

## Welcome

Welcome to Hope Family Medical Centre. We are a long established group of family doctors working in partnership to provide high quality care for patients. In 1951 Drs Stanley & Yvonne Gibson started the practice in the house at 7 Hawarden Road. In May 2016 the practice relocated to new purpose built premises further down Hawarden Road.

## Clinicians

Dr Nicola Wiggs	Female <i>BM.BS, B Med.Sci, DRCOG, DFFP, MRCGP</i> Dr Wiggs first registered as a doctor in 1996.
Dr Heather Pearson	Female <i>BSc., MBChB, DFFP, DCH, MRCGP</i> Dr Pearson first registered as a doctor in 1995.
Dr Jo Parry-James	Female <i>MRCGP, MBBS, BMed.Sci.</i> Dr Parry-James first registered as a doctor in 2001.
Dr Ruth Pennington	Female <i>BA, M Math, MA, MBBCh, MRCGP, DRCOG</i> Dr Pennington first registered as a doctor in 2010.
Dr Rosaline Blundell	Female <i>BSc., MBChB, MRCGP, DRCOG</i> Dr Blundell first registered as a doctor in 2008
Dr Rhiannon Reynolds	Female <i>BM.BS,</i> Dr Reynolds first registered as a doctor in 2012.
Nurse Practitioners	Christopher Hollway MSc. Carol Douglas-Jones MSc. Anna Andrews

## Practice Staff

Practice Manager	Helen Jones MBA
Assistant Manager	Shelley Price
Practice Nurses	Annwen Jones RGN, Martina Tham RGN, Melanie Arthur RGN, Pamela Post SRN, Stephanie Brereton RGN
Health Care Assistant	Elaine Tait

Administration Staff	Christine Jones, Dawn Lloyd, Donna Mayers, Elizabeth Wood, Julie Jennings, Karen Duffield, Karen Taylor, Susan Ryan.
Dispenser	Linda Sumnal, Donna Clague
Dispensary Assistant	Kathryn Davies
Medical Secretaries	Marilyn Griffiths, Paula Fortune
Housekeepers	Carla Pollard, Susan McLeod, Yvonne Roberts
Maintenance	Greg Ryan

**Surgery Opening Hours** - Mon to Fri 8.00am - 6.30pm  
(For out of hours/emergency medical advice please see reverse cover)

**Dispensary Opening Hours** - Mon to Fri 8.30am - 6.00pm  
(For out of hours medication please see local press for chemist details)

### **Doctors Availability**

**Dr Wiggs** is available on a Monday, Tuesday and Wednesday

**Dr Pearson** is available on a Monday, Tuesday and Wednesday

**Dr Parry-James** is available on a Monday and Friday

**Dr Pennington** is available on a Thursday and Friday

**Dr Blundell** is available on a Monday, Wednesday and Thursday

**Dr Reynolds** is available on a Tuesday, Wednesday, Thursday and Friday

**Each Doctor is required to take the role of On-Call GP on a rota basis and therefore it may not be possible to book an appointment to see them on one of their scheduled days if it is their On-Call GP day.**

The On-Call GP has a range of duties including authorising prescriptions, operating the daily telephone clinic and dealing with emergencies.

**Betsi Cadwaladr University Health Board is responsible for commissioning North Wales GP Out of Hours Service.**

**Details are on the back of this leaflet**

## Contact Details

You can contact the Practice in a variety of ways:

### In person

The surgery is open from 8.00am - 6.30pm Monday to Friday.  
We are not open on weekends or Bank Holidays

### Via AskmyGP

AskmyGP is an online service through which Hope Family Medical Centre patients can contact the surgery to get help for medical problems. Surgery staff aim to respond to all AskmyGP requests the same day as received (during working hours and for requests received before 4pm). You will first need to register with AskmyGP online. To do this, go to the Hope Family Medical Centre website: [www.wales.nhs.uk/hopefmc](http://www.wales.nhs.uk/hopefmc) and click on the icon.

