



West Quay Medical Centre

Hood Road
Barry, Vale of Glamorgan
CF62 5QN

Telephone: 01446 722792

Fax: 01446 733555

Website www.westquaymedicalcentre.co.uk

Welcome to

West Quay Medical Centre

West Quay Medical Centre is located at the edge of Barry town centre, overlooking the Barry Innovation Quarter. We offer the full range of local medical services. Further afield, our Rhoose branch surgery meets the needs of residents in Rhoose and the rural areas around Barry. We have full disabled access at both of our sites.

Get Well, Keep Well

Of course we're not just here for when you are unwell. Our team of healthcare professionals and support staff offer a number of clinics and services to promote good health and wellbeing whatever your

medical condition. From annual vaccinations against flu, to travel vaccinations, smoking cessation support and contraceptive advice, we can help meet your health needs. In addition to our own team, the Practice also supports a range of other healthcare professions including podiatry and physiotherapy as well as mental health counselling.

Keep up to date by following us on:

Facebook - @westquaymedicalcentre

<https://www.facebook.com/westquaymedicalcentre/>

Twitter - @WestQuayMC

<https://twitter.com/WestQuayMC>

West Quay Medical Centre Catchment Area



Opening times

West Quay Medical Centre

Telephone line opening times:

Monday – Friday 08:00 – 18:30

Surgery opening times:

Monday – Friday 08:20 – 18:00

Saturday/Sunday - Closed

Rhoose Medical Centre

54 Fontygary Road, Rhoose, CF62 3DS

Monday – Friday 08:30 – 12:00

Monday 14:00 – 17:30

Thursday 14:00 – 17:30

If you require urgent medical attention outside of normal surgery hours (or on weekends/bank holidays) please call the Out of Hours service on 01446 729562 or contact NHS Direct: 0845 46 47
<http://www.nhsdirect.wales.nhs.uk>

In a genuine emergency, you should call 999. Chest pains and / or shortness of breath constitute as an emergency.

Meet the team

GP Partners

Dr Stephen Matthews (M)

MB BCh Dip Diabetes

Dr Catherine Wray (F)

MRCGP

Dr Rhodri Lewis (M)

MB BCH

Dr J Louise Jenkins (F)

MBCHB MRCGP DRCOG DCH

Dr James Martin (M)

*MB BCH MRCGP DIPLOMA IN GERIATRIC
MEDICINE*

Dr Robert Glenn (M)

MB BCh

Salaried GPs

Dr Ronnie Cunningham (F)

Dr Samantha Cahill (F)

Dr Katie Ridley Jones (F)

GP Registrars & Medical Students

West Quay Medical Centre is proud to be a training Practice for General Practitioners and medical students. Every year we train young Doctors who have already been qualified at least four years, they work with us during the final year of their vocational training to become independent GPs.

We also support the training of medical students under supervision.

Advanced Nurse Practitioners

Susan Carter (F)

Patricia McKenna (F)

Rachel Dodsworth (F) Trainee

Minor Illness Nurse

Lorna Davies (F)

Practice Nurses

Amy Webber (F)

Ella Howard (F)

Ffion Kincaid (F)

Healthcare Assistants

Norma Morris (F)

Louise George (F)

Practice Clinical Pharmacist

Carl Barrett

Management Team

Gareth Thomas MSc – Business
Manager

Linda Davis – Reception Manager

Janice Watts – IT & Data Systems
Manager

Rachel Wilkins – Business Manager
Assistant

Appointments

How do I make an appointment?

There are different ways to book an appointment at WQMC.

Routine – A routine appointment is an appointment that is needed usually a some point in the future between 2-3 weeks ahead. In order to request a routine appointment this can be requested by telephoning the surgery or registering for My Health Online access.

Urgent – An urgent appointment is often requested on the same day by a patient. A same day appointment if urgent can be requested by telephoning the surgery.

If a receptionist is in any way concerned about a patient who may be seriously unwell, that receptionist would be expected to inform the duty GP/ANP of his/her concerns immediately, to enable the GP to prioritise clinical triage.

Clinical Triage

Clinical Triage is a process with which clinicians assess patients based on their symptoms and signs, to determine the need for immediate medical treatment. By definition, clinical triage may only be

undertaken by an appropriately trained clinician, and is NOT a role allocated to non-clinical staff under any circumstances. At WQMC, clinical triage may be undertaken over the phone, or in person, and is usually undertaken by General Practitioners or Advanced Nurse Practitioners.

