

**Meddygfa Canna Surgery**

27 Wyndham Crescent
Canton, Cardiff, CF11 9EE

Telephone: 02920 390722

Website: www.cannasurgery.co.uk

We are based in the heart of **Canton** close to the centre of Cardiff. We are a friendly medium sized GP practice caring for approx. 8000 patients registered with us who live in the **Pontcanna, Canton, Riverside** and **Llandaff** areas of **Cardiff**. We are committed to quality and high standards of personal service. We are an accredited training practice providing training to future generations of general practitioners and medical students.

**Opening Times**

|  | **Times** |
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| **Monday** | 08:30 - 18:00 |
| **Tuesday** | 08:30 - 18:00 |
| **Wednesday** | 08:30 - 18:00 |
| **Thursday** | 08:30 - 18:00 |
| **Friday** | 08:30 - 18:00 |
| **Weekends & Bank Holidays** | *Closed* |

The surgery telephone lines open at 08:30 each working day.

Outside the above opening hours, calls are handled by the Out of Hours Service and transferred to the out of hours GP.

*If you require medical attention at any time while the surgery is closed, contact the Out of Hours Service on 111.*

| **Doctors****GP Partners**The Partners in Canna Surgery hold a contract with Cardiff & Vale University Health Board (UHB) to provide general medical services. The partnership is not limited. |
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| Dr Phil Ganderton | MBBCh. MRCGP 2003. Joined the Practice in 2004. Carries out joint injections and minor surgical procedures. |
| Dr Steve Davies | MBBCh. MRCGP 2010. Carries out joint injections and minor surgical procedures. Also served terms of office as a representative on both the Bro Taf LMC and GPC Wales. |
| Dr Sherif Khalifa | MBBCh. MRCGP 2020. Carries out joint injections and minor surgical procedures. Dr Khalifa is a fluent Welsh speaker.  |
| Dr Megan Blyth | MBBCh. MRCGP 2017. DRCOG MAcadMEd Assists with medical education for medical students through Cardiff University. |
| Dr Caryl Wood | MBBCh. MRCGP 2019. Dr Wood is a fluent Welsh speaker. |

We are recognised as a Postgraduate Training practice and provide training to GP Registrars. Registrars are fully qualified doctors, and many have a great deal of hospital experience. They do the same clinical work as the partners and are available for consultations in the same way.

Note that on certain occasions Locum doctors are working in the surgery. These experienced doctors assist in helping to cover for annual leave and busy periods.

| **Nurses** |
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| Practice nurses are qualified and registered nurses. Their roles include family planning, cervical smears, childhood and adult immunisations, travel advice and wound care. They also run clinics for long-term health conditions such as hypertension, asthma, COPD and diabetes. |
| Sister Lucy  | Lucy joined us in September 2009 following working in hospitals and general practice. |
| Sister Annabelle  | Annabelle joined us in March 2018 having previously worked as a District Nurse within the community. |

| **Healthcare Assistants**Lisa works part time on reception but also undertakes the role of a healthcare assistant. She supports the practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure and ECGs. She may also act as a chaperone when a patient or doctor requests one. |
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| **Practice Management**The practice management team manage all the business aspects of the practice required to provide high quality patient care including human resources, finance, patient safety, premises and equipment and information technology. |
| Practice Manager | Mr Christopher Williams | Mr. Williams has an Accountancy background, and has also worked in the GP Out of Hours service. |
| Deputy Practice Manager | Mrs Jane Griffiths | Mrs Griffiths supports Mr Williams with the non-clinical aspects of the practice. |

| **Administration, Secretarial & Reception Staff** |
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| The practice employs a number of administrative, secretarial and reception staff who are vital to the smooth day to day running of the practice. |

**Services Available**

The following services are available during core hours (8:30am-6:30pm) under the NHS contract.

