

STAFF

Practice Manager - Mrs Sheila Robins
Secretary - Ms Karen Penn
Practice Nurse - Linda Williams
HCSW - Ms Linzi Crocker
We have 4 Patient Care Advisors

OTHER MEDICAL STAFF

Health Visitors - City Hub (staff will vary)
Midwife - City Hub (staff will vary)

TRAINING PRACTICE

We are a GP training practice and are passionate about training the GPs of the future.

REGISTRATION

All patients are welcome to register with the practice if they are living within our boundaries. Registration forms can be downloaded from our website or collected from the surgery.

Practice Boundary Postcodes:

SA1 - All areas

SA2 - Brynmill, Cockett, Derwen
Fawr, Dunvant, Fairwood,
Hendrefoilan, Killay, Sketty, Sketty Park, Singleton Park
(University Campus), Tycoch, Uplands, Upper Killay

SA3 - Blackpill, Mumbles, Oystermouth, West Cross

SA5 - Blaenymaes, Cwmdru, Fforestfach, Gendros,
Llangyfelach, Manselton, Penlan, Portmead

Please note we only cover certain areas in SA2, SA3 & SA5.

The practice operates an equality policy and we do not discriminate 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 fears for his or her safety, may lead to the police being called and the offending individual removed from the premises.

GP APPOINTMENTS

We do not offer open access / walk in clinics. All appointments are pre-booked in advance or booked on the day. Please telephone the surgery: 01792 643001 from 8am onwards. All children under 16 years will be seen on the day.

All patients have a right to express a preferred GP, which we will endeavour to accommodate.

You can also book advanced doctor appointments only via My Health Online. If you wish to register for this, please ask a receptionist the next time you are in the surgery.

Non-urgent appointments can be made via our generic email address: Enquiries.w98024@wales.nhs.uk

HOME VISITS AND TELEPHONE QUERIES

If you are seriously ill or are housebound and are unable to come to the surgery, please try and ring the surgery before 11am in the morning to request a home visit. A doctor will ring you back before arranging a visit.

NURSES CLINICS

We offer daily nurse appointments for patients to have the opportunity to discuss issues, such as their diet, blood pressure, medication, injections, travel advice, wound dressings, smears etc.

Please ask reception staff for details regarding Chronic Disease Clinics, Antenatal and child health (please do not bring ill babies/children to baby clinic).

GP OUT OF HOURS 111

Swansea Bay University 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 urgent care only.

NHS DIRECT 0845 4647

This service is a nurse-led advice service and is available 24hrs a day and 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 are calling on behalf of someone else, you will 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 given information on how you can look after yourself at home, or we may recommend seeing a pharmacist (chemist). To access this please go to www.nhsdirect.nhs.uk

REPEAT PRESCRIPTIONS

We no longer take prescriptions over the telephone. These are now done by registering for The NHS Wales App (<https://apphelp.nhs.wales>).

If you do not have internet then you can order via post, ask your pharmacist, or come to the surgery with your repeat prescription slip.

DISABLED PATIENTS

Brunswick Health Centre has a disabled access at the front of the property. We have Induction Loop for the hearing impaired in the surgery, 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.

PHLEBOTOMY (HOSPITAL ONLY)

Phlebotomy is by appointment only. Please ring 01792 601807 to book at the hospital or go online to: <https://bookings.bookinglab.co.uk/sbuhb-phlebotomy/services>

PHYSIOTHERAPY (HOSPITAL ONLY)

Physiotherapy is by appointment only. Please ring 01792 487453 Monday to Friday 9am to 10am (excluding bank holidays)

Please visit the website below for a self-referral form <https://sbuhb.nhs.wales/community-services/primary-care/physiotherapy/>

COMMON AILMENT SCHEME

What does the service offer?

If you visit a pharmacy and have a common ailment, you can ask the pharmacist for advice and treatment where required.

The pharmacist may ask if you wish to register for the service. Registering means the pharmacist may supply you free of charge with the medicine you need.

Your pharmacist can help you with the following ailments and illnesses as part of the common ailments service:

- Indigestion / constipation / diarrhoea/ piles
- Hay fever
- Head lice / threadworms / ringworm / scabies
- Teething / nappy rash / colic / chicken pox
- Sore throat / mouth ulcers / cold sores / oral thrush
- Athlete's foot / verruca / ingrowing toenail
- Eye infections / dry eyes
- Acne /dermatitis
- Back pain
- Vaginal thrush
- Intertrigo

SUBJECT 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 and contain all the information needed. Requests will be completed within 28 days.

All patient information is confidential, and we do not allow any unauthorized access to any patients personal Identifiable Information. All members of staff are bound by our confidentiality agreement.

ARE YOU A CARER OR BEING CARED FOR?

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

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 put in writing addressed to the Practice Manager or the Senior Partner. All complaints will be managed with complete discretion and confidentiality.

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

———— CANOLFAN IECHYD ————
BRUNSWICK
———— HEALTH CENTRE ————

PATIENT INFORMATION

GP PARTNERS

Dr Helen Locking MB BCh MRCGP

Dr Richard Beynon MB BCh MRCGP

SALARIED GP

Dr Suzannah Herbert MB BCh MRCGP

Phillips Parade, Swansea. SA1 4JL
01792 643001

Phone lines open from 8am to 6.30pm. Doors open from 8.30am to 6pm Mon to Fri (excludes public holidays)

www.brunswickhealthcentre.co.uk

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