

Healthy
RHUDDLAN

Iach |



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Patient Booklet

Phone 01745 590218

Website www.healthyrhuddlaniach.co.uk

Email healthy.rhuddlan@wales.nhs.uk

This booklet is also available in Large Print. If you would like a copy please ask.

Welcome to Healthy **RHUDDLAN** Iach.

This booklet introduces you to our main services, along with information on how to access them. If we've missed anything please let us know!



Visit our website for lots more useful information

Introduction

How we access our primary care services in the community is changing. The change in needs of the population and the growing demands on services means we've adapted the way we work.

Recognising what matters to the population of Prestatyn, we have modernised access to services by ensuring the new system works around you and provides uncomplicated care.

We are changing the culture of accessing your GP because we understand the difficulties people experience and know that the GP is not always necessarily the right person you need to see.

We are committed to offering as much flexibility and choice to you as possible.

Introducing KeyTeams

All patients have their own dedicated KeyTeam, responsible for helping you get planned healthcare which really meets your needs.

The teams are made up of different healthcare professionals including Nurse Practitioner, an Occupational Therapist, a Pharmacist and GP's. They can be accessed through a pre-bookable appointment system.

Have a look on page 4 for more information about how your KeyTeam works.

Introducing the Same Day Service

For patients requiring a same-day appointment we have the Same Day Service.

This service is designed for patients who have urgent problems that a Primary Care service can deal with.

Details of how to use the Same Day Service can be found on page 5.

Healthy **RHUDDLAN** Iach is a new way of delivering primary care services to the community, providing more health care professionals to be at your side when you need them.

This booklet details all the new and exciting changes to your services. If you feel you want to speak to someone about anything that is happening in Healthy **RHUDDLAN** Iach then please contact any member of staff either in practice or using the contact details in this leaflet.

Surgery Premises

We currently run services from five surgery buildings within the Prestatyn and Rhuddlan area. You are welcome to use whichever surgery best meets your needs for a particular visit.

1	Central Prestatyn	
	Ffordd Pendyffryn, Prestatyn, LL19 9DH <i>Please note this surgery is expected to move to a new site at the end of 2016</i>	<ul style="list-style-type: none">○Practice Nursing Service○Same Day Service○All KeyTeams
2	Seabank	
	Seabank 4-6 Rhodfa Wyn Prestatyn LL19 7UN	<ul style="list-style-type: none">○Practice Nursing Service○KeyTeam Elwy○KeyTeam Clwyd
3	Meliden	
	Meliden Community Centre Ffordd Talargoch Meliden LL19 8LA	<ul style="list-style-type: none">○Practice Nursing Service○KeyTeam Alyn
4	Ffynnongroyw	
	Ffynnongroyw Surgery Main Road Ffynnongroyw CH8 9SN	<ul style="list-style-type: none">○Practice Nursing Service○KeyTeam Dee
5	Rhuddlan	
	Rhuddlan Surgery 7 Vicarage Lane Rhuddlan LL18 2UE	<ul style="list-style-type: none">○Practice Nursing Service○KeyTeam Clwyd

KeyTeams

At Healthy **RHUDDLAN** Iach our KeyTeams have a range of highly skilled professionals, not just GPs.

Each KeyTeam works together daily to oversee the care of their patients.

The Healthy **PRESTATYN** Iach / Healthy **RHUDDLAN** Iach service has 5 KeyTeams: Team **Clwyd**, Team **Dee**, Team **Alyn**, Team **Elwy** and Team **Brenig**.

Each key team has a coordinator who supports the rest of the team. They are able to help you decide which member of the team is best placed to look after you and will make sure your care is coordinated effectively so you get the best possible service.

Nurse Practitioner

The KeyTeam Nurse Practitioner is well trained and are able to deal with lots of medical conditions previously managed by GP's.

GP's

Each KeyTeam will be made up of 1 or 2 GP's helping the rest of the team look after patients with more complex needs.

Pharmacist

The Pharmacist is the expert on all medication related issues and is also able to manage a range of medical conditions.

Occupational Therapist

The OT is great at finding options which don't require tablets or operations. They will help you to manage your condition and improve your wellbeing.



An up-to-date list of all members of the team can be found on our website, and also on the waiting room wall in each our surgery premises.

Do you want to change your KeyTeam allocation ?

If you would like to change your KeyTeam – for whatever reason – then you are welcome to do so.