### Via Telephone

You can call the Practice on **01978 760468**. You will be greeted by a message that gives you several options depending on what you may be contacting us about. Please try and select the most appropriate option to help us to try and deal with your enquiry as quickly as possible. Some options are only available at certain times i.e. the results line is only available from 2.00pm. The Telephone system offers a queueing system which ensures equity to patients contacting the Practice.

### Via Email

You can contact the practice via email if you have a concern or query. **Please do not email prescription requests** as we cannot guarantee that they will be processed within the 48 hours. The email address is [practice.manager.w91013@wales.nhs.uk](mailto:practice.manager.w91013@wales.nhs.uk)

### Online

You can contact us through our website contact form by going to <http://www.wales.nhs.uk/sites3/home.cfm?orgid=877>

### Via our online service

You can order repeat prescription, update your contact details and book and cancel appointments at:

<https://www.myhealthonline-emisweb.wales.nhs.uk/>

Registration is required, please ask at reception for details.

## **Registering as a Patient**

We accept patients to register on our list providing they live within a 3 mile radius of the surgery. On registration new patients can make an appointment with our Health Care Assistant who can check blood pressure, height, weight etc. If you have an urgent need for medication please advise the receptionist as a GP consultation may be necessary. We operate as a group practice and you may consult with any member of our team. However, should you have a preference for a particular doctor, please advise us and we will do our best to facilitate though, this may mean having to wait a little longer to see the doctor of your choice.

## **GP Appointments**

Patients are encouraged to raise a request for an appointment via AskmyGP. This enables the patients to tell the clinician what their problem is without having to divulge it to a receptionist. A clinician will then look through the request and take action appropriately, responding to patients via askmyGP with either a solution to the problem or next steps (e.g. being contacted by reception offering an appointment).

If you have been asked by the Dr to make a follow up appointment, this should also be done via AskmyGP and the request should be submitted on the day that you are available to come to the surgery. This is to enable requests to be completed on the same day and reduce the need for pre-booked appointments.

## **Nurse Appointments**

Appointments for routine Nursing procedures can be made by either raising a request via AskmyGP, by telephoning **01978 760468**, or by calling in to the surgery during normal opening hours, 8.30am-6.30pm.

## **Cancelling an Appointment**

If, after making an appointment, you feel that it is no longer necessary, please cancel as soon as possible (preferably at least 24 hours in advance) so that we can offer this to another patient. Patients who do not attend a pre-booked appointment prevent others from being seen. Patients who have booked an appointment through our online service can cancel their appointment in this way. Appointments can also be cancelled by responding to our text reminders.

## **Home Visits**

Home visits are reserved for patients who are too ill to attend the Surgery, we generally follow the guidelines laid down by NHS Wales, which has approved the following: GP visit recommended to terminally ill, housebound and bed-bound patients.

Requests can be raised via AskmyGP or by calling the surgery. Please be prepared to give the receptionist some details of your illness so we can assess the relative urgency of calls for that day.

Whenever possible, try and come to the Surgery as facilities here are far better for examination and treatment. If you feel that a visit is necessary, please raise the request on AskmyGP or telephone the Surgery **before 10.00am if possible 01978 760468.**

### **Repeat Prescriptions**

Patients requiring regular medication may, with a doctors approval, obtain repeat prescriptions by ordering them in person, online, by fax or by post (stamped, addressed envelope please). Please give us at least 48 hours (2 working days) notice.

Your prescription may be collected in person, posted to you (if you include a SAE with your request), or sent direct to a local chemist.

Please note if you request a neighbour or friend to pick up your prescription it will be assumed that you are happy with them being aware of the information on the prescription or medication label.

Please note that we cannot accept telephone requests for prescriptions (except registered blind patients).

### **Obtaining Your Medicines**

If you live more than a mile (as the crow flies) from a chemist, you may obtain your medicines from our dispensary between the hours of 8.30am and 6.00pm. (Monday-Friday).

Please note that if you are collecting items that are classed as a controlled drug from the dispensary you may be subject to a delay due to the legal requirement that controlled medication must be signed out by a clinician before release. We will do our very best to keep this delay to a minimum.

