**Veteran Friendly**

**Accredited Practice**

We recognise the service and contribution veterans have made to our community and wish to better meet the health commitments of the Armed Forces Covenant.

The Covenant states that veterans, should face no disadvantage in accessing health services and should receive priority care for military attributable conditions, subject to clinical need.

If you or a family member are an armed forces veteran, please inform a member of staff who will be able to offer more information regarding the services we can offer.



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**Threats of violence or abuse towards our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.



**Patient** **Participation Group**

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online. Alternatively, contact the Business Practice Manager who is the nominated point of contact for all PPG matters.

**Patient Information Leaflet**



**Forest View Medical Centre** is a partnership providing NHS Services under an NHS Wales General Medical Services Contract



Abergoki Industrial Estate

Treorchy

CF42 6DL



01443 773595



 [www.forestviewmedicalcentre.co.uk](http://www.forestviewmedicalcentre.co.uk)

**Opening hours**

|  |  |  |
| --- | --- | --- |
| Mon–Friday | **8:00am** | **6:30pm** |

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website. If you require a paper format, please ask for a leaflet from Reception.

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**Comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

**Our aim is to give the highest possible standard of service.**

We will always be willing to hear if there is anyway that you think we can improve the service we provide.

If you have any complaints or concerns about the service that you received from the doctors or staff working for the practice, please let us know.

More information regarding our complaint’s procedure can be found on our website or our complaints leaflet which can be found at reception.

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**Further information:** [**www.nhs.uk**](http://www.nhs.uk)

**Home visits**

Home visits are at the discretion of the GPs and are for patients who are housebound due to significant health issues. Should you or a relative require a home visit, please contact reception before 12:00 midday. A clinician will then telephone you to discuss your request.

**Prescriptions**

Your prescribing clinician will initiate any prescription that they determine you require.

Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box, located outside each practice site.
* By telephone – via your local Community Pharmacy
* Online – Via “My Health Online” – please ask at Reception for further details on how you can register for this service.

**Please allow up to 5 working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions**

**Training Practice**

We are a training practice and clinicians in training may, as part of their learning, be required to sit in to observe during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

**Services we provide include:**

* **Family planning –** All our GPs and the practice nurse offer a range of contraceptive services.
* **Vaccinations –** The nursing team administers vaccines for both adult and child immunisations.
* **Minor surgery & Joint Injections–** Your GP can advise on minor operations & steroid injections
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, COPD & diabetes.
* **In House Physiotherapy service –** We have our own musculoskeletal assessment service which patients can assess without having to be referred by a GP.
* **Blood Pressure monitoring**
* **Pharmacist Medication reviews**
* **Learning Disability reviews**
* **Substance Misuse Clinic**
* **Warfarin monitoring clinic**
* **Wound Checks**

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999.

If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

**How to register at the practice**

You must live within the practice area to register – please contact Reception for further details and assistance.

We currently provide services over three sites. Our main site is in Ynyswen on the Aberkorgi Industrial Estate. We also have branch surgeries in William Street, Ty Newydd & 128 High St, Treorchy.



**Appointments and Accessing Services**

We have two appointment options, on the day or book ahead.

To make an appointment to see a GP, a member of our healthcare staff or to access any other of our practice services, please log on to our website.

[www.forestviewmedicalcentre.co.uk](http://www.forestviewmedicalcentre.co.uk)

Should you be unable to access the website, please ring 01443 773 595 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

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**The Practice Team**

This practice operates under a partnership agreement and provides services on behalf of NHS Wales

**Partners**

**Dr R. Bennett**

**Dr D. Miller**

**Dr S Subbu**

**GPs**

**Dr A. Foster**

**Multi-Disciplinary Team Clinicians**

**Mrs P. Miles – Advanced Mental Health Practitioner**

**Mrs H. Crowley – Advanced Nurse Practitioner**

**Mr P. Crowley – Advanced Paramedic Practitioner**

**Nurses**

**Mrs L. Lewis**

**Mrs L. Button**

**Mrs L. Miller**

**Healthcare Support Workers**

**Ms S. Hollinshead**

**Ms S. Strinati**

**Ms. K Chivers**

**Phlebotomists**

**Mrs A. Richards**

**Business Practice Manager**

**Mr M. Gall**

**Clinical Practice Manager & Medicines Management Lead**

**Mrs R. Davies**