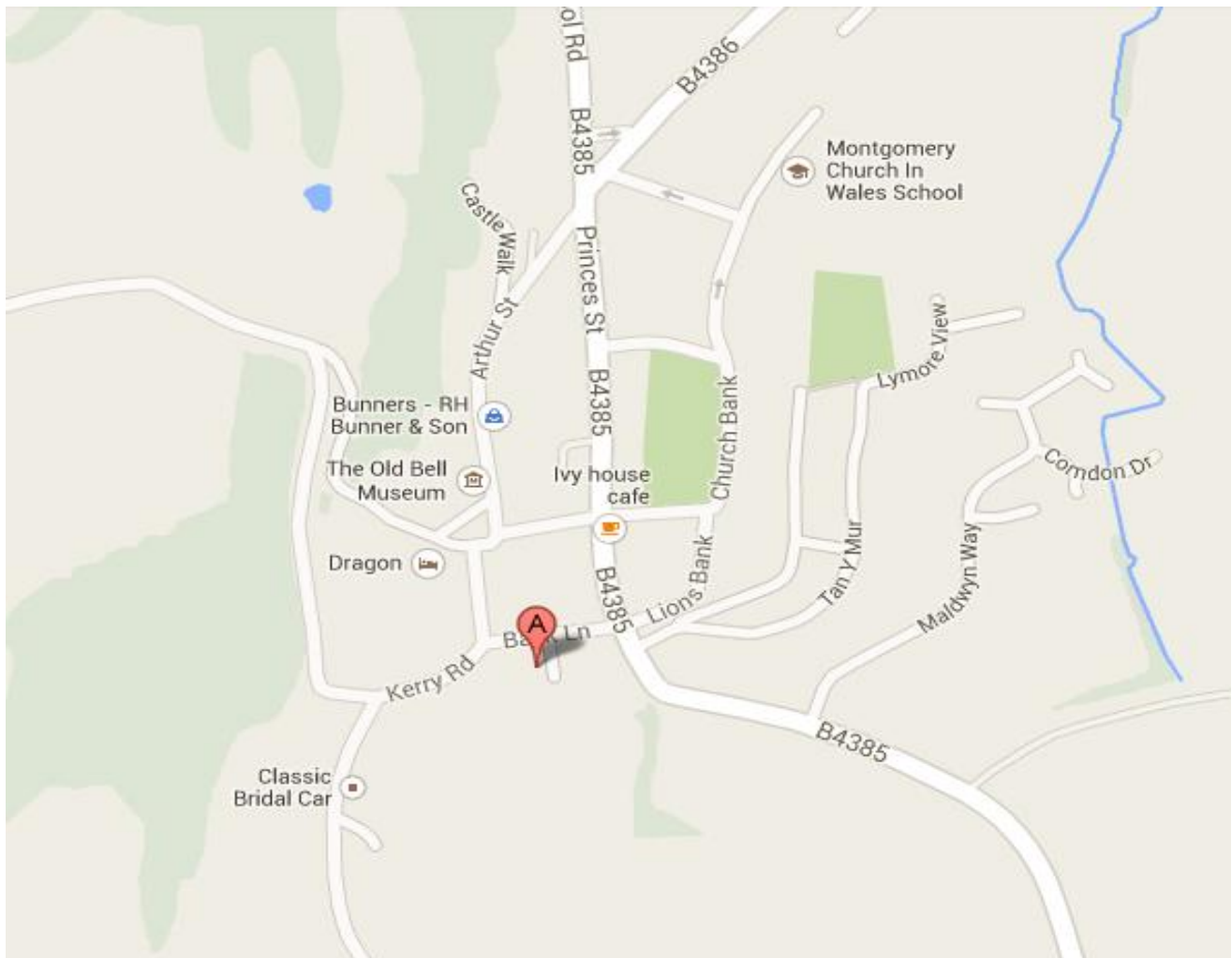
Turn left immediately before the pub called The Crown shortly after entering the 30mph limit. Turn left into Well Street after 40 metres and the surgery will be in front of you just 50 metres down Well Street.

>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.

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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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