The nearest chemist to the surgery is Castle Pharmacy, High Street, Caergwrle, Tel: 01978 760565 Monday-Friday 9.00am-1.00pm and 2.00pm-6.15pm and Saturday 9.00am-1.00pm.

If closed-Boots the Chemist, 7 Broughton Shopping Park, Chester Road, Broughton, Chester. Tel: 01244 538520 is open Monday-Saturday 9.00am-12 midnight and Sunday 11.00am-5.00pm.

**For details of other duty chemists, please see local press.**

## **Services Available at the Practice**

### **Asthma/COPD**

Asthma/COPD patients should have a regular review with a member of the practice nursing team, clinics are available at various times throughout the week. The aim of these clinics is to provide continued monitoring and care of patients with asthma/COPD and help them improve self-management.

### **Diabetic**

Diabetic patients should have a regular review with a member of the practice nursing team, clinics are available at various times throughout the week.

The aim of the clinic is to achieve good control of diabetes and prevent complications by providing regular check-ups and education.

### **CHD (Coronary Heart Disease)**

An annual review with a practice nurse will be offered to all patients who have ever had angina, heart attack or heart surgery. The aim is to review the condition, optimize the treatment and lower risk factors in order to prevent further illness.

### **Minor Ailments Clinic**

A minor ailments clinic is run by our nursing team every day and you will be able to get advice on and treatment for throat infections, ear infections, vaginal discharge, urinary tract infections, emergency contraception, insect bites and stings, hay fever, conjunctivitis and other minor illnesses.

### **Childhood Immunisations**

Immunisation is the safest and most effective way of protecting your child against serious disease. By having your child immunised at the recommended times, you are protecting them through childhood against various diseases.

If you feel you need any further information or to discuss any concerns you may have, please speak with the Health Visitor Team on 0300 085 9695.

## **Influenza**

Clinics for Influenza vaccinations are usually available from September until December. Influenza immunisation is offered to patients aged 65 and over (as at the 31st March of the following year) together with other at-risk groups.

Additionally, it is recommended that all patients who fall into any of the above categories also have a Pneumococcal vaccination. This is a once in a lifetime vaccination and helps protect from pneumonia. Further details are available from a Doctor, Nurse or Receptionist.

## **Blood Testing**

If you are advised to have a blood test this can be arranged at the practice with our phlebotomist. Please make an appointment at reception or telephone 01978 760468. Alternatively you can attend Grove Road, Wrexham or Mold community hospital.

## **Holiday Vaccinations**

People travelling abroad need to protect themselves against various diseases prevailing in a particular country. Information on vaccinations required can be obtained from the surgery by booking an appointment eight to twelve weeks before the date of travel. Our 'Travel Clinic' is normally held on Tuesdays. We are a designated Yellow Fever Centre.

## **Cervical Smears**

Women from the age of 25 are invited for screening every three years. Women aged 50 to 64 are invited every five years. These tests are normally carried out by a Practice Nurse. Upon receipt of the letter from Cytology Screening Wales, please telephone for an appointment at the surgery on 01978 760468. If you feel that your smear is overdue, please contact the surgery and we shall be happy to check this for you.

## **Family Planning**

Family Planning advice is provided by nurses within the practice. Details of alternative locations are available on request.

## **Maternity Care**

Community Midwives provide comprehensive care for expectant mothers and their new babies. For an antenatal appointment please telephone 01978 318327.

## **Self-treatment of Common Illnesses and Accidents**

These notes are for guidance only; should patients or their relatives be sufficiently anxious about a complaint because of its severity, persistence or failure to respond to appropriate measures, they should of course, contact the surgery for further advice.

### **Diarrhoea/Sickness**

This is usually due to a virus, and often settles in 1-2 days without any treatment. You can help by avoiding food and milk and by drinking clear fluids - water, squash or cola drinks - little and often.

