

**DR A C MOHINDRU**  
MBBS MSc DTCD DPD DFFP DCCH  
PG Dip CARDIOLOGY

**DR D CHOPRA**  
MBBS MRCP DFFP DRCOG DMRE

## **PATIENT LEAFLET**

**HEALTH CENTRE  
CWM  
EBBW VALE  
GWENT  
NP23 7RW**

**Telephone: 01495 370209  
Fax: 01495 371697**

**enquiries.w93619@wales.nhs.uk**  
**[www.cwmhealthcentre.co.uk](http://www.cwmhealthcentre.co.uk)**

## **PRACTICE TEAM**

<b>DR A C MOHINDRU –</b>	MBBS MSc DTCD DCCH DPD DFFP PG Dip CARDIOLOGY
<b>DR D CHOPRA -</b>	MBBS MRCGP DFFP DRCOG DMRE
<b>MRS KIMBERLEY MORGAN -</b>	Practice Nurse
<b>MS TINA JONES -</b>	Health Care Assistant
<b>MRS CLAIRE DANCE -</b>	Practice Manager
<b>MRS CAROL PADFIELD -</b>	Receptionist
<b>MRS MELANIE BYRNE -</b>	Receptionist
<b>MS AMY WORLOCK -</b>	Receptionist
<b>MRS KERRY WALLIS -</b>	Receptionist

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## **SURGERY HOURS & APPOINTMENTS**

The surgery telephones are manned from 7.30am until 6.30pm every day from Monday to Friday, and until 7.00pm on a Thursday. Doctor, Nurse and the Health Care Assistant operate on an appointments system and an appointment can be obtained by telephoning the surgery, using My Health On Line (MHOL) or by emailing [enquiries.w93619@wales.nhs.uk](mailto:enquiries.w93619@wales.nhs.uk) or by calling in the surgery. Appointments are available within 48 hours and urgent cases are seen the same day. An appointment will last for ten minutes.

Appointments for Doctor are available from 7.30am until 11.20am on a Monday morning and 7.40am until 11.20am every other morning, Tuesday to Friday and from 4.00pm until 6.20pm every afternoon and until 6.50pm on a Thursday. Emergencies are seen at the end of morning surgery. If you are unable to wait until an available appointment slot please inform the Receptionists.

## **HOME VISITS**

Home visits must be requested by 10.30am or as soon as possible, by telephone or by a relative/friend calling in. Brief details of the problem must be given. Every effort must be made to attend the surgery if possible, where a fuller and detailed examination can take place.

## **OUT OF HOURS**

If you need to see a doctor urgently outside the normal surgery hours of Monday to Friday 7.30am until 6.30pm, please contact the Out of Hours Service on 111. Alternatively you can seek advice from NHS Direct on their website: [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk). The surgery answering machine gives all relevant numbers for use outside our opening hours. Aneurin Bevan University Health Board is responsible for commissioning the Out of Hours Service and can be contacted on 01495 241294 with any comments.

## **REPEAT PRESCRIPTIONS**

Repeat prescriptions will be available 48 hours following requests. Requests for repeat prescriptions can be made via the telephone on the main surgery telephone number of 01495 370209 or by posting or presenting the repeat slip at the surgery. Repeat prescription requests can also be made via **My Health On Line (MHOL)** for which you need to register at the Health Centre or by email at: [enquiries.w93619@wales.nhs.uk](mailto:enquiries.w93619@wales.nhs.uk). Some local chemists also run their own repeat prescription request service which we also co-operate fully with.

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## **ADDITIONAL SERVICES**

**HEALTH CARE** – General health care is provided by our Health Care Assistant. This service covers routine blood pressures, blood tests, weight management, minor dressings, etc. Are you concerned about your health at all? Would you like to have your blood pressure taken? Are you concerned about your weight? Please give us a ring and make an appointment with our Health Care Assistant.

**VACCINATIONS & IMMUNISATIONS** – Routine immunisations and travel vaccinations are performed by our Practice Nurse.

**CERVICAL SMEARS** – Cervical smears are performed by our Practice Nurse. The service is managed across Wales by Cytology Screening Wales and patients are sent reminders by this service.