**Core Services**

* General management of medical conditions
* Health promotion advice
* Emergency care if appropriate
* Referral for other services, if appropriate
* Urgently required care for temporary residents

**Additional Services**

* Cervical screening
* Contraceptive services
* Vaccinations and immunisations
* Child health surveillance
* Maternity Services

**Enhanced Services**

* Anticoagulation service
* Minor surgery procedures
* Flu jabs

| **Further information on Clinics****Cervical Smears**If you are not sure when your next smear is due, please feel free to contact the practice and we will let you know. If your smear is overdue, please make an appointment with our practice nurse.**Diabetic, Asthma and COPD Clinics**Annual reviews for these conditions are managed by our nursing team. Should you feel you have not been reviewed annually then please book an appointment with the nursing team. Appointments for diabetic annual reviews are sent out routinely by the Administration Team. **Foreign Travel Vaccinations**Please arrange a consultation with one of our practice nurses at least 8 weeks before your date of departure.**Well Baby Checks**You will be contacted by our team to arrange an appointment with both a doctor and a nurse once your baby has been born and will be given information on booking vaccinations. **Antenatal Clinics**Antenatal Clinics are held by the Community Midwives on Wednesdays from 09:00. Please contact reception to make an appointment.**Minor Surgery Clinic**We offer a minor surgery service here for the removal of lumps and moles as well as some joint injections. Drs Ganderton, Davies and Khalifa undertake minor surgery. You cannot book a minor surgery procedure without being seen first. If appropriate they will recommend that you are placed on the waiting list and you will subsequently be contacted when a clinic is available. **Blood Tests**There is a phlebotomy clinic run from the surgery on a Friday morning.**Health Visitors**Health Visitors are highly qualified and experienced nurses who specialise in child and family health. They are not permanently based within the building; however they can be contacted by telephone on 02921 832216.**Community Midwives** |
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| The Community Midwives run Ante Natal Clinic at the surgery every Wednesday morning and undertake maternity bookings on Thursday mornings. Contact Reception if you wish to make an appointment to see one of the Midwives.  |
| **District Nurses**Work in close cooperation with the Practice. They provide nursing services to patients in their own home. Your local community nurses can be contacted either through reception or on 02920 444501.**GP out of hours**Operates whilst surgeries are closed. This is for urgent care needs which cannot safely wait until GP practices re-open. The service can be contacted on 111.**Mental Health Gateway Worker**Can be booked directly through reception and provide a triage service for patients suffering with mental health problems to seek help and assist with referrals for psychological therapy. **First Contact Physiotherapy Practitioner**Patients can be booked directly into a physiotherapy clinic through the surgery without the need to see a GP. They provide assessment of adult patients with recent (in the last 2 weeks) flare of back, joint or tendon pain.**Community Pharmacy including common ailments scheme.**We are not a dispensing practice but have an onsite pharmacy located at the rear of the surgery operated by NIK PHARMA LTD. Certain common ailments can be treated by your local pharmacist. For helpful advice on this and pharmacy opening times please see the choose well Wales website on <http://www.choosewellwales.org.uk/home>**Contraceptive coils and implants**The practice, in collaboration with Cardiff and Vale University Health Board has arrangements in place with Woodlands Medical Practice to undertake insertion of contraceptive coils and implants. If you wish to have one of these fitted, you can self-refer without the need to see a GP or Nurse. You just need to complete a form which can be picked up from reception or downloaded from our website.**Non-NHS/Private Services**The practice provides private medical services, such as medical reports for insurance purposes, completion of health or travel insurance claim forms, confirmation of fitness to travel, perform or take part in particular activities etc. Please note that these services are outside the scope of NHS Services and will be at the discretion of the doctor to complete and will be liable to a charge. Please make your enquiry at reception. Our Medical Secretary co-ordinates all private work and will advise you on the cost before the work is undertaken. Payment of all fees are payable in advance of the relevant documentation. Please note that we DO NOT countersign Passport Application or Firearms Certification forms.  |

**Access to the surgery**

**New Patients**

We accept patients who reside within the areas referred to on the front page and shown within the blue line in the image at the end of this document. If you are unsure if your address falls within our boundary, please contact reception. We would ask that where possible you provide us with documentary evidence of your address and some form of ID.

It is important, that we hold, up to date information on your contact details and address at all times so that we can operate safely and effectively.

**Booking Appointments**

Consultations with any of our team are by appointment only. You can book an appointment by telephone, within the surgery or online from the My Health On Line portal. To sign up to this you can find the application form by visiting our website or requesting a copy from Reception.

We are currently offering routine face to face and telephone appointments that can be pre booked up to 3 weeks in advance. For more urgent appointments we offer a soon appointment within 2-3 working days. If you have a problem which you consider to be an **emergency** then the receptionist will take your contact details and will ask for a brief description of the problem. We will then arrange for a doctor to call you back to discuss the problem. Please ensure that you are available to be seen face to face either the morning or afternoon of your telephone call.

