

# Guidance on Choosing the Right Health Service

## Emergency Department (A&E) or 999

*Choking, Chest Pains, Blacking Out, Blood Loss, Serious Injury*

Royal Shrewsbury / Telford Hospital  
Wrexham Hospitals or dial 999

## Minor Injuries Unit

*Cuts, Bites, Burns, Sprains*

Caereinion Health Centre

8.00am to 6.30pm, Monday to Friday

## GP, Out of Hours Services or Dental Services

*Vomiting, Ear Pain, Painful Cough, Toothache*

Shropdoc (OOH) / Dentist

## Pharmacist

*Diarrhoea, Runny Nose, Upset Stomach, Headache*

Caereinion Health Centre / Boots Chemist

Rowlands / Lloyds or Morrisons (Newtown)

## NHS Direct Wales

*Flu-like Symptoms? Unwell? Unsure? Need Help?*

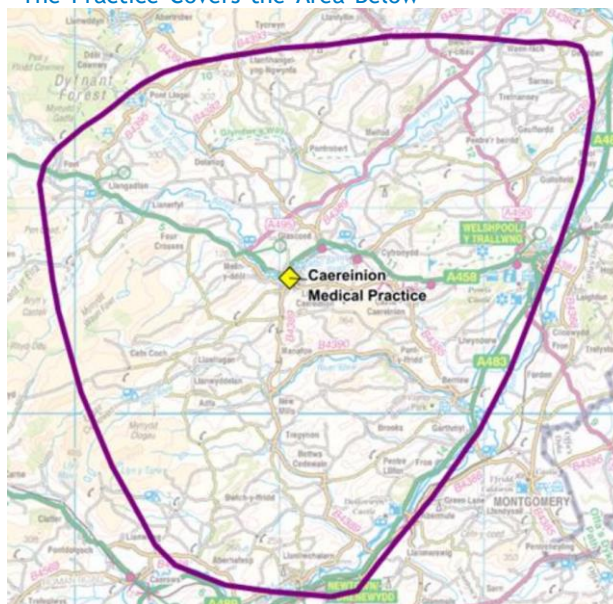
Call 0845 4647 or  
nhsdirect.wales.nhs.uk

## Self Care

Self Care  
Medical Kit/Lozenges

**REMEMBER WE ARE  
A MINOR INJURY UNIT AND CAN DEAL  
WITH YOUR MINOR ACCIDENTS FROM  
8:00AM TO 6:00PM MONDAY TO FRIDAY**

The Practice Covers the Area Below



## Useful Numbers

Surgery Reception	<b>01938 810279</b>
Powys Local Health Board	<b>01874 711661</b>
Social Services	<b>01983 552017</b>
Police - Emergencies	<b>999</b>
Police - Non-emergency	<b>101</b>
Out of Hours	<b>111</b>
Community Health Council	<b>01686 627632</b>

### Data Protection

The practice complies with Data Protection and Access to Medical Records legislation. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Under the Data Protection Act 1998, you are entitled to access your clinical records or any other personal information held about you. To use this service please contact the Practice Manager.

The Practice operates under the Freedom of Information Act 2003 and we will respond to requests for information held by the Practice.

### Rights and Responsibilities

In addition to accessing personal information you are entitled to request information about Caereinion Medical Practice, the Practice recognises that members of the public have the right to know how public services are organized and run, from January 1<sup>st</sup> 2005 we will respond to requests about information held by the Practice. All of the staff at the surgery have the right to carry out their work without threat of violence.

Caereinion Medical Practice has a policy of removing from their list any patient who is physically or verbally abusive or threatening towards any member of our staff. We promise to treat our patients with respect - in return, we feel our staff are also entitled to the same respect.

# Caereinion Medical Practice

## Patient Information Guide

Llanfair Caereinion,  
Powys, SY21 0RT

Telephone: 01938 810279

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

Monday to Friday (except Bank Holidays)

Door & Dispensary Opening Times - 8.30am to 6.00pm

Phone Opening Times - 8.00am to 6.30pm

Out of Hours:  
**111**

# Practice Staff and Other Useful Information

## Doctors

**Dr Alun Jones-Evans**, MBBS 1993, DRCOG 1996, MRCGP 1997, is a GP trainer and joined the Practice in 2001.

**Dr Eleri Gittins**, MBChB, MRCGP, DRCOG DFFP, has been at the Practice since 2002.

**Dr Lisa Hunt**, MB BCh (Hons), MRCGP, did her GP training at the Practice and has been a Partner since 2007.

**Dr Emma Edmunds** MBChB (Hons), MRCGP (2021), came to the Practice as a GP Registrar and joined as a partner in 2021.

**Dr Aishah Khanom** joined the practice in September 2024 as a salaried GP.

## Practice Nurses

### Sister Ceri Roberts

Minor Illness, Chronic disease, Travel Advice, Dressings

### Sister Sylvie Hadley

Minor Illness, Chronic disease, Travel Advice, Dressings

### Sister Eluned Evans

Chronic Disease, Dressings, BP & Blood Tests, Childhood Immunisations.

