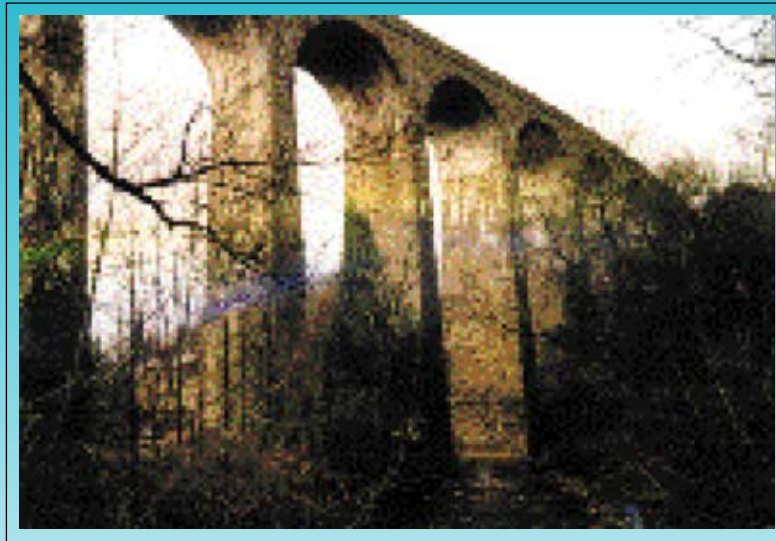


Oakfield Street Surgery

Oakfield Street, Ystrad Mynach



Opening Hours 8.00am - 6.00pm (Closed Wednesday Lunchtime 12.30 - 1.30pm)

Telephone 0844 477 3115

(between 8.00am and 6.30pm)

Fax 01443 862283

Website: www.oakfieldstreetsurgery.co.uk

WELCOME TO OAKFIELD STREET SURGERY

SHORT HISTORY OF THE PRACTICE

(With thanks to Dr Hector Jones, former GP at Oakfield Street Surgery.)

Oakfield Street Practice was founded in the early 20s by a Dr Phillips. He came as the "Comp" doctor to the local Powell Duffryn Colliery which then employed 3,000 men. Sadly, in November 1991 this colliery finally closed and with it the long tradition of mining in the Rhymney Valley came to an end. Dr Phillips, so the tale goes, had red hair. He was assisted by his wife, herself a nurse, and in his latter years he was driven around by a chauffeur. He was later joined by his son Dr R A Phillips (Dr Ron as he was affectionately known). He was destined to become a medical specialist, but after coming to help his ailing father for one month he stayed over 35 years! Dr Ron built the practice up until it became one of the largest in Glamorgan. During the war years he looked after 6,000 patients single-handed, no days off and no holidays! The miner paid one penny in the pound and for that his whole family was cared for.

I joined the practice in September 1948, followed a few years later by Dr Owen Thomas. We both stayed for nearly 40 years. Our main surgery was in Ystrad Mynach with front room surgeries in surrounding areas. The main hospital was Caerphilly Miners which was manned by neighbouring doctors and visited by specialists. There were no maternity services and most babies were born at home. In 1957 we acquired a plot of land in Oakfield Street and with £4,000 built one of the first purpose-built surgeries in Wales. Each doctor had a consulting room and there were rooms for the nurse and reception. All very modern at that time. An extension was built on to this in 1982. We have come a long way in over 70 years from colliery office to modern surgery, always striving to serve our community well.

OAKFIELD HEALTH AND EDUCATION CENTRE

In 2002 we opened the Health and Education Centre at 16 Bedwylwyn Road which is about 100 metres from the main surgery. Routine surgeries, wound dressings, chronic disease management clinics, nurse-led clinics and counselling surgeries are held here on a daily basis. There is a large training room where patient education forums, staff training and practice meetings are held.

Stay in touch with our website: www.oakfieldstreetsurgery.co.uk

THE DOCTORS

Dr W D Greville	(male)	MB BCh FP Cert (Ins)	Reg. 1977 Wales
Dr S J Heneghan	(female)	MB BCh BSc (Hons)	Reg. 1984 Cardiff
Dr H M Griffiths	(female)	MB BCh MRCGP	Reg. 1991 Cardiff
Dr N F Elwood	(male)	MB BCh	Reg. 1992 Cardiff
Dr J A Grant	(female)	MB BCh FPC DRCOG	Reg. 1981 Wales
Dr A Walters	(male)	MB BCh MRCGP	Reg. 1999 Cardiff
Dr E Burrows	(female)	MB BCh MRCGP	Reg. 2000 Cardiff
Dr A Cooper	(female)	MB BCh MSc Dip Obs MRCGP	Reg. 1999 Cardiff

(The doctors practice together as a non-limited partnership)

Associate GP

Dr M Curran	(male)	MB BCh BAO	Reg. 2000 Belfast
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Practice Pharmacist

Jackie Simms BPharm (Hons), MRPharmS

CLINICS

All doctors carry out clinic duties.

