



This leaflet is updated regularly and reviewed on an annual basis.

This leaflet can be provided in large print if required.

**Updated February 2025**

## **Data Protection - Privacy Notice**

- To view our privacy notice please visit our website:
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**Practice telephone line:** 01792 390413 (Open from 8.00 am to  
6.30 pm Monday to Friday)

**Practice prescription line:** 01792 390413 Option 2  
(Open from 9.00-11.30 Monday to Friday)

**Practice Email:** [enquiries.w98045@wales.nhs.uk](mailto:enquiries.w98045@wales.nhs.uk)

**Practice Website:** [www.gowermedicalpractice.co.uk](http://www.gowermedicalpractice.co.uk)

# **Welcome to the Practice**

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## **New Patient Registration**

If you live within our practice area and would like to register with the practice, please complete a registration form, which is available at reception in both Surgeries or on our website.

You will be registered with the Practice not a named GP. If you are unsure if you live within our practice area, please visit our website and view our practice map.

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

## Site opening times

Scurlage Surgery 8.30am - 6.00pm Monday

Scurlage Surgery 8.30am - 2.00pm Tuesday

Scurlage Surgery 8.30am - 6.00pm Wednesday

Scurlage Surgery 8.30am - 2.00pm Thursday

Scurlage Surgery 8.30am - 6.00pm Friday

**Pennard Surgery 8.30am -12.00pm Monday**

**Pennard Surgery 2.00pm-6.00pm Tuesday**

**Pennard Surgery 8.30am -12.00pm Wednesday**

**Pennard Surgery 2.00pm-6.00pm Thursdays**

**Pennard Surgery 8.30am -12.00pm Fridays**

## GP Registrars and Medical Students

The practice is a training practice, so from time to time there may be a GP registrar or medical students at the surgery.

GP registrars are fully qualified doctors and provide the same standard of care as the other doctors at the practice.

You will be informed if there is a medical student with the doctor when you book in at reception for your appointment.

If you do not want a medical student present during your consultation, please inform the receptionist; this is your right and it will not affect your consultation.

## **Carer Information**

If you are a carer or someone looking after a relative, please ask at reception for a Carers Information Pack.

## **Appointments, advice and test results**

You can contact the practice Monday to Friday via our online service AskmyGP from 8 am until we reach capacity when the service will be closed for the day except for emergencies. Patients will then be called back by a care navigator in reception to be offered a face-to-face appointment or telephone consultation. You can also contact the practice by telephone on 01792 390413 between 8.00 am to 6.30 Monday to Friday.

Routine appointments are available on the day or can be booked in advance following Triage by a Doctor. If the appointment is assessed as urgent, all patients, including children, will be seen the same day.

Our care navigators in reception are also able to signpost patients to alternative healthcare services such as pharmacy, Wax clinic etc, if more appropriate. This is essential to ensure the GPs have time to see the patients that really need their attention.

House calls are undertaken if considered appropriate by the doctor. Requests will be assessed following a telephone consultation. You will be asked to keep your telephone line clear to enable the doctor to ring you back

You can access Ask My GP through our website

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## **Out of Hours Emergencies**

The surgery will be closed between 6.30 pm and 8.00 am Monday to Friday and all day on Saturday, Sunday and Bank Holidays.

If you need urgent advice, please telephone the GP Out-of-Hours Service on 111, this number is also available as a recorded message on our telephone systems when the practice is closed.

**In the event of a Medical Emergency please ring 999**  
**The Out of Hours Service is commissioned by**  
**Swansea Bay University Health Board.**

## Repeat Prescriptions

Repeat prescriptions can be ordered as follows giving 72 hours notice Monday to Friday. You can order your repeat prescription:

1. **Online via the NHS Wales App.** To register please visit our website [www.gowermedicalpractice.co.uk](http://www.gowermedicalpractice.co.uk) and download the App today.
2. **Telephoning the prescription line – Option 2**
3. **In person** by filling out a prescription request slip and placing in script request box
4. **In writing** enclosing an SAE if you wish the prescription to be posted back to you, but please note we cannot guarantee delivery by the postal service.

Please note that repeat prescriptions are **NOT** written on a weekend so never leave it to the last minute to order a repeat prescription. You can collect prescriptions during reception opening hours. Please leave the required 72 hours after you have ordered the prescription or you may have a wasted journey.

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## Medication reviews

Patients on repeat medication will be asked to see/speak to a doctor, nurse or practice pharmacist at least once a year to review any regular medications ..

Please ensure that you book an appropriate consultation to avoid unnecessary delays to further prescriptions when asked to do so.

## **Medical Sickness Certificates**

If you consider that you are too ill to work, you can sign yourself off work for the first 7 days using a Self-Certificate form obtainable from your employer. If you are off work for more than 7 days your doctor can provide an NHS certificate following a consultation.

