**SURGERY HOURS:**

**8.00AM TO 6.00PM MON-FRI**

**STAFF**

Practice Manager – Julie Hayes

Secretary – Caroline Jones

Data Clerk – Elaine Williams

Senior Receptionist – Karen Collins

Practice Nurses – Cheryl Dyer & Emma Lodwig

6 reception staff - Zillah, Dawn, Debra, Allison & Elizabeth

**OTHER MEDICAL STAFF**

Community District Nurse – staff will vary

Mental Health Liaison Nurse – Sue Johnson

Health Visitors – City Hub, staff will vary

Midwife – City Hub, staff will vary

Phlebotomist – staff will vary

Pharmacist – Mr Rhys Jenkins – City Cluster

Paramedic – Keith Richards – City Cluster

**REGISTRATION**

All patients are welcome to register with the practice as long as they are living within our boundaries**.** These areas are:

* Mayhill
* Townhill
* Cockett
* Mount Pleasant
* Cwmbwrla
* Town Centre/Sandfields
* Fforestfach
* Gendros and Greenhill
* Hafod and Landore

The practice operates an equality policy and we do not discriminate against on any grounds.

**All patients are asked to complete a new patient questionnaire and a Behaviour Contract. We operate a zero tolerance policy in respect of inappropriate behaviour by patients (or any persons accompanying them)**

**Violent, abusive or threatening behaviour, including verbal, where any person present has feared for his or her safety, may lead to the police being called and removal from this practice.**

Patients that have moved into the surgery’s catchment area are welcome to register with the practice .Our system for registering is that you make an appointment with the practice nurse for a registration check which comprises of lifestyle check. If you are on any medication, If possible fetch any medication with you as the doctor will need to put your medication on repeat.

**DOCTOR, NURSE PRACTITIONER & NURSE APPOINTMENTS**

**All appointments** are either telephone consultation or face to face please stipulate your preference when you contact the surgery. Please note that the telephones lines can be busy in the mornings

**Urgent appointments** requests will be seen on the same day as the request is made. You can either contact us via the telephone 957600 or Ask MyGP. All children under the age of 16 will be seen on the day for acute presentations

**Routine prebooked appointments** for patients wishing to book an appointment in advance for GPs, Nurse Practitioner and Nurses can be booked daily via telephone or Ask My GP.

**Ask My GP** this will enable you to alternatively contact your GP or Nurse online. You can access this service via our surgery website We will respond to you via this by message, telephone or video. You are also able to upload pictures of your concerns

If you feel that you need more than a normal 10 minute appointment, please let the receptionist know when booking your appointment.

For more information on how to book an appointment copy the link which takes you to our Appointments Advice on our Website; https://mountainviewhealthcentre.gpsurgery.net/services/appointments/

**HOME VISITS AND TELEPHONE QUERIES**

If you are seriously ill or have are infirmed and are unable to come to the surgery, please try and telephone the surgery before 11am in the morning, unless a genuine reason arises later in the day. If you wish to speak to the doctor then please ask the receptionist to book you in for a telephone advice call instead.

**GP OUT OF HOURS SURGERY Telephone 111**

Swansea Local Health Board is responsible for services outside normal surgery hours. A doctor is always available on 111 for all emergencies that can arise outside normal surgery hours (including all public holidays)

**Please be aware that this service is for absolute emergencies only**

**NHS DIRECT Telephone 111**

 This service is a nurse lead advice service and is available 24hours a day 365 days a year. When you call NHS Direct, they will ask you to provide some basic information, including details of any medication you may be taking. If you're calling on behalf of someone else, you'll need to provide this information on their behalf. They will assess your problem and advise you on the best course of action. You may be told how you can look after yourself at home, or we may recommend seeing a pharmacist (chemist). Website can be found at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**REPEAT PRESCRIPTIONS**

You may order your repeat prescriptions in the following ways :

1. Telephone: 957602 between 10.30am until 1.00pm
2. Email : **Prescriptions.w98015@wales.nhs.uk**
3. Registering Online using the **NHS APP Wales** or

**Ask My GP**

1. Send a request slip to the surgery remember to enclose a stamped addressed envelope
2. Or you can drop in a request slip to the surgery prescription box

If your medication is not a repeat item then the reception staff are not allowed to re-issue, this can only done by a doctor.