Child Health Surveillance	Dr Greville, Dr Heneghan, Dr Griffiths, Dr Elwood	Diabetic	Dr Heneghan, Dr Elwood & nurse
Asthma	Dr Griffiths & nurses	Minor Operations	Dr Burrows, Dr Cooper
Registration (New Patients)	All partners & nurses	Heart Disease	Dr Walters
Coil (IUCD)	Dr Grant	Joint Injections	Dr Heneghan, Dr Cooper
Cytology (Smear)	Nurses, Dr Grant, Dr Griffiths, Dr Heneghan, Dr Burrows, Dr Cooper	Flu Clinics (seasonal)	Nurses
Preconceptual Rubella Check	Nurses (routine morning appointments)		

We encourage all patients to make use of these healthcare clinics. Women should attend for smears every three years. All patients should attend for tetanus updates as necessary. These can be booked with a nurse during routine surgeries. Please enquire at reception for details.

For 24 hour information: www.oakfieldstreetsurgery.co.uk

SURGERY TIMETABLE

The surgery is open daily Monday to Friday between 8.00am and 6.00pm and until 6.30pm for phone calls. Late evening opening till 7.45pm every Tuesday only for pre-booked routine appointments. Open every lunchtime except Wednesdays. It is closed approximately four Wednesday afternoons a year for training purposes.

APPOINTMENTS

Consultations are by appointment and can be booked either by calling at the surgery or by telephoning 0844 477 3115 during opening hours. Appointments are booked at 10 minute intervals. Each morning there are open access surgeries for patients who wish to be seen within 24 hours, although it may not be with your usual doctor. You can book routine appointments up to a month in advance. If you need more time with the doctor to discuss several issues, please ask for a double appointment.

Please inform us if you cannot keep your appointment. It can then be given to another patient.

HOME VISITS

Home visits are made, at the doctor's discretion, to patients unfit to attend the surgery. Requests for these visits should be made as early as possible by telephoning 0844 477 3115. It is not normal practice to do home visits for children, except in exceptional circumstances. Requests received after 10.00am may result in delays as the doctors are already out on their rounds by then.

OUT OF HOURS

When the surgery is closed emergency calls are covered by the Trust out-of-hours service. To contact them ring the surgery on 0844 477 3115 and a recorded message will give the number to ring or you can dial directly on 0845 600 1231 or call NHS Direct on 0845 4647. It is also possible to ring the surgery and choose to be directly transferred to the out-of-hours service without redialling.

REPEAT PRESCRIPTIONS

To avoid blocking lines for urgent or emergency calls, repeat prescriptions are not accepted over the telephone. Requests should be made in writing or in person to the surgery by 9.00am each day and the prescription will be ready for collection 48 hours later. Prescriptions requested on Friday will be ready the following Tuesday after 2.00pm. If you have difficulty getting to the surgery you can post your request to us, enclosing a stamped self-addressed envelope and we will post the prescription to you. If you have difficulty in collecting your prescription you can ask the pharmacist to collect it from the surgery and deliver it to you. A copy of our Repeat Prescribing Policy is available at reception.

TELEPHONE CONTACT WITH THE DOCTOR

Neither patients nor doctors like interruptions during consultations. If you need to speak to a doctor urgently the duty doctor will speak to you. If you need to speak to a specific doctor on a non-urgent matter you may find they are unable to get back to you on the same day. Please remember: if your query is non-clinical, is regarding a test result or completion of a medical form, the administrative staff may be able to help. The nurses are also available for telephone consultations on clinical matters and can tell you if you need to speak to a doctor.

Stay in touch with our website: www.oakfieldstreetsurgery.co.uk

CHILD HEALTH SURVEILLANCE

The practice places great importance on the vaccination programme for children and carries this out at the regular child health surveillance clinics. Vaccinations start for each child at the age of two months, then others at three months and four months, ending with a final visit at 12 months. They then have a pre-school booster at four years. Please ensure your child is fully protected by attending these clinics.

