



Taff Vale Practice
Dyffryn Road, Rhydyfelin
Pontypridd
CF37 5RW

Telephone 01443 490366
(lines open 08.00 – 18.30 Monday – Friday)

Website: www.Taffvalepractice.co.uk

Email: taffvale.general@wales.nhs.uk

Taff Vale practice is a partnership providing NHS services under a GMS services contract.

Welcome to the Taff Vale Practice, serving the local community from branches in Rhydyfelin, Pontypridd, and Glyncoch. We are a long established practice with services provided by a Multidisciplinary Primary Health Care Team consisting of GP's, Nurses, Health Care Assistants, Pharmacist and Pharmacy Technician, Physiotherapist, counselors, community teams and Administrative Staff. As a teaching practice we also have GP registrars, Foundation doctors and medical students.

Cwm Taf University Health Board has responsibility for the provision of Out-of-hours emergency care and is provided for all our patients based at the Out of Hours Centre, Royal Glamorgan Hospital.

Our Teams

Partners

Dr Alex Yeung, Senior Partner (Male)
Qualified Cardiff, 1989 – MRCGP MRCP
Maternity Services, Child Health Surveillance.

Dr Geoffrey Lloyd (Male)
Qualified Cardiff 1981 - MB BCh MRCGP MRCP
Maternity Services, Minor Surgery, Child Health

Dr Claire Evely (Female)
Qualified Sheffield 1984 - MB BCh MRCGP
Maternity Services, Minor Surgery, Child Health

Dr Jonathan Finnegan (Male)
Qualified Cardiff 2009 - BSC MBBCH MRCGP Dip.Pall
Minor surgery, Substance Misuse, palliative care, GP
Trainer

Dr Kathryn Scullion (Female)
Qualified Cardiff 2009 - MBBCh MRCGP DRCOG DFSRH
LoC SDI LoC IUD
Women's Health, Substance Misuse, GP Trainer

Dr Lara D'Arcy (Female)
Qualified in 2008 - MBBCh MRCGP MRCS DRCOG
DFSRH LoC IUD
Women's Health, Minor surgery, Substance Misuse, GP
Trainer

Dr Steffan Reed (Male), Welsh speaker
Qualified in 2019 - MBBCh, MRCGP
Mental Health, Cardiology

Dr Thomas Rees (Male), Welsh Speaker
Qualified 2017, MBBS, MRCGP
Acute Medicine

Salaried GPs

Dr Gwydion Wyn (Male), Welsh Speaker

Dr Andrew Deans (Male)
Qualified Southampton 2014 – BMBS, BMedSci (Hons),
PgDip Sports and Exercise Medicine
MSK

Dr Zoe-Morris-Williams (Female) Welsh and French
speaker
Qualified London 2005, MBBS BSc(hons) MRCGP
MRCpathME, DCH, DFSRH, PgDipMedEd
Women's health, child health and education

Nursing Team

Claire Ghuman Senior Practice Nurse,
Kirsty Pomeroy PN,
Claire Taylor HCA Emma Addis HCA
Kelsey Parsons HCA Lewis Stephens HCA

Medicines Management Team

Simon Povey Pharmacist
Deborah Rees Pharmacy Technician

Practice Business Manager

Jayne Taylor-Lloyd, MSc, BA (Hons)

Operations Manager & Administrative Team Leader

June Hunt

Reception Team Supervisor

Shirley Farrant

PRACTICE AREA

Pontypridd & surrounding areas

Post code areas CF37 1-5

Graig Graigwen Maesycloed Hopkinstown
Treforest Trehafod Ynysybwl Glyncoch
Coed Y Cwm Cilfynydd Trallwn
Rhydyfelin Hawthorn

Postcode area CF38 1

Tonteg

Postcode area CF15 7

Nantgarw

HOW TO REGISTER WITH THE PRACTICE

Please call into surgery to collect a New Patient Registration pack, one for each member of the family joining the practice. You will be offered an appointment with our healthcare assistant. This helps us to ensure we have a brief background to your health while waiting for your records to arrive. This can be important for those on repeat medication to ensure there is no delay with future prescriptions. If you are aware that you will need medication in the near future, please make an appointment to be seen by a GP to avoid running out.

For us to be able to retrieve your medical records from your previous GP please contact them for your NHS number and have this ready to enter onto your form.

Although Patients now register with the Practice and not an individual GP, you will still retain the choice, where appropriate, to request to see a GP of your choice. Please inform the receptionist at the time of book.

