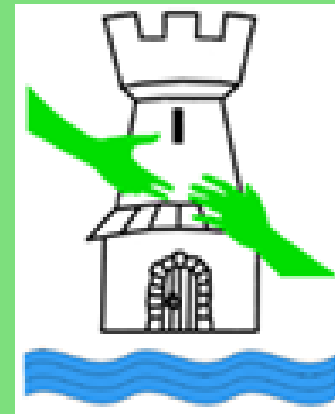


Gwrych Medical Centre

Cae Eithin, Abergele



**DRS MCCORMACK, HONEYBUN, DAVIES,
BURTON, SHETTY, WEIS, DRURY, PIERCE,
OSIOBE, ANJUM**

Salaried doctors: Dr Puranik, Dr Shetty, Dr
Okhajaguan, Dr Owen & Dr Nwigwe

Tel: 01745 824 111

Website: [Home - Gwrych Medical Centre](#)

Email: Enquiries.W91038@wales.nhs.uk

DRS MCCORMACK, HONEYBUN, DAVIES, BURTON, SHETTY, WEIS, DRURY AND PIERCE.

Main Surgery : Gwrych Medical Centre, Cae Eithin, Abergele LL22 8LJ Tel: 01745 824111 Fax: 01745 822490

Dispensing Branch Surgery : Meddygfa Cae Glas, Cae Glas, Llanfairtalhaiarn, Abergele Tel: 01745 822277

Surgery hours

Gwrych Medical Centre - Surgery premises open: Monday, Tuesday, Wednesday, Thursday & Friday 8.30am-6.00pm

GP consulting hours: Monday to Friday 8.30-10.30am & 2.30-5.30pm

Llanfairtalhaiarn Surgery - Surgery premises open: Monday, Tuesday, Thursday & Friday 8.30am-5.30pm, Wednesday 8.30am-1.00pm

GP consulting hours: Monday to Friday 9.00-10.00am, Monday, Tuesday, Thursday & Friday 3.00-5.30pm. *This is a dispensing branch surgery and 48 hours' notice is required for repeat prescriptions*

Welcome to the practice

To register at the practice please come to reception where you will be requested to complete a registration form and allocated a doctor. If you have a preference we will endeavour to comply but if we are unable to comply an explanation will be given. You will soon receive a new medical card that will show the name of your new doctor. This booklet tells you about the practice and the services that we offer, therefore please read it carefully. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference. The doctors run their own personal patient lists. This means that, whenever possible, we will try to ensure that you are seen by your own doctor. When your doctor is not available you will be seen by another GP. The doctors will also deal with matters not covered under the National Health Service, eg medical examinations for HGV licences, accident and insurance claim forms, etc. A list of fees is displayed in the waiting room and available on request.

The General Practitioners

Dr Sean McCormack - MB BCh BAO (Dublin) 1986 FPC DCH DObs MRCP MFSEM (IRL) MFSEM (UK) MScSEM (Bath)

Dr Jeremy Honeybun - BSc MBBS (London) FRCGP DFSRH

Dr Kate Davies – MBChB MRCP (2014)

Dr Vishwaraj Shetty – MBBS MRCP

Dr Hazel Drury - MB BCh (Wales) DRCOG DipTher

Dr Gerhard Weis - 3rd State Exam Marburg, Germany 1994

Dr Katharine Burton –

Dr Sadie Pierce –

Dr Daniel Osiobe

Dr Nida Anjum

Practice Staff And Primary Health Care Team

Practice Manager

Mrs Rebecca Johnson is the Practice Manager. She is responsible for the administration of the practice. Please contact her with any general comments you may have on the practice.

Miss Lowri Burgoyne is the Deputy Practice Manager and can be contacted in the event of Mrs Johnson not being available.

Practice Nurses

Sisters Becky Johnson, Elaine Scarborough, Christine Williams and Iwona Kedzierska and Molly Rossington are our practice nurses. They hold various clinics Monday to Friday by appointment, when they are available to see patients for treatment and offer professional advice.

Ancillary Staff

The practice employs a number of receptionists and the management team works alongside them. They will make appointments for you to see your doctor, answer questions and offer help and assistance at all times. The admin team includes a finance officer and two secretaries. The practice also employs health care assistants for urgent blood tests, monitoring blood pressure, spirometry and new patient clinics. Other members of the Primary Health Care Team employed by the Local Health Board are assigned to the

The Community Midwives enable the practice to provide shared antenatal care with the local hospital. They hold a weekly antenatal clinic at the medical centre and will visit you at home. They are your link with the hospital services and may be involved with delivering your baby. They always visit you at home after the birth.

The Health Visitor offers advice to mothers, children and those with disabilities. She is available to visit at home on request and can be contacted at Abergele Clinic – 01745 832746.

The District Nurses work in co-operation with the doctors to provide nursing care in your home. Their work ranges from the smallest dressing to comprehensive nursing care and support to the very ill and their family. They are available to visit housebound patients. They are also responsible for holding specific clinics for our patients, such as removal of sutures and changing dressings, etc. Please contact our receptionists should you require any of these services and they will give you full information and arrange a referral to the district nursing team.

How to make an appointment

All surgery consultations at the main surgery in Abergele are by appointment only. Our phone lines and surgery open at 8.30am and we aim to offer an appointment on the same day.

Since the Covid 19 pandemic, the majority of patients are offered as a choice of face to face or telephone consultation to suit our patients. However if you have symptoms that may be caused by Covid 19, we may telephone you first to discuss the situation and if you need to be examined we can see you in a respiratory isolation room away from other patients.

If you cannot keep your appointment please let us know as soon as possible so that the time can be allocated to another patient.