Just give us a call, and ask to speak to our operations manager. They will make the necessary changes.

The Same Day Service

We have introduced a Same Day Service in the Central Prestatyn building which patients in Healthy **RHUDDLAN** Iach are also welcome to use. It is designed to help meet the needs of patients with urgent primary care problems.

These consultations are available on a sit and wait arrangement provided you arrive before 4pm. These waiting times may vary.

The Same Day Service is only provided from our Central Prestatyn site (see page 3 for the address).

If you have urgent needs between 4pm and 6:30pm **then please telephone us first.** There will be a healthcare professional on call to assess your needs and address them appropriately.

We cannot offer you a choice of professional – our team take it in turns each day to deliver this service instead of their usual daily work – and so the same day service is not a good way to address ongoing problems which could wait for an appointment with your ongoing professional.

Please be assured that the professional will be trained and experienced in managing your problem, and if they require additional assistance or if advice is required there will be a GP on hand to help.

The Practice Nurse Team

The nursing team provides a range of appointments on each site.

Different nurses and health care assistants have different areas of expertise. If you are not sure who you need to see then just ask!

The nursing team provide the following services:

Healthcare Assistants

Blood tests

Heart Tracings

Lung function tests (spirometry)

Routine blood pressure monitoring

Practice Nurses

Flu and pneumonia vaccinations

Travel advice and immunisations

Dressings and wound care

Minor injuries

Contraception advice

Cervical smears

Pessary care

Annual chronic disease reviews

Home Visits

Where it is possible we would ask you to attend the surgery because we are better equipped there and it allows us to see as many people as possible by making the best use of doctor and nurse time.

However if this is not possible for health reasons we will happily undertake a visit if it is clinically appropriate.

If you feel you need a home visit then please let us know as soon as possible so that we can plan our appointments.

Consultation Types

We have a great range of appointment options. As well as the traditional face-to-face appointments in surgery with your GP, or nurse, we have appointments in surgery with your KeyTeam pharmacist, nurse practitioner, or occupational therapist, as well as a range of other professionals.

But it doesn't stop there. We understand that your time is important to you. That's why we're happy to arrange telephone consultations, Skype consultations, and email consultations.

Feel free to ask!



View our video clip about consultation types on our website

Healthcare advice and appointment options

Step 1:

Can we help you without you needing to come into surgery?

If you just require advice instead of coming in to practice then consider these options

Otherwise . . .

Step 2:

Face to Face appointments

If you need to come into practice, we will be able to help you see the best person for your need

Still not sure ?

Just give us a call and we'll do our best to help



Telephone consultation

Call us and ask for a telephone consultation



Email

You can contact your KeyTeam by email using the email address on page 10



Skype

We're happy to use Skype if you feel it would suit you best.

Just give us a call and ask to speak to your KeyTeam coordinator to arrange

PN

Practice Nurse Appointment

Have a look on the previous page at the range of services provided by our Nursing Team

KT

KeyTeam Appointment

If it's not a practice nurse issue then have a look on page 4 to find out which KeyTeam professional suits you best

SD

Same Day Service

If you require an urgent appointment then take a look on page 5 to find out how to access this service

How to Contact Us

**For appointment
booking**

For everything else

Telephone

01745 590218

Web chat

During office hours, you can contact us through our website chat function

Telephone

01745 590218

Email

During office hours, you can contact us by contacting your KeyTeam directly:

Team Clwyd	team.clwyd@wales.nhs.uk
Team Elwy	team.elwy@wales.nhs.uk
Team Dee	team.dee@wales.nhs.uk
Team Alyn	team.alyn@wales.nhs.uk
Team Brenig	team.brenig@wales.nhs.uk

Not sure which KeyTeam? No worries, use our general email

Opening Times

The Healthy **RHUDDLAN** Iach service is open Monday to Friday (excluding Bank Holidays) from 8.00am until 6.30pm.

If you want to access the Same Day Service in Central Prestatyn, you must go there before 4pm if you want to be seen without an appointment.

If you require urgent GP assistance when the Practice is closed then contact the Health Board Out of Hours Service on 0300 123 55 66.

Repeat Prescriptions

Our prescribing team is on hand to process your repeat prescription requests. Please allow 48 hours for your prescription to be processed.

We understand that from time to time even the most organised of people can forget to order their prescriptions. Let our prescribing team know and they will try their best to help you without undue delay.