If your employer requires a certificate for the first 7 days a private certificate can be issued, there is a fee payable for this.

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## **Additional Services**

The following services are available at Gower Medical Practice to all patients registered with the practice.

All clinics require an appointment, and some require a GP referral.

- Antenatal Clinic
- Anticoagulation Monitoring
- Chronic Disease Monitoring
- Cryotherapy Clinic
- Family Planning Clinic
- Joint injection Clinic
- Well Baby Clinic

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## Child Health

The practice provides a full immunisation and Health Visitor Service

## Family Planning

The practice nurses will provide advice on family planning, including oral contraception and injectable contraception.

Emergency contraction is available at local pharmacies or at the practice.

Patients can also obtain advice on contraception by visiting:

<https://www.nhs.uk/conditions/contraception/which-method-suits-me/>

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## Cervical Screening

When you receive an invitation letter for a smear from Cervical Smear Wales (CSW) please call the surgery for an appointment. These are booked into Smear Clinics and are carried out by our specially trained practice nurses. Cervical screening will commence at the age 25 for first call (invitations issued at 24 years 6 months).

Women will be recalled for screening every 5 years between the ages of 25 to 64.

If HPV is not found in your **next routine** cervical screening sample, then your next invitation will be in five years, **regardless of age**. This is because evidence tells us that the risk of developing cervical cancer is very low.

HPV is the primary test, screening is only performed before 5 years if instructed by Wales Cervical Screening.

Further information on cervical screening can be found by visiting:

<https://phw.nhs.wales/services-and-teams/cervical-screening-wales/what-is-cervical-screening/>

## Travel Advice

Patients wishing advice on travel vaccination should present 4 to 6 weeks prior to travel.

The practice has designated Travel clinics and is only able to offer basic travel advice and can only offer the following NHS vaccines:

- Hepatitis A
- Typhoid
- MMR
- Diptheria
- Tetanus
- Polio



Please note Hepatitis B is not given free for travel.

All other vaccines are chargeable, and patients must seek these privately as the surgery does not give or offer these vaccines.

For further information on obtaining these chargeable vaccinations, can be found by following the links below:

<https://www.nhs.uk/conditions/travel-vaccinations/>

<https://travelhealthpro.org.uk>

<https://masta-travel-health.com>

<https://www.boots.com/health-pharmacy-advice/vaccinations>

<https://healthclinics.superdrug.com>

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## Disabled Access and Facilities

- Accessible ground floor
- An induction loop hearing system for the hard of hearing.
- Practice information leaflet in large print and Braille for the visually impaired are available on request.
- Special provisions can be made for patients with learning difficulties.
- Interpreters can be arranged with prior notice.

**If you have any difficulty, please inform the receptionist.**

## The Primary Health Care Team

**Partners**      **Dr's Mathews, Hailey, Wigley, Jones and Sahami**

**Salaried GPs**   **Dr Avery**

### **Practice Nurses**

- › Lead Practice Nurse: Mrs J Jones
- › Practice Nurse: Mrs N Shuttleworth, Mrs P Ramsey

The Practice Nurses deal with immunisations, contraception, cervical smears, health promotion, chronic disease management, simple dressings and various other health tests.

### **Health Care Assistant (HCA)**

▸ HCA: Mrs J Evans

Our Health Care Assistant deals with simple dressings, blood pressure monitoring, new patient checks, ECG's and various other health tests.

### **Practice Manager**

Miss Lynne Palmer is responsible for the smooth running and the organisation of the practice.

### **Care Navigators (receptionists)**

We have an experienced team of receptionists who are trained to help you access our services. They will often need to ask you for further details when you telephone to ensure that we deal with you as effectively as possible. They are bound by the same rules of confidentiality as the doctors.

### **Health Visitor**

The Health Visitor is available to give advice on healthcare for expectant mothers, babies, and children under 5 years of age.

### **Mental Health Liaison Nurse**

We have a MHLN attached to the practice and provides help with depression, stress and other life issues, by referral from a GP.

### **Midwife**

The ante-natal clinic is midwife led, supporting and visiting patients in their own homes during pregnancy.

## **Non-NHS Examinations and Work**

Medical examinations for private purposes which fall outside NHS provision are done outside consulting hours. These include taxi, HGV and insurance medicals, fitness for certain sports and pre-employment. These examinations can be arranged by the receptionist and a fee will be charged.

Please ask the receptionist for the fee structure, the fee will be payable at the time of the examination. All forms needing completion by a GP will attract a fee which will need to be paid in advance.

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## **Priority NHS Healthcare for Veterans**

All war veterans can now receive priority access to NHS secondary care for any condition which is likely to be related to their service. Those entitled to priority treatment for conditions related to services are:

- All Army, Navy and Air Force personnel who served at least one day and are considered veterans for this purpose
- Reservists

- Former members of the Merchant Navy who took a direct part in legally-defined UK military operations.