**CONTRACEPTION CARE** – Initial assessment and decision about your contraception needs must be made by Doctor and you. Follow up contraception care is performed by our Practice Nurse. Please make an appointment with her in plenty of time for your next prescription.

**MINOR SURGERY** – minor surgery is performed on a regular basis.

**RESPIRATORY CLINIC** – Asthma and respiratory disease clinics are held weekly by the Practice Nurse.

**DIABETIC CLINIC** – Diabetic clinic is held weekly by the Practice Nurse.

**HEART DISEASE CLINIC** – Heart disease clinic is held weekly by the Practice Nurse.

**BLOOD PRESSURE CLINIC** – Blood pressure clinic or hypertension clinic is held weekly by the Health Care Assistant.

**CHILD HEALTH IMMUNISATIONS** - This clinic is held every Tuesday morning. This service is provided by our Practice Nurse. The Health Visitor can be contacted on 01495 353028.

**All the above clinics and services can be accessed by making an appointment at the surgery on 01495 370209.**

## **YOUR RESPONSIBILITIES TO US ARE:-**

- By keeping your booked appointment and informing us if you will be late or unable to attend. If you arrive late for your appointment, it causes delay and inconvenience to other patients.
- The Health Care Team are committed to treating patients with courtesy and kindness. It is the responsibility of patients to reciprocate this commitment.
- Any abuse or threat of harm towards staff will make you liable to be transferred to another surgery which may be less convenient to attend. Violent or abusive behaviour will not be tolerated.
- All patients are responsible for their own health and should take appropriate action with, where necessary, help and advice from the Health Care Team.
- Patients have the responsibility to provide the doctor, to the best of their ability, with the details of past illnesses, medication, hospital admissions and any other matters relating to their health.
- An appointment is for one person only: when someone else needs attention then a second appointment is needed.
- Where Out of Hours visits are required, please ask for a night visit only when you feel it is truly necessary and home visits by the doctor when patients are too ill to visit the surgery.

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## **COMMENTS & COMPLAINTS**

We welcome complaints, comments and suggestions about the surgery and the services provided. Any complaints can be made to Mrs Claire Dance, Practice Manager or either Dr A C Mohindru or Dr D Chopra directly or to the Aneurin Bevan Community Health Council at Raglan House, Llantarnam Business Park, Cwmbran, NP44 3AB, either verbally or by a written approach. Complaints concerning the surgery can also be directed to the Aneurin Bevan University Health Board, to Judith Pagett at St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ or Aneurin Bevan University Health Board | Complaints Procedure - 'Putting Things Right'. Or you can contact the Public Service Ombudsman for Wales on 0300 790 0203 or at [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk).

## **DATA PROTECTION**

All patient information is treated in the strictest confidence. Access to all records is limited to people caring for the patient, including surgery staff. Sometimes other professionals involved in patient care will need access to the notes but this is only done with the expressed permission of the doctors. Any request for individual patient information by a third party must be accompanied by a signed release by the patient. The surgery complies with the data protection act.

Patients have the right to see their records and should contact Mrs Claire Dance, Practice Manager. Confidential personal health information is only used anonymously within the practice to improve our health care to you.

## **SURGERY INFORMATION**

The surgery does undertake teaching and training of health care professionals or persons intending to become health care professionals. The Health Centre is based in Cwm with no branch surgery, but the practice area includes Cwm, Ebbw Vale and Beaufort. To register as a patient, you must reside in Cwm, Ebbw Vale or Beaufort. Please ring the main surgery telephone number or call in to request registration. We do not discriminate against race, gender, social class, age, religion, sexual orientation, disability or medical condition. You will be given a registration form and an appointment with the Health Care Assistant for a general examination to identify your needs.

## **DISABLED ACCESS**

The surgery boasts excellent disabled facilities including access, disabled toilet, low level reception, loop hearing device, large print patient leaflet and information (on request). The surgery is committed to our disabled population.

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Cwm Health Centre is governed by Aneurin Bevan University Health Board and any details required regarding primary medical services can be obtained from: Aneurin Bevan University Health Board, Llanarth House, Newbridge Gateway, Bridge Street, Newbridge, NP11 5GH, telephone 01495 241294.