VACCINATION SCHEDULE

Two months	Diphtheria, pertussis, tetanus, Hib, polio & pneumococcal vaccine
Three months	" " " " " & MenC
Four months	" " " " " pneumococcal & MenC
12 months	Hib & MenC
13 months	MMR & pneumococcal vaccine
Four years	Pre-school booster & MMR 2

SURGERY STAFF

Managing Partner

Mrs Pam Williams BA (Hons), DPA (RSA), Cert of Health Service Management

Senior Administrator

Mrs Anne Marie Waythe NVQ level 3 in Supervision and Management

Senior Receptionist

Mrs Jocelyn Jones

Practice Nurses

Mrs Jill Beck RGN 2

Mrs Andrea Aldridge RGN 1 Bachelor of Adult Nursing (Hons)

Mrs Anne Simpkins RGN 1

Healthcare Assistants

Mrs Danielle Williams Certificate in Phlebotomy City and Guilds, NVQ Care Level 3

Mrs Julie Bullivent Certificate in Phlebotomy (UHW), City and Guilds NVQ Care Level 3

There are 14 members of staff involved in reception and administration duties who are always willing to help.

For 24 hour information: www.oakfieldstreetsurgery.co.uk

MANAGING PARTNER

Mrs Williams and her staff are always available to help and assist. Comments and suggestions are welcomed about the services provided and she will always make time to meet patients to discuss any concerns other than those which should be discussed with the doctor. The need for privacy and discretion is also recognised and Mrs Williams asks patients who wish to speak confidentially to inform the receptionist who will do her best to help.

RECEPTION STAFF

The duty of the reception staff is to ensure the efficient running of the reception side of the practice to the benefit of the patients.

PRACTICE NURSES

Our three practice nurses are available to do dressings, ear syringing, vaccination for foreign travel, cytology clinics, tetanus injections, asthma, diabetic, CHD and baby clinics. They can give advice and cover all general nursing duties. They also organise and assist with health promotion.

Our healthcare assistants run clinics for phlebotomy, blood pressure, new patient checks and health education. They assist at minor operations and record ECGs as requested by the doctors. They also do simple dressings, spirometry, data collection and measurements (ie height and weight) for doctors' chronic disease clinics.

ATTACHED STAFF

Health Visitors

Our health visitors work closely with the doctors in the provision of health care, health education and health promotion with particular emphasis on preventative medicine and child health surveillance. They can be contacted on 01443 811017.

Community Nursing Staff

The team of community nurses, together with community midwives and community psychiatric nurses, provide care at home and in surgery to our patients. Community nurses can be contacted on 01443 811465. Midwives can be contacted via the surgery.

DISABLED PATIENTS

Both surgeries have wheelchair access and surgeries on the ground floor. Staff will be pleased to assist if necessary.

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R.M. Williams-Price

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A Regular Service

Just as you have your own health checked regularly by your GP, it is important to have your car serviced on a regular basis.

A regular service will highlight areas of concern so that you can take the necessary action before a problem arises. Your local garage will also be able to assist you with your annual MOT test, should that be required.

Your local garage can in most cases assist with a whole range of services. They will fit child safety seats, making sure they are correctly fitted, thereby providing the maximum protection for any child

Most garages offer a winter check on vehicles – just making sure your car is safe for the winter months – checking such things as tyres (not forgetting the spare) as well as brakes, battery and the electrical system.

The majority of garages offer free estimates and have fully trained, experienced motor mechanics available to give help and advice on every aspect of your vehicle's condition and performance. Check out the facilities at your local garage and become a regular customer, for your safety's sake.

CHAPERONE POLICY

We offer a chaperone service at the surgery if required and have trained chaperones. Whenever possible, please let us know when you make your appointment if you might require a chaperone.

TRAINING PRACTICE

The surgery is a training practice and so from time to time has GP registrars working for us. These registrars are fully qualified doctors who have decided upon a career in General Practice and are based at the surgery to receive training in aspects of family medicine. On occasion we also have medical students with us as a part of their general medical training. They are here only to observe and, with the patient's consent, will sit in with the doctor.

HOW TO GET TO THE SURGERY AND PARKING

The surgery is situated in Oakfield Street which is 50 metres off the main road through Ystrad Mynach and within easy walking distance of car parks, shops and chemists.

The surgery car park is for the use of doctors and staff only and must not be blocked at any time (for obvious reasons).

There is a pay-and-display car park adjacent to the surgery.

HOW TO REGISTER

If you live in the practice area you are welcome to register with us. The receptionists will provide you with a registration pack and information on the surgery. Once you have completed the registration form and questionnaire, return it to the surgery. You will be invited to attend a new patient check and this may be a condition of your registering here. If you have immediate health problems or are currently on medication we will arrange for you to see a doctor and the healthcare assistant (who will take your lifestyle information for your records). If you are well, your appointment will be with the healthcare assistant only. It may be several weeks before we receive your full medical records, so it is important that you attend for these checks. Your registration is with the practice but you may express a preferred practitioner. Whilst the practice will endeavour to comply with your preference, it might not always be possible.