### Sister Lyndsey Chadd

Chronic disease, Travel Advice, Dressings, Smears, Asthma.

### Sister Joanne McVeagh

Chronic disease, Travel Advice, Dressings.

### Sister Louise Parker

Chronic Disease, Dressings, BP & Blood Tests.

## Healthcare Assistants

### Miss Cody Gethin

BP Checks including 24 hour BP, Blood Tests, ECGs, Flu Vaccines.

### Miss Jade Hughes

BP Checks including 24 hour BP, Blood Tests, ECGs, Flu Vaccines.

### District Nursing Team

The District Nursing team work out of the Practice and can be contacted on **01938 811420**.

### Health Visitor

Ms Diana Hector works from the Practice and can be contacted on **01938 811418**

## Range of services

- Baby/Child Immunisations and Surveillance Clinic
- Cervical Cytology
- Contraceptive Services
- Chronic Disease Clinics
- Minor Surgery Services
- Minor Injuries/accidents
- Travel Immunisations

## Appointments

Patients are seen by appointment only, which can be made by phoning **01938 810279**. If you are unable to attend your appointment, please contact us to cancel or rearrange. You can also book blood test appointments online via the NHS Wales app.

## Minor Illness/Urgent Appointments

We have two Advanced Nurse Practitioners (ANP) who support the Duty Doctor to triage any requests for urgent appointments. Your call will be returned by a GP or ANP, who will decide on the appropriate response. We are not a walk-in centre.

## Home Visits

Patients are generally expected to attend the surgery, however if a patient is housebound or their illness makes it impossible for them to attend. If requesting a home visit please contact the surgery as soon as possible to speak to the Duty GP, who will discuss the need for the visit. It is not possible to give a specific time for a visit or request a certain doctor. If you need an urgent or emergency call at home, please call **999**.

## Test Results

You will not normally be contacted with your test results unless there is something of concern, in which case the reception team will contact you. If you specifically need the result, please inform the clinician when they do the test, and they will arrange the best contact number and time to call you. If your symptoms are still giving you cause for concern, please contact the surgery for further advice.

## Repeat Prescriptions

Patients on repeat prescriptions can order their medication in the following ways:-

- By ticking against the required **medication printout** that accompanies the prescriptions. This can either be delivered to the surgery by hand or by post.
- Order through our dedicated email address: [Dispensary2.w96009@wales.nhs.uk](mailto:Dispensary2.w96009@wales.nhs.uk)

- By submitting a request electronically, via the NHS Wales App  
(Please note you will need an individual email address to register.)

Most prescriptions can be dispensed from the practice but if you live within one mile of a chemist you have to collect your medicines from there. If you obtain your repeat medication from a chemist, please allow extra time for the prescription to be sent to the chemist. This can take up to 5 days.

**Please allow 3 working days for the prescription to be processed.** Remember if you order after 5.00pm on a Friday the medication will not be ready for collection until the following Wednesday afternoon. Please be patient if your medication isn't always ready for you. We dispense between 8000 and 10000 items per month (*400 - 500 per working day*) and it is sometimes difficult to manage the workload, especially during Holiday periods.

**If you require a prescription outside of our dispensary opening times or urgently please contact 111 or a pharmacy for advice.**

## Emergencies/Out of Hours Services

If an emergency call comes in during the day, it will be passed onto the Duty Doctor immediately. Between 18.30pm and 8.00am weekdays and at weekends, your call will be diverted to Shropdoc and they will triage your call and if appropriate advise you to call **999**. It is useful to have your O/S grid reference number by your phone in the event of an emergency.

## Teaching Practice

Dr Jones-Evans and Dr Gittins are GP Trainers and are qualified to train Registrars, who are qualified doctors who wish to become GPs. We regularly have Registrars at the Practice, for either periods of 6 or 12 months. We also have medical students from Universities, who normally do an 8 week placement with the Practice and who will sit in during a consultation. If you would prefer to have a private consultation your wishes will be respected.

## Compliments and Complaints

We would like you to tell us about the service we provide, and a Comments box is available in the waiting room for your use.

- The Practice Manager, Miss Melissa Knight or any of the GPs can be contacted verbally or in writing and in the case of complaints we will aim to investigate and respond within 30 working days.

If you feel you want to take your complaint further, you can contact the Community Health Council on **01686 627632** or the Local Health Board on **01874 711661**.