**DISABLED PATIENTS**

Mountain View Health Centre is a new surgery purposely built for easy disabled access.. We have induction Loop for hard of hearing and information is available in large print. Please can you let the surgery know if you have any disability and we will be more than happy to help?

 **NURSES CLINICS**

Our nurses are available by appointment and are on duty for emergencies. They can also help you with minor injuries, dressings, immunisations, travel advice, removal of stitches, blood pressure, smears, urine testing, and ear syringing and all other general treatment room duties

All disease management clinics are held by the practice nurses weekly. These clinics are for patients to have the opportunity to discuss issues about their disease and for regular review of the disease ensuring stability and in the case when conditions needs further attention a GP will change medication and discuss lifestyle checks. The disease clinics we run a t the surgery are Diabetic, Cardiac, Asthma/ Chronic Respiratory Disease, Mental Health

**PHLEBOTOMY**

To arrange a Phlebotomy appointment you can telephone 01792 601807 or you can book online sbuhb.nhs.wales/bloodtests to attend one of the many phlebotomy venues.

**PHYSIOTHERAPY (HOSPITAL ONLY)**

Physiotherapy Walk in Assessment Clinic

Opening Times:

Singleton & Morriston Physiotherapy Department

8-30 – 10am Monday – Friday

(Excludes Bank Holidays)

This service is available:

1. If you live within the Swansea area with an Swansea post code
2. If you have a musculoskeletal problem
3. If you are aged 16 or over

This service is NOT available for:

1. Patients who do not live in the Swansea area
2. Patients who are not registered with a GP
3. Persons under the age of 16
4. Neurological condition (Stroke and MS)
5. Respiratory or Lung conditions
6. Obstetric or Gynaecological problem

**ARE YOU A CARER OR BEING CARED FOR?**

In order for a doctor to help you with all your needs, it is important that you let us know if you are a carer or you have a carer. Please ask for a form at reception.

**ACCESS TO PATIENT INFORMATION**

If you wish to see your medical records, you must fill in a form – access to medical records, these forms are available on request at reception, these forms will contain all the information needed and fees applicable.

All patient information is confidential and we do not allow any unauthorized access to any patients personal Identifiable Information. All members of staff have signed a confidentiality statement.

**COMMUNITY DISTRICT NURSE**

Provides nursing treatment and advice for the housebound and to patients recently discharged from hospital and at the request of a doctor. Please note that they are not based at the surgery. If you need to arrange a visit from a district nurse contact the telephone number 01792 343360 and request a visit

**HOW TO MAKE A COMPLAINT**

If you decide to make a formal complaint, please ask for a copy of our Complaints Procedure. All complaints should be addressed to the Practice Manager or the Senior Partner. All complaints will be handled with complete discretion and confidentiality will be maintained at all times.

**CHANGE OF ADDRESS & TELEPHONE NUMBER**

Please inform the surgery of any changes to your address, telephone number or name as it is important that we update your records as soon as possible.

**TEST RESULTS**

If you require your test results please telephone the practice on 957600 after 2.00pm

**ACCOUNTABILITY**

The practice is accountable to the following body:

The Chief Executive

Swansea Bay University Health Board

One Talbot Gateway

Baglan Energy Park. Baglan

Port Talbot. SA12 7BR

Tel 01639 683670

Swansea Bay University Health Board

Swansea Locality Office

2nd Floor, Beacon centre for Health

Langdon Road. Swansea. SA1 8QY

Telephone 01792 601800

**PATIENT INFORMATION LEAFLET**

**Welcome to**

**MOUNTAIN VIEW HEALTH CENTRE**

51 Mayhill Road

Mayhill

Swansea

SA1 6TD



**Dr B S Ghuman**

**Dr V Krishnamoorthy**

**Dr Shanti Karupiah**

Dr Prema Tirou

Tel: 01792 957600

**Email**: MountainViewHC.W98015@wales.nhs.uk

Website <https://mountainviewhealthcentre.gpsurgery.net/>

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