Care Navigation

The primary role of a patient care navigator should be to foster patient autonomy and provide patients with information that enhances their ability to make appropriate health care choices and/or receive medical care with an enhanced sense of confidence about risks, benefits and responsibilities. All reception staff undertakes training on Care Navigation in order to help patients.

Pre-bookable Appointments

GP, Advanced Nurse Practitioner, Practice Nurse and Healthcare Assistant appointments can be pre-booked for your convenience. These appointments can also be booked online through My Health Online without the need to telephone the surgery.

We also pre-book clinics such as minor surgery, joint injections, coil insertion and implant clinics.

Please let us know in advance if you cannot make your appointment so that it can be offered to somebody else. If you are more than 10 minutes late for your appointment you may be required to re-book an appointment.

Missed Appointments

Missed appointments are called ‘Did Not Attend’ DNA and the practice has a policy in place for patients that repeatedly miss appointments without informing the practice.

Home Visits

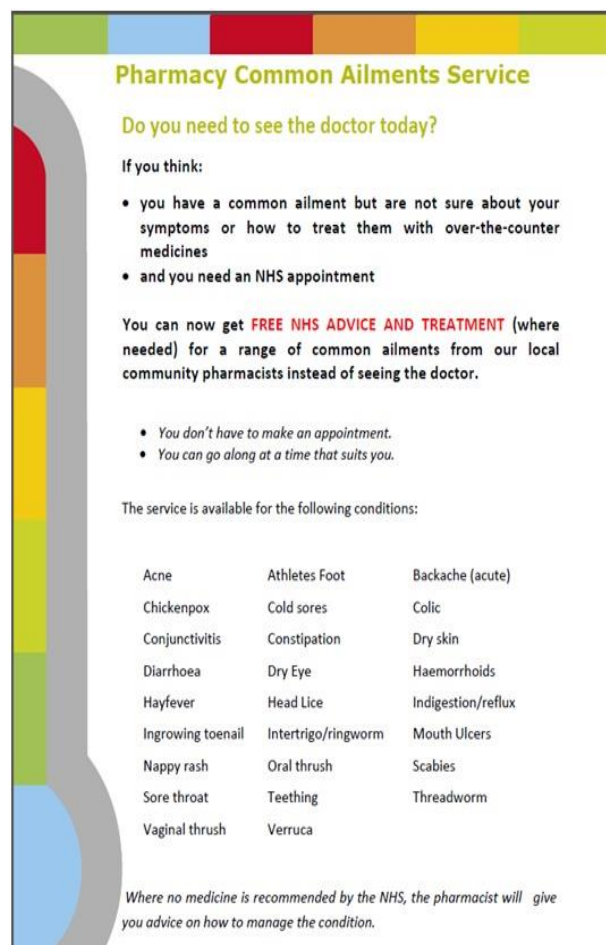
Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:00** and by providing us with suitable details.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP may contact you via telephone in order to prioritise home visits.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at

home by a health visitor if you have recently had a baby.

Self-Help (Common Ailment Scheme)



Pharmacy Common Ailments Service

Do you need to see the doctor today?

If you think:

- you have a common ailment but are not sure about your symptoms or how to treat them with over-the-counter medicines
- and you need an NHS appointment

You can now get **FREE NHS ADVICE AND TREATMENT** (where needed) for a range of common ailments from our local community pharmacists instead of seeing the doctor.

- You don't have to make an appointment.
- You can go along at a time that suits you.

The service is available for the following conditions:

Acne	Athletes Foot	Backache (acute)
Chickenpox	Cold sores	Colic
Conjunctivitis	Constipation	Dry skin
Diarrhoea	Dry Eye	Haemorrhoids
Hayfever	Head Lice	Indigestion/reflux
Ingrowing toenail	Intertrigo/ringworm	Mouth Ulcers
Nappy rash	Oral thrush	Scabies
Sore throat	Teething	Threadworm
Vaginal thrush	Verruca	

Where no medicine is recommended by the NHS, the pharmacist will give you advice on how to manage the condition.

Repeat Prescriptions

To order a prescription online visit our website where you can select if you live in Rhoose or Barry.

Sometimes, the nurse prescriber or GP will authorise more than one prescription, especially for patients with a long term condition.

Please allow 48 hours between requesting a repeat prescription and its availability for collection. We cannot process repeat prescription requests over the telephone as there is a much greater risk of incorrectly administering the request.

There is a deposit box for repeat prescription requests located at the front entrance to West Quay and Rhoose which may be used out of hours. A further collection box is located at the main reception desk located on the ground floor of West Quay.