APPOINTMENTS & ACCESSING PRACTICE SERVICES

To make a routine appointment to see your GP or any member of our healthcare team you can contact/visit one of surgeries, you can log onto my health on line, use the NHS App or via patient partner (our automated telephone system open 24/7/365). Routine appointments can be booked for between 2 to 12 weeks in advance depending on the clinician. We also have book on the day appointments available for those who need them.

Urgent Requests: We are currently operating a two stage triage system. Our trained care navigators will take your call and based on your discussion with them they will advise who the best person is for you to see. This may not always be a GP. If they feel the best person for your issue is a GP, they will book you a triage appointment. Our On-call GP will call you back to assess your call and manage appropriately. This could be with a referral, medication, arranging a face to face appointment with them or a colleague.

EConsult If your query is of a routine clinical or administrative nature you could choose to submit an eConsult and receive a response by the end of the next working day. Please note that this service is extremely busy and may be switched off during the day should we reach our capacity. If the system is switched off, please call the practice directly.



Self care

A range of common illnesses can be treated with a well stocked medicine cabinet or plenty of rest.



NHS 111

Call NHS 111 free if you need medical help advice, but it is not a 999 emergency.



Pharmacy

Provides local confidential, expert advice and treatment for a range of common illnesses.



GP

For expert medical advice, medical examinations and prescriptions for illnesses.



Minor injury unit/urgent care centre

Offers access to a range of treatment for minor illnesses and injuries, including broken bones.



Emergency Department or 999

These services should be used in an emergency, a critical or life-threatening situation.

OPENING HOURS

Rhydyfelin

Mon–Friday Doors	8:30 am	6:00 pm
Mon-Friday Telephones	8.00 am	6.30pm

Dewi Sant Health Park

Mon–Friday Doors	8:30 am	6:00 pm
Mon–Friday Telephones	8.00 am	6.30pm

Glyncoch

Mon-Thursday Doors	8:30 am	1.30pm
Mon – Thursday Telephones	8.00 am	6.30pm

Home Visit Requests

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit

contact reception to log your request before 10.00am. A clinician will telephone you to discuss your request.

Home visits are usually carried out between 12.30 and 3.00pm Monday to Friday.

Prescriptions/repeat Prescriptions

The GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Via your Local pharmacy
- In person by ticking the required medication on your repeat slip and placing it in one of our dedicated boxes (reception area at each site)
- On line using my health online or the NHS App

The prescription will be prepared and forwarded to your chosen pharmacist 72 hrs later. If you require your prescription to be posted to you please ensure you provide us with a stamped addressed envelope. Prescription requests cannot be requested via the telephone for safety reasons. **Please ensure you inform our reception team which pharmacy you would like us to use for you.**

In working to continually improve our quality of care we regularly review the drugs prescribed for our patients. You may be contacted by our Pharmacist or GP to discuss any concerns or changes.

Medication Reviews and Prescription Queries

These are usually done annually in line with any chronic disease annual reviews and may be done by the practice Pharmacist, GP or Nurse. If you are unsure if your medication has been reviewed you can contact our receptionists who will advise further.

If you have a query with regards a medication please contact the practice on 01443 490366. Your call may be directed to our prescribing clerk, pharmacist, NP or GP depending on the issue. A Telephone consultation may be required.

Please see our Website for information on our Practice and useful information links.

www.taffvalepractice.co.uk

Health information or advice available from
NHS Direct on 111
www.nhsdirect.nhs.uk

Services and Clinics

Please ring our Centralised Appointment Line on 01443 490366 to arrange an appointment at any of our clinics. We offer a wide range of services that cover areas such as:

Hypertension	Heart Disease
Diabetes	Travel Vaccination
INR	DOAC
Asthma	COPD
Minor Surgery	Coils
Cytology	Contraceptive implants
Near Patient Testing	Substance Misuse
Joint Injection	Well Baby Clinics
First contact Physio	Mental Health support
Immunisations – including Flu, Pneumonia, Shingles, Men ACWY	

Well Baby/Immunisation Clinic

Your Doctor, Health Visitor and practice nurse will be very happy to carry out all your baby's vaccinations and examinations. Your Health visitor will advise on vaccination and examination appointments. They can also advise on areas such as child development , behavior modification and the emotional and social needs of the family.

Please ensure that your children are protected from dangerous diseases.