The patient has the right to express a preference to receive services from a particular GP. While the practice will endeavour to meet this requirement, if an appointment is requested with a specific GP this may mean waiting a little longer.

**Cancelling Your Appointment**

If for any reason you are unable to attend for a booked appointment, we would ask that you let us know as soon as possible so that we can offer the appointment to another patient.

**Appointment Reminders**

The surgery has started sending appointment reminders and health promotion messages to patients by text message. Please ensure we have your up-to-date mobile number in order that we can send you a reminder about your appointment and/or health promotion information.

**Repeat Prescriptions \*\*Please allow up to 72 hours for your script to be processed\*\***

You can order your repeat medication by completing the slip attached to your prescription and delivering it by hand to Reception in hours or posting into the box out of hours. Many community pharmacies offer ordering and collection services which you are able to use if you wish. Contact your local pharmacy to enquire if they offer this service.

You can also order your repeat prescription online. You can do this by signing up to My Health On Line (MHOL). You can find the application form by visiting our website or requesting a copy from Reception.

Prescriptions ordered via all methods take 72 hours to process (excluding weekends and Bank Holidays)

Repeat prescriptions will need to be reviewed at regular intervals. Your GP may indicate this on your prescription for you to arrange in advance.

**Home Visits**

Generally, patients are seen at the surgery, however if the doctor considers a home visit necessary, they will be able to come to your home if you are housebound or too ill. Remember we have much better facilities for seeing you and examining in the surgery premises.

If possible, please ensure you telephone reception before 10:00 if you think you might need a home visit.

**Parking and Access**

Our Surgery is purpose-built and suitable for patients with physical disabilities with ramp access. All consulting rooms are located on the ground floor of the building. There are parking spaces for 22 cars as well as a cycle parking area, which are provided for the use of patients. If you find that the car park is full there is a public car park situated behind the surgery. Parking is free for 2 hours, but you must obtain a ticket from the machine.

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**General Information**

**Medical Students**

Meddygfa Canna Surgery is proud to be actively involved in the training of medical students. We provide teaching for 3rd and 5th years at Cardiff University. They may, with your consent, sit in with the GP during your consultations. Please let reception know, at the time of booking, if you do not wish to see them and we will ensure that you are offered alternative appointments.

**Test Results**

Please call the surgery after 2pm to enquire about your test results as our reception staff will have more time to deal with your request between these times.

Please note we can only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

**Temporary Registration**

If you are ill while away from home or if you are not registered with a doctor but need to see one, you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice register and still remain as a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

**Change of Address**

If you change your residential address, we ask that you visit the surgery and complete a change of address form. We can then amend your GP medical record.

You will need to provide documentary evidence of your new address if you are still within our practice operating area. This evidence should be an official letter, such as a utility bill or bank statement.

If you have moved to an area that is outside our practice operating area, you must advise us and then you would need to make arrangements, to register with a medical practice in the area in which you are living within 30 days of notifying us that you are no longer living within our operating area. It is practice policy that we cannot treat patients who do not reside within our catchment area.

Note that we do not have the ability to alter the address on your hospital records, therefore if you are under the care of a hospital/consultant or clinic you should advise them of your new address and if applicable the name of your new GP.

**Practice Policies**

**General Data Protection Regulations (GDPR)**

Under the General Data Protection Regulations, which came into force on 25th May 2018, the practice has a legal responsibility to let patients know how their personal information is processed.

If you wish to view and download the practice privacy notices and information, please visit the practice website and follow the links to the GDPR notices.

**Confidentiality & Medical Records**

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

* To provide further medical treatment for you e.g. from district nurses and hospital services.
* To help you get other services e.g. from the social work department. This requires your consent.
* When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

**Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

**Access to Records**

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

**Complaints/Suggestions**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint or provide a suggestion, please contact the practice manager Telephone: (029) 2039 0722

Email: practice.manager.w97296@wales.nhs.uk

Further written information is available regarding the complaint's procedure from the surgery upon request.

**Violence Policy**

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

**Cardiff & Vale University Health Board (UHB)**

Cardiff & VALE UHB is party to the NHS contract held by this practice. Should you wish to contact them this can be done via:

***Post***

Cardiff and Vale UHB, Woodland House, Maes Y Coed Rd, Cardiff, CF14 4TT

***Phone***

02920 747747

***Email***

cav.primarycare@wales.nhs.uk