The diarrhoea can drag on afterwards and then a drug like "Imodium" from the chemist can help. Sickness and diarrhoea in babies and very young children can lead to dehydration - this can normally be avoided by following the same advice, i.e. stop milk (except breast milk) and give small frequent drinks of boiled water or an electrolyte solution such as Dioralyte from the chemist.

As the child improves, milk and solids can gradually be started over the next 1-2 days. If a child is still passing urine regularly, this is a good sign that he is not dehydrated. If in any doubt about the severity or length of a child's illness, do not hesitate to contact the surgery.

### **Back Pain**

Most people occasionally suffer back pain and some are more prone than others. Considering the complexity of bones, joints, muscles and ligaments it is no surprise that this is a common cause of disability and work absence.

Sudden severe back pain is helped by pain relievers such as combinations of Aspirin, Paracetamol and Codeine from the chemist. Ibuprofen (Nurofen) may also help. A heat pad or safe hot water bottle in the small of the back relaxes painful muscles.

At first you might need to lie on the floor (or a hard bed) flat on your back. Try placing a small cushion or support under the small of the back to keep the natural curve of the spine. As soon as possible try to roll to your front. Then use your arms to gently raise the shoulders arching the back slightly. Repeat this simple extension exercise hourly, and as soon as possible progress to sitting and walking.

Whether lying or sitting always try to keep the arch in the small of the back by placing a 6" soft foam roll or small cushion there. To prevent chronic back pain try regular walking, cycling or swimming.

Always lift with the back straight or gently arched and use the power of the leg muscles. Avoid prolonged sitting and soft lounge chairs. Use an upright kitchen type chair and a small cushion as described above. Use a support in the car seat.

If pain does not respond to these measures or is getting worse arrange to see the doctor.

## **Thrush**

Many women have experienced this irritating complaint which is characterised by a white, itchy discharge. It can be treated with antifungal treatment (available from the chemist without prescription). Avoidance of nylon underwear, bubble bath and soap can reduce the chance of recurrence. If symptoms persist see the nurse.

## **Cystitis**

Frequently passing urine which stings or burns suggests cystitis, which is sometimes caused by infection. If drinking plenty of fluids including bicarbonate of soda (1 teaspoonful per glass of water 4 times daily) does not relieve the symptoms, see the nurse. Remember to bring a fresh (not necessarily the first of the day) sample of urine in a clean container to be tested.

## **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult the doctor.

## **Colds**

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take Ibuprofen or Paracetamol. Do not bother to take any antibiotics you may have in the house – these will have no effect!

## **Sprains**

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage, elevate the affected limb and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Ibuprofen (e.g. Nurofen) will help.

## **Nose Bleeds**

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. If symptoms persist, consult your doctor.

## **Minor Cuts & Grazes**

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.

## **Insect Bites & Stings**

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. An ice cube placed over the sting will help.

**Note:** Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

## **Head lice**

These creatures contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Treatment can be obtained from the chemist without prescription.

## **Chickenpox**

On the first day a rash appears as small red patches about 3-4 mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Oily Calamine Lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2 or 3 days before the rash appears and up to 5 days after this date. Children may return to school 7 days after the last crop of spots develop.

**Alternatively for advice you can contact NHS Direct on 0845  
4647([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))**

## **When Your Child Has a Temperature**

A child will develop a temperature because of an infection; usually the child will get over such an infection without the use of antibiotics. Most childhood infections are caused by viruses and these DO NOT respond to antibiotics. The following advice is to help you bring your child's temperature down and make them feel better.