However if you are due for a medical review due to the length of time that you have been on a particular type of medication, we cannot issue a prescription until that review consultation with the nurse prescriber or GP has taken place.

Please also note that it is your responsibility to manage your own medication. Whilst we understand that you

may occasionally forget to order your repeat medications until you have run out, the Practice cannot deal with your requests at short notice. If you are going on holiday, you should also inform us in plenty of time to arrange for your medication to be prepared. If you leave your request too late, the Practice may not be able to process your request in time.

Clinics & Services

Antenatal Clinic

Antenatal clinics are held all day every Thursday at West Quay Medical Centre by appointment and on a Wednesday morning at our Rhoose Branch.

The community midwife is present at the antenatal clinics and provides care before, during and after childbirth.

Baby Clinic

We hold a baby immunisation clinic every Monday for under 5s (except bank holidays) from 13:30 until 15:30. No appointment necessary. You can also make an appointment at reception to see the health visitor for weight checks and advice.

Cervical Smears

Patients are encouraged to book an appointment for regular smears. Please ask the receptionist.

Minor Surgery

Many small lumps and bumps may be able to be treated at the Practice. Please make an appointment to see a doctor for an initial diagnosis to be made. If appropriate, the doctor may refer you to our in-house minor surgery clinic along with a clinical photograph and patient consent which will be stored in the patient record. You will then receive a letter from the Practice detailing the next steps.

Travel Advice

Our practice nurses will advise with regard to travel requirements and will administer any vaccinations, which may be necessary. More information can be found on the above tab.

In-House counselling

Patients can be referred via the GP for this service.

Mental Health Practitioners

Mental Health Practitioners are attached to the practice and they can help with many mental health concerns, without the need to see a GP so you can normally be seen sooner.

Physiotherapy Assessment Service

We have a physiotherapy service provided in WQMC each Monday. Other days the service can be access at an alternative location in Barry.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

We no longer complete Blue Badge Forms at the surgery. Please contact the

local Vale of Glamorgan Council for this service.

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Test Results

When you attend for a test of any kind you will be told how long you should expect to wait for the results. Please call us after the expected date of return – between **2.00 – 5.00pm.**

Our reception staff can give out some results over the phone or face-to-face. However, they are not qualified to comment on results therefore it is your responsibility to check them and make any necessary follow-up appointment with the doctor.

Patient Registration

If you live in the Practice area and wish to register for NHS general medical, maternity or contraception services, please telephone us or call in.

You will need to complete a registration form (GMS1W) and this form can be

found on our website or is available from our reception desk. We require two forms of identification, one with photo ID and one with proof of address. Your NHS number is also required to register, this can be obtained from your previous surgery.

Patients are no longer allocated to a specific doctor; whilst you may be registered in the name of a particular Partner GP, you will be seen by any Practice GP.

When you register with us we think this is a good opportunity to discuss your health and get to know your medical problems and requirements if there are any. We want to not only treat any known conditions, but also provide advice on how to stay fit and healthy wherever possible.

Please note, if you are already a patient with us and you move out of our Practice boundary, you will be required to register with another Practice.

Co-located within the practice is the Evans pharmacy, which has a clinical pharmacist who offers advice and treatments for a range of minor ailments during normal working hours.

The practice has suitable access for all patients, with easy access for wheelchair users and pushchairs, and adjacent to the

waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing/feeding facilities. Within the car park there are designated spaces for disabled patients.

The waiting room offers a range of literature for all patient groups and a portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

Practice Policies

Confidentiality & Medical Records

The practice complies with General Data Protection Regulations and access to medical records legislation.

A detailed privacy notice is available in surgery on request or on our website.

This privacy notice explains why West Quay Medical Centre collects information about you, how we keep it safe and confidential and how that information may be used.

Access to Records

Your information is held on our secure system; we can only disclose this information to a third party with your

consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

[How to raise a concern or complaint](#)

Our complaints procedure is in line with the NHS 'Putting Things Right'.

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback.

Patient Participation Group (PPG)

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients. If you are interested in joining the PPG please visit our website for more information.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse in order to safeguard practice staff, patients and other persons.

Cardiff & Vale University Local Health Board

West Quay Medical Centre is contracted by Cardiff and Vale University Health Board to provide General Medical Services.

Other primary medical services in the area can be obtained from the Local Health

Board by writing to the team or accessing their website:

Cardiff & Vale UHB
University Hospital of Wales
Heath Park
Cardiff
CF14 4XW

Phone: 02920 747747
Fax: 02920 746406

<http://www.cardiffandvaleuhb.wales.nhs.uk/primary-and-community-services>