On the day appointments

These are available to book from 8.30am. You will usually be offered a choice of telephone or face to face appointments. You will likely be asked for a brief summary of the reason for your appointment to help the doctors prioritise which patients to contact first or to make sure they have the right equipment for you e.g the medication if you need a steroid injection into a joint etc.

Urgent appointments

If you feel you need to be seen urgently, please call the surgery and inform the receptionist. You will likely be asked for a brief summary of the reason for your call to help the doctor prioritise your problem. The doctors may have many requests for urgent appointments and this helps them to ensure they most urgent are dealt with first.

Under 16s

All children under 16 of age with an acute presentation will be offered an appointment on the same day.

Prebookable appointments

If you require a prebookable appointment rather than a same day appointment, please explain this to the care navigator who takes your call. They will message your own GP to arrange an appointment at the next available slot that is also suitable for you and the problem in question. For this reason if you are able to explain a brief reason for the appointment request, this helps us to arrange an appropriate time. An example for this would be that if any swabs or samples might be needed, a morning appointment would be preferable. This helps us to help you make the most of your appointment time.

Appointments are 10 minutes and for one person only.

Home visits

Home Visits are reserved for those who are most vulnerable and are unable to travel to the surgery to be seen.

We have better lighting, equipment, facilities, chaperones and access to medical notes available to aid your management in the surgery, partly for this reason we ask that you only request a home visit if the patient is too ill to attend or is housebound.

Whenever possible telephone before 10.00am and give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. A home visit may only seem like a matter of 15 minutes, but in the time it takes to travel to and see a patient, then return to the surgery, a GP could have seen 3-4 patients at the surgery or made 8 triage telephone calls.

It does NOT harm children with a temperature to be brought out (they would have to go outside if they were ill enough to go to hospital), and they will not have to wait long in the waiting room if you telephone the surgery before coming.

LACK OF TRANSPORT OR CONVENIENCE ARE NOT ACCEPTABLE REASONS FOR HOME VISITS. FOLLOWING THESE GUIDELINES WILL ENABLE US TO PROVIDE AN EFFICIENT SERVICE FOR ALL PATIENTS.

Out of normal surgery hours

Out-of-hours cover during weekday nights and throughout weekends and bank holidays is provided by NHS 111, their service can be accessed here: [NHS 111 Wales](#) or by phoning 111.

Temporary Residents

You are entitled to see a doctor anywhere in the UK if you are away from home and in need of medical help. You can do this by asking to see the nearest doctor as a temporary resident. We are happy to see your relatives or friends staying with you if they need a doctor and can supply a prescription for no more than two weeks

Repeat prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. They may be obtained by:

- Processing your request online (please ask our receptionists about this method).
- Handing your repeat slip to the chemists in Abergele and they will request the prescription from the surgery for you, then collect your medication from the chemist. They also provide a prescription collection service. You should hand in your prescription request to the surgery (nominating which chemist should collect it from us). The chemist will then pick up the signed prescription, make up your medication and have it ready for you in the shop.

- Ticking your requirements on the computer-issued repeat slip which is attached to your prescription and placing it in the designated box in reception. Unmarked requests cannot be processed.
- Posting the request, including a stamped addressed envelope.
- If you are housebound the chemists also offer a medication delivery service, which again is free of charge.

If you require further information on collection/delivery please contact our receptionists, who will give you full details.

The practice requires **AT LEAST 72 WORKING HOURS NOTICE** for your prescription to be ready for collection. This will also apply if you use either the collection or delivery service. **We do not accept telephone requests for repeat prescriptions because of the potential danger of misinterpretation.**

Your medication requirements will be regularly reviewed.

Tests and investigations

Specimens to be sent to the hospital laboratory for testing should be placed in the designated box in reception before 10.30am, as this is the time the collection service calls at the surgery. If you are unable to hand in your specimen by this time, you may take it to Glan Clwyd Hospital personally between 9.00am and 4.00pm. The practice will not routinely telephone you with the result of a test, particularly if it is normal. Rather, we advise our patients to telephone for results. However, they do take time to reach us, so please do not telephone earlier than you have been advised and please only ring between 11.00am and 3.00pm Monday to Friday. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

Clinics (by appointment only)

The following clinics are held at our main surgery in Abergele:

New Patient Clinic: This clinic is for patients who have recently registered with the practice. You will be offered an appointment when you register. If you are on repeat medication prescribed by your previous doctor, you may need to see your new GP before a prescription can be issued.

Antenatal Clinic: Patients are seen by the community midwife at a weekly clinic, sometimes held here at the medical centre.

Cervical Cytology (smear) Clinic: Weekly clinics are held in Abergele, if your smear is due or overdue please phone the surgery to arrange an appointment.

Childhood Surveillance Clinic: A fortnightly Friday clinic is held by one of the doctors in the practice, who is assisted by the practice nurse.

Childhood Immunisation Clinic: This clinic is held fortnightly on a Friday afternoon by one of the doctors in the practice, who is assisted by the practice nurse.

Hypertension Clinic: Our health care assistants hold these clinics weekly

Diabetes Clinic: These clinics are held a few times a week by Sister Elaine or Sister Iwona.

Asthma Clinic: These clinics are held a few times a week and run by Sister Johnson.

Minor Surgery: Regular clinics for minor surgery are held by Dr Shetty or Dr Drury.

IUCD Clinic: Dr Honeybun and Dr Pierce hold a regular clinic with the assistance of one of the practice nurses. This is available for IUCD (coil) fittings and annual checks and also contraceptive implants.

Flu Vaccination: Annual influenza (flu) vaccination clinics are run across the whole practice and if you are eligible for a flu vaccination please contact the surgery for an appointment from September onwards each year.

INR Clinic: These are held twice weekly by the practice nurses and are for patients who are on anti-coagulation medication