1. If your child feels hot and appears unwell take his or her temperature, if you have a thermometer. The normal temperature is 37.0 °C. If either the temperature is raised or you don't have a thermometer, but you think your child has a temperature, try to lower it as follows:-
2. Give your child Paracetamol syrup (Calpol, Disprol). We suggest you always keep a supply at home. Give the dosage stated for a child of that age. Repeat the dose of Paracetamol every 4 hours if necessary.
3. Dress your child in cool clothes; T-shirt and shorts etc. Much heat is lost through a child's head so leave it uncovered. Cool down the room by opening doors and windows.
4. Give your child plenty of cool drinks as fluid is lost with a fever. If he or she is reluctant to drink, encourage small amounts from a favourite cup.
5. Sponging your child down, particularly the head, with a tepid flannel, will make him or her feel better as well as bringing their temperature down. Using tepid water is more effective than using cold water.
6. If your child does not improve after giving Paracetamol and sponging, or appears particularly ill, contact the doctor.
7. Ill children will always be seen as soon as possible if brought down to the surgery. You will not make your child worse by taking them in a pram or car to see the doctor. Sometimes the fresh air makes children feel better.
8. A child with a fever is likely to be restless at night. Offer cool drinks and sponge them down if they wake.
9. Very rarely a child under 5 years will have a convulsion with a high temperature. The child suddenly shakes all over and then becomes very still. If your child does have a convulsion it should subside in less than 5 minutes. Lie the child on his or her side and stay with him or her while it lasts. If there is another adult in the house ask them to call the doctor. If not, call the doctor when the convulsion has passed.

## **Putting Things Right - Dealing with “Concerns” - complaints, claims & incidents.**

As a “responsible body” under the terms of the 2011 Regulations, Hope FMC adopts the NHS Wales principles of dealing with complaints, claims and incidents. These arrangements became applicable from 1st April 2011, transitional procedures are available on request.

Hope FMC concurs with the NHS in Wales and aims to provide the very best care and treatment and it is important we welcome comments and learn from people’s experiences, good or bad. The vast majority of our patients are happy with the service they receive however there will be occasions when things might not go as well as expected. When this happens, we need to look at what went wrong so we can try to make it better.

### What is a Concern?

A concern is when a patient or member of staff feels unhappy about any service provided by the Practice in representing the NHS. By telling us about the concern, we can apologise, investigate and try and put things right. We will also learn lessons and improve services where they need to be better.

### How is a Concern actioned?

A concern is normally recorded and investigated by the Practice Manager who has the role of Responsible Officer/Senior Investigations Manager, in her/his absence this will be delegated to a nominated member of staff who has received appropriate training in handling concerns.

### What happens to a Concern?

A concern is acknowledged (usually in writing) within 2 working days, excludes weekends and bank holidays.

An investigation then takes place and further information or specialist advice may be sought.

In most cases a final response is made within 30 days of the date when the concern was received, excludes weekends and bank holidays. If this is not possible we will provide reasons why and confirm when a reply can be expected.

### Do you need help raising your concern?

Help or support is available via your local Community Health Council (CHC) Cartrefle, Cefn Road, Wrexham, LL13 9NH Tel: 01978 365178 or via the Health Board Concerns Team, Ysbyty Gwynedd, Bangor, Gwynedd, LL57 2PW Tel: 01248 384194

## What happens if the person is still unhappy?

The person raising the complaint can contact the Public Services Ombudsman for Wales. (Tel: 0845 601 0987) [ww.ombudsman-wales.org.uk](http://ww.ombudsman-wales.org.uk)

A leaflet entitled "Putting Things Right" is available on request.

## **Practice Charter**

Hope Family Medical Centre is committed to providing a high quality primary health service to meet the needs of all our patients. We regard the care of your health as a partnership between yourself and the Practice. The success of this partnership depends on co-operation and shared responsibility. In the Charter we set out what our mutual responsibilities are to achieve a high standard of care.

### **Our Responsibilities to You:**

- You will be treated as a partner in the care you receive.
- You will be treated as an individual and will be given courtesy and respect at all times.
- You will be able to speak to a Doctor of your choice, where possible and subject to availability.
- We aim to have the majority of your repeat prescription requests ready within 2 working days.
- You will be able to access urgent medical advice on the same day as your request. We will ensure that you are given instructions on how to obtain emergency care when we are closed.
- You have the right to be treated with confidentiality, and the contents of your medical records will be kept confidential.
- You have the right to see your health records subject to any limitations in the law and the Doctors approval.
- We will inform you about how you can make suggestions or complaints about the services we offer. Any complaints will be dealt with as swiftly as possible.
- We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients. An explanation will be given should we arrange for you to be removed from our list.
- We will visit you at home if you are too ill or infirm to be brought to the Surgery.
- We may sometimes have medical students, you will have the choice of whether or not to participate.