Priority treatment ONLY applies to conditions which are related to veterans' service.

Patients are under no obligation at any time to declare themselves a veteran. They may, however, wish to discuss this entitlement with their GP during a consultation for treatment of a condition related to service.

Veterans can also contact the Veterans-UK helpline on 0800 169 2277 should they have any queries.

## **Rights and Responsibilities**

When you register with the practice you are entering into a contract with us.

### **Practice Values**

1. The practice will manage medical conditions according to the highest standards as defined by the profession.
2. All staff will treat you with courtesy and respect.
3. You will receive appropriate information regarding your medical condition and treatment.
4. Partners, nurses and staff will be encouraged to undertake appropriate further training.

### **Patients Responsibilities**

1. Patient should attend their consultations at the arranged times and if this is not possible should inform the practice as soon as possible.
2. Patients should understand that consultations are for one person only. A further consultation should be booked for more than one person.
3. Patients are responsible for their own health and the health of their children and should co-operate with the practice in trying to keep them healthy.
4. House call requests should only be made for those who are housebound or terminally ill. Most medical problems are dealt with more effectively in the clinical setting of a surgery.
5. We ask that patients treat the staff and doctors with respect and courtesy. The practice operates a zero-tolerance policy with regard to aggression and violence towards staff and doctors.
6. Patients moving outside the practice area will be asked to register with a nearer GP.

## **Complaints or Suggestions**

We aim to provide a high quality of service, but if you have any suggestions on how we could improve please write to the Practice Manager or tell one of the receptionists and she will pass on your suggestion.

If you are unhappy with any aspect of our service please contact the Practice Manager, record it and investigate where necessary. We shall acknowledge your complaint within 2 working days and aim to reply within 30 working days.

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## **Violence and Abusive Behaviour - (Zero Tolerance Policy)**

The Practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

As a statutory Health & Safety at Work measure, the practice will protect any member of staff from this kind of behaviour.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a Doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any Doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Before we end a professional relationship with a patient we will:

- Warn the patient that we are considering ending the relationship
- Do what we can to restore the professional relationship
- Explore alternatives to ending the professional relationship
- Discuss the situation with an experienced colleague.

## **The Bay Health Cluster Network/GP Collaborative**

The Gower Medical Practice is part of the Bay Health Cluster Network, and is made up of 7 other GP Practices:

- Mumbles Medical Practice and Murton Surgery
- Uplands and Mumbles Surgery
- Grove Medical Centre
- Kings Road Surgery
- Sketty and Killay Medical Centres
- St Thomas & West Cross Surgeries
- University Health Centre Swansea

### **What are Cluster Networks/GP Collaboratives?**

They provide a new way in which GP Practices and a range of health, social care and voluntary sector professionals will work more closely together.

### **Cluster Networks/GP Collaboratives will:**

Focus on preventing ill health, enabling people to keep themselves well and independent for as long as possible. Develop the range and quality of services that are provided in the community.

Ensure services provided by a wide range of health and social care professionals in the community are better co-ordinated to local needs.

Improve communication and information sharing between different health, social care and voluntary sector professionals.

Facilitate closer working between community based and hospital services, ensuring that patients receive a smooth and safe transition from hospital services to community based services and vice versa.

Services available for GPs to refer patients to include:

- First Contact Practitioner/Physio Triage System
- Community Specialist Nurses
- Mental Health Services
- Audiology Services

### **Useful telephone numbers**

SBUHB Appointments Office	01792 583700 <a href="mailto:ABM.AppointmentOffice@wales.nhs.uk">ABM.AppointmentOffice@wales.nhs.uk</a>
Non-Emergency Patient Transport	0300 123 2303
Singleton Hospital	01792 205666
Morrison Hospital	01792 702222
Neath Port Talbot Hospital	01639 862000
Gorseinon Hospital	01792 704184 or 01792 704180
Out of Hours Service	111
NHS Direct	0845 46 47
Public Health Wales	0300 00 300 32
Samaritans: call 116 123 free at any time <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> (response time 24 hours)	

## **Useful Addresses**

### **Swansea Bay University Health Board Headquarters**

1 Talbot Gateway  
Baglan Energy Park  
Baglan  
Port Talbot SA12 7BR  
Tel: 01639 683344  
<https://sbuhb.nhs.wales/>

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### **Swansea Bay Community Health Council**

Cimla Health & Social Care Centre  
Cimla  
Neath  
SA11 3SU  
Tel: 01639 683490  
Email: [swanseabay@waleschc.org.uk](mailto:swanseabay@waleschc.org.uk)  
<https://swanseabaychc.nhs.wales/>

The Community Health Council is independent of the  
NHS and can offer help advice and advocacy