Repeat prescriptions can be requested by popping your repeat slip into any of our Healthy **PRESTATYN** Iach / Healthy **RHUDDLAN** Iach sites.

Repeat prescriptions can also be requested online. Before you can use this online service for the first time you will need to call in to the surgery to register, as your identification needs to be verified. We can then give you a secure and unique PIN Number to enable access.

If there is a problem with your repeat prescription the team will pass your request to your KeyTeam pharmacist for authorisation.

In addition to this your KeyTeam pharmacist, or coordinator, may contact you from time to time to undertake a routine review of your medication or to ensure that any monitoring required is carried out.

Receptionist Questions

When you contact us to book an appointment the receptionist may ask you some brief information about your request. **This is not because they are noseey!**

It's simply because by knowing a little bit about your needs they will be able to find you the best appointment option with the most suitable clinician. That's important to us because it gives you a better experience, and because we pride ourselves in getting things right first time!

Although our receptionists work to the same standards of confidentiality as our doctors and other clinicians, we understand that not everyone is comfortable sharing additional information when booking an appointment. **That is absolutely fine** – you do not need to share this information if you would rather not. In this situation the receptionist will still do their best to help you find a suitable appointment, or they may arrange for you to speak to a more senior member of the team who can help.

On request, there is a side room available if you require a higher level of confidentiality.

Continual Feedback

Your feedback is crucial to the success of our service. It helps us to keep the best bits whilst improving other parts. It also helps our individual clinicians to know that they are meeting the needs of the patients they see.

After an appointment you may be invited to complete a questionnaire. These questionnaires vary from time to time, so we would encourage you to complete one every time!

There are questionnaires to complete in all of our surgery buildings. If you give us permission to, we may also ask for your feedback by email or text.

As well as giving feedback when invited, you can also complete our feedback questionnaire on our website **at any time!**

Training and Research

Healthy **RHUDDLAN** Iach is a training and research active service. We have a range of healthcare professionals who are undergoing training support.

We believe it is very important to contribute to their training in a safe, supportive environment. They will be supervised whilst working with us, but if you are asked to see a professional in training and would prefer not to then please let us know.

The service also contributes to local and national research projects. These are strictly governed to ensure they meet the highest research standards.

You will always be asked before being entered into a research project, or being given a treatment that is being researched, and you will always have the choice not to take part if you would prefer not to.

If you prefer not to take part in a research project or choose not to see a professional in training it will not disadvantage you in any way.

Patient Council

We want to have a loud and active patient voice helping us to shape the service we offer. That's why we have formed a Patient Council which meets regularly to help us review our performance and develop our services.

If you are interested in joining our patient council then please get in touch and we'll explain more.

Complaints

From time to time, despite the best of intentions, we may get things wrong, or fail to meet your expectations. Should this occur we would like to discuss your concerns with you in order to try and resolve the matter as quickly and easily as possible before it escalates into a bigger concern for you.

We follow the NHS Wales complaints procedure. Making a complaint will not affect your on-going treatment.

To make a complaint, or to discuss a concern please contact our clinical governance manager.

Access to Patient Information

The Practice only shares information about you when it has your consent, or when legally obliged to do so.

Violence and Abuse

The team works hard to provide a polite, friendly and respectful service. It is important that they are treated with respect too, and unfortunately from time to time healthcare staff in the NHS experience violence or abuse from patients or their families. This is unacceptable and may result in the service removing the patient from their list.

Health Board

The Healthy **PRESTATYN** Iach / Healthy **RHUDDLAN** Iach is a service provided by Betsi Cadwaladr University Health Board.

Service Boundary



You can use this page to record the KeyTeam details for you and your family

Name:

Enw:

Your KeyTeam:

Eich Tîm Allweddol:

Name:

Enw:

Your KeyTeam:

Eich Tîm Allweddol:

Name:

Enw:

Your KeyTeam:

Eich Tîm Allweddol:

Name:

Enw:

Your Key Team:

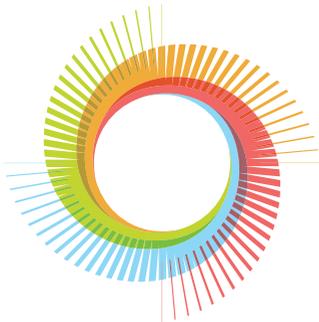
Eich Tîm Allweddol:

Name:

Enw:

Your Key Team:

Eich Tîm Allweddol:



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