## **Your Responsibilities to Us:**

- We ask you to treat all members of the Practice Team with courtesy and respect. Please do not shout at us or use foul language or swear words while on our premises.
- We operate a Zero Tolerance Policy and will not tolerate any unacceptable behaviour on the premises or towards our team.
- You are responsible for your own health. Please act on our advice and take medication as prescribed.
- Please inform us of any change in name, address or telephone number.
- If you do not understand what we tell you, please ask us to explain again.
- If you do not speak or understand English well, please bring an interpreter along with you when you come to the Surgery.
- Be punctual for appointments and let us know in good time if you are unable to attend.
- Wherever possible please use the automated check in or ask the receptionist to check you in on arrival.
- Only request a home visit if it is impossible to come to the Surgery.
- Please remember that the Doctor or Nurse of your choice may not always be available due to other commitments but you will always be offered an alternative.
- Always order your repeat prescription in plenty of time, don't wait until your medication has run out.

## **Data Protection / Confidentiality**

Hope Family Medical Centre collects personal confidential information about you. This information may include (but is not limited to):

- Your name, address telephone number, date of birth and next of kin
- Appointment details, associated admissions
- Correspondence, notes and reports
- Investigations and test results

The practice uses this information for the following reasons:

- to help inform the decisions that we make about your care
- to ensure that your treatment is safe and effective, including any advice that may be provided as part of your care
- to help us work effectively with other organisations who may also be involved in your care.

## INFORMATION SHARING

Hope Family Medical Centre may share information held about you with other organisations to support:

patient care (identifiable information):

- to promote continuity of care by sharing your information with other professionals involved in your care
- to promote safe care by sharing your information with other health care professionals who might be involved in your care such as emergency departments and out of hours doctor services

planning and assurance (information in anonymised format which does not include information from the patient written notes):

- to help protect the general health of the public
- to manage and plan services for the future
- to review the quality of care provided by the practice to ensure it remains effective
- to help our staff review the care that is provided to ensure it is of the highest standard and to enable the continual improvement of care
- to comply with a legal obligation

Organisations with which information is routinely shared with for the reasons set out above include but are not limited to:

For patient care:

- Local hospitals
- Emergency and out of hours services
- GP clusters

For planning and assurance:

- NHS Wales
- Betsi Cadwaladr University Health Board

## **OPTING OUT**

All patients have the right to opt out of allowing their personal information to be shared with other healthcare organisations. If you wish to do this, please speak to a member of the practice staff.

For more detailed information about your rights and our responsibilities in respect of data protection, we have a number of information leaflets that are available in our waiting areas and reception. Easy read format, as well as information in other languages, is available upon request.

Hope Family Medical Centre regularly use text and email as efficient ways to communicate with patients. Please ensure we have your most up to date information. Please be assured that this information will not be passed to any third party and we will only use these methods of communication to provide you with information relating to your health. If you would prefer not to receive emails and texts from us please let us know and we can update your preference.

## **SECURITY OF YOUR INFORMATION**

Hope Family Medical Centre have a range of security measures in place to ensure that your information is held, and where appropriate, shared in a secure way. Your patient record will only be accessed by those members of practice staff who are authorised to do so.

If you have any concerns about the way we handle your information, please speak to a member of the practice staff.

We respect your right to privacy; your medical records are held in the strictest confidence. Information is not passed on without your consent unless it is within the confines of the NHS, by legal framework, or is in the public interest. Certain anonymised patient data may be shared for the purposes of public health and audit, research, teaching and training. This practice is registered under the Data Protection Act. It is a practice and a legal requirement that all staff maintain confidentiality of patients' records.

Written consent for the disclosure of notes for solicitors or insurance firms is required from the patient before any information is released.