TEMPORARY RESIDENTS

We are happy to see friends and relatives who are staying with you if they become unwell.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

COMMENTS AND SUGGESTIONS

We welcome any positive comment or suggestion from you, whether it may be about services offered or services you would like to see at the surgery. We also would like to hear your suggestions about other things that concern you about our surgery and services. From time to time you may be asked to complete a questionnaire on the quality of service you have received at the practice.

COMPLAINTS PROCEDURE

We aim to provide the best possible service to our patients, but misunderstandings do sometimes happen. We operate a practice-based complaints procedure and a summary can be found on the notice board. Full details are available at reception. If you wish to make a complaint you can either ask about the procedure at reception or request a meeting with the managing partner, Mrs Williams. Please feel free to discuss concerns at the time when they occur. We aim for a speedy resolution of problems to a mutual satisfaction.

CONFIDENTIALITY

Your medical records are held in strictest confidence. Staff are instructed to follow the regulations as laid down in the Data Protection Act (1998) and the Access to Health Records Act (1990). Should you have any queries regarding confidentiality please ask to speak to our practice manager. Information is only passed on with your consent, within the confines of the NHS, by law or if in the public interest.

The practice is computerised and certain details of your medical records are kept on computer. These are strictly confidential and the practice is registered with the Data Protection Act.

INFORMATION ABOUT YOU

We ask for information about you to enable staff to provide you with relevant care and treatment, both within the surgery and the local NHS area. We keep this information so that it can be referred to during future consultations/treatment. This information may also be used for other reasons: other areas of the NHS may require information upon referral to secondary care, for data collection or research purposes. The NHS Central Register for England and Wales contains details of all patients registered with a GP but this does not include clinical information.

Under certain circumstances we are required by law to provide information such as births. We may also need to share information about you with other people who are providing care for you, such as the out-of-hours doctors. Anyone receiving this information is under a legal duty to keep it confidential. Further information regarding access to patient details and your rights are available from the surgery. If you have further queries regarding data protection and confidentiality please contact the practice manager. Information is only passed on with your consent, within the confines of the NHS, by law or if in the public interest.

VIOLENT AND ABUSIVE PATIENTS

This practice may request the removal from the practice list of any patient who has committed an act of violence or if they behave in such a way that anyone working in the practice or present on practice premises (or elsewhere where the patient was being treated) feared for their safety. Such incidents will be reported to the police and will result in the patient being removed from the list.

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to ALL patients. Rudeness, shouting, swearing at practice staff will not be tolerated under ANY circumstances.

NEWSLETTER

We publish a newsletter as appropriate. This is to keep patients informed of changes, events or any matter that might be of interest or concern. Patients are welcome to contribute to the newsletter via the practice manager.

LANGUAGES

One of our doctors is Welsh-speaking.

AMBULANCES

The hospital or GP, via our administrative staff, will arrange an ambulance for patients where necessary. For follow-up outpatient appointments, arrangements are made by the patient at the ambulance desk at the hospital.

PRIVATE SERVICES

Some services provided in the surgery are not covered by the NHS and a charge is payable. These include private medical certificates, holiday cancellation forms, BUPA/PPP claim forms, sick notes for the first week of sickness, prescriptions for medication to be taken abroad, medical examinations pre-employment, HGV/PSV and sports medicals. A full list of private fees and the BMA recommended fee is available at reception.

USEFUL TELEPHONE NUMBERS

Police

All Gwent (non emergency)01633 838111

Chemists

Lloyds813166

Lloyds814857

Hospitals

Caerphilly Miners029 2085 1811

Royal Glamorgan Hospital01443 443443

Prince Charles01685 721721

University of Wales (Heath)029 2074 7747

Ystrad Mynach01443 811411

Administration

Gwent NHS Business Centre01495 332000

Local Health Board01495 241200

- email.....enquiry@caerphillylhb.wales.nhs.uk

Social Services01633 600050

Sources Of Advice And Support

Gwent Community Health Council01495 740555

Caerphilly County Borough Council01443 815588

Citizens Advice Bureau - Bargoed01443 831112

- Blackwood0870 1264055

Alcoholics Anonymous (24 hour - helpline)0845 7697555

Age Concern (Wales)029 2037 1566

Alzheimer's Disease Society029 2052 1872

Samaritans - Cardiff and East Wales029 2034 4022

- Newport1633 259000

Drug Aid029 2086 8675

The Practice Area