Baby Clinic Times are as follows:

Rhydyfelin Surgery -	Tuesday	9.30 – 12.30pm
Dewi Sant Health Park -	Monday	1.30 - 5.30 pm

Minor Surgery & Joint Injections

Procedures are performed on a weekly basis. Your GP will advise on minor surgery operations

Family Planning

All of our GPs and Nurses offer a full range of family planning services. We also offer enhanced services which include coil fitting/removal, implant fitting/removal.

Cervical Smear Testing

For women aged 25-65yrs. These tests are undertaken by the nursing team.

Non NHS Examinations

Medical examinations for special purposes, e.g. Insurance Medicals, Pre-employment Fitness, HGV, etc also require an appointment and a fee may be charged. A fee is also payable for Private Medical Certificates.

Primary Medical Services

Information on local services can be obtained from:

Cwm Taf University Health Board
Ynysmeurig House. Navigation Park
Abercynon, CF45 4SN
Telephone Number 01443 744800

Outside Surgery Hours
Please telephone Out of Hours Services on

Friday 6.30 pm – Monday 8.00 am
(Including all Sundays – Bank Holidays)

My Health On Line (MHOL) (shortly switching to the NHS App)

If you would like to order your prescription or book an appointment online please speak with one of our receptionists as you will need to complete a registration form and receive an access token.

Patient Partner

When contacting the practice by telephone you will be given the option of booking, checking, rearranging or cancelling your appointment using our 24 hour automated system. To use this you will need to enter your date of birth and the telephone number that we have on record for you.

If you do not wish to use the automated system please hold on the line as per our recorded message and you will speak with a receptionist.

SMS messaging

If you would like to be send reminders of appointments please make sure you keep us updated with your mobile number. If you do not want to receive messages please speak with a member of staff.

Confidentiality and Data Sharing

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR

Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases

The patient privacy notice is available on the practice website www.taffvalepractice.co.uk

Subject Access Requests

Requests can be made in writing or verbally. We ask that you are clear on the information you require and we may need to confirm your identity before providing any data (for your data safety). If you need advice on making a request, please contact the surgery for advice. Data will be provided in line with current legislation requirements.

Research and Planning

- Anonymised patient information may be requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Wherever possible this information is anonymised by the practice. Only where it is essential for the purpose will

identifiable records be disclosed. Such disclosures will be kept to the minimum necessary for the purpose. You have the right to object to any such disclosure and your objection will be respected.

Financial Audit

The Cwm Taf University health Board (UHB) has a duty to occasionally check on claims made by practices for payments. The person carrying out these checks will have been properly trained and authorised by the UHB and will be subject to a duty of confidentiality in their employment contract. On a small part of the record relating to the claim will be made available to them.

Comments, Suggestions and Concerns

Suggestions or comments about the Practice are always welcome and can be made in writing to: Mrs June Hunt, Operations Manager at Rhydyfelin Surgery .

The Practice has adopted the NHS Guide to raising concerns and the system in place is proactive in encouraging people to voice their concerns about services and facilities relating to care. The procedure is designed to address patients' and relatives' concerns either verbally or in written format. Should you feel you need to raise a concern you can email the practice on taffvale.general@wales.nhs.uk, write to us directly, or telephone the practice where your call will be put through to the most appropriate person in practice that day.

If you are unhappy with the outcome, you may contact Llais whose function is to represent the health and social care interests of the public in their district. For further information contact Llais on 01443 405830 or cwmtafmorgannwgenquiries@llaiscymru.org

Alternatively you can contact:
Cwm Taf University Health Board
Ynysmeurig House. Navigation Park
Abercyon, CF45 4SN
Telephone Number 01443 744800

Standard of Behaviour.

The Practice asks patients to adhere to appointment times in a timely manner and to let us know if you can't attend.

Missed appointments mean other patients are being denied access to their GP.

Please remember to help us to help you, if you are unable to attend for your appointment, please inform the Surgery in order that your appointment may be offered to some else.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, are abusive, commit or threaten to commit a criminal offence

Accessibility

The Taff Vale Practice endeavors to ensure that reasonable adjustments are made to alter any physical features that prevent disabled people having safe access to the surgery. All of our sites are accessible by wheelchair. For those hard of hearing we offer the use of sonido or loop equipment. Our Dewi Sant branch uses a patient call system that will speak and display your name when called. Patients with hearing difficulties may be interested in using our My Health online/NHS app facility to request prescriptions and book appointments. Please inform our staff if you need any assistance in accessing any of our services or further information.

Branch addresses:

Dewi Sant Health Park
Level 2
Albert Road, The Graig
Pontypridd, CF37 1LB

Porcher Avenue, Glyncoch
RCT, CF37 3DB