## **Accessing your own Medical Records**

If you wish to access your medical records held at the Surgery then we suggest, in the first instance, that you discuss your wish with your usual doctor - they may be able to tell you the information you wish to know without you having to request a copy of your notes.

If you do not wish to discuss your request with your doctors then you can make a request to a member of the Practice Team. Requests to access your health record should provide enough information to identify yourself and the period of time or specific treatment you want records for. We comply fully with the Access to Medical Records legislation. Your information will be provided to you within 1 calendar month, after your request has been received.

Under the law there may be some rare circumstances when the information you have requested cannot be provided to you.

If your enquiry is with regard to your hospital records you will need to discuss this further with the Access to Medical Records officer at the hospital who will help you further.

## **Access for patients with special needs**

The surgery has full wheel chair access and a disabled toilet on the ground floor. Disabled parking is available in the surgery car park although patients park at their own risk. Portable Induction Loops are available on Reception and in the Consulting Rooms - please ask at Reception should you require this facility. It is Practice Policy for all letters and documents to be produced in Arial, font size 12 wherever possible. All letters are produced in black ink on white paper. If you have a disability and have any suggestions in which we could improve our current access, please let us know by either speaking to a member of staff or by putting your suggestion in writing.

## **Medical Students**

We train final year medical students from Cardiff University Medical School. At certain times medical students will be accompanying doctors or nurses during consultations. We will inform you and ask your permission if a student is involved in a surgery you are attending. You may decline any student consultations.

## **Patient Participation Group**

The Practice has an active Patient Group who meet bi-monthly. New members are always welcome, for further information please contact the surgery.

## **Practice Newsletter**

The Practice produces a newsletter on a quarterly basis. It includes all the latest information about the Practice. Copies are available in the reception.

## **Hope Surgery Equipment Fund**

Donations received are used to purchase special medical equipment to enable us to improve our service. Details of recent purchases are available on request.

## **Violence & Aggression**

We operate a zero-tolerance policy towards any form of aggression or violence against any member of staff, patient or visitor on our premises.

This includes all forms of physical, verbal or threatening behaviour. Any such action may result in a patient being removed from the practice list, alternatively restrictions may be placed on the services we provide to him/her.

**You will be notified of any changes in our Practice Policy by an appropriate notice within the surgery reception area**

**Details of Primary Care Medical Services in the Area can be obtained from the Local Health Board**

**Betsi Cadwaladr University Health Board  
Preswylfa  
Hendy Road  
Mold  
Flintshire  
CH7 1PZ  
Telephone number: 01352 803434**

## Useful Telephone Numbers

Age Concern	08450 549969
Alcoholics anonymous	0800 9177 650
Alzheimer Soc. (Flintshire)	01352 700462
Alzheimer Soc. (Wrexham)	01978 364859
Betsi Cadwaladr University Health Board	01352 803434
Care and Repair (Wrexham)	01978 268120
Care and Repair (Flintshire)	01352 758700
Carers service, Wrexham	01978 318812
Carers service, Flintshire	01352 752525
Castle Pharmacy	01978 760565
Childline	0800 1111
Clwyd Community Health Council	01978 356178
Countess of Chester Hospital	01244 365000
CRUSE	0808 808 1677
Glan Clwyd Hospital	01745 583910
GP Out of Hours	0300 123 5566
Hafal (Flintshire)	07813 658032
Hafal (Wrexham)	01978 310936
MacMillan Nurses	01978 727177
Mold Community Hospital	01352 758744
National Drugs Helpline	0300 123 6600
Physio Direct	01244 834956
Parabl	0300 777 2257
Parkinsons UK	0808 800 0303
Rape and Sexual Abuse advice	0808 801 0800
Red Cross Services	01978 727438
Registrar (Flintshire)	01352 703333
Registrar (Wrexham)	01978 265786
Samaritans, Chester	01244 377999
Shelter, Wrexham	03450 755005
Social Services, Flintshire	01352 702000
Social Services, Wrexham	01978 292066
Wrexham Maelor Hospital	01978 291100

