



Meddygfa  
**Eglwysbach**  
Medical Practice

## **NEWSLETTER – AUGUST 2018**

### **YNYSYBWL SURGERY**

On 1<sup>st</sup> July 2018, Ynysybwl Surgery became a branch surgery of Eglwysbach Medical Practice. We welcome all of the staff and patients of the Ynysybwl Surgery to our practice.

Eglwysbach Medical Practice has been helping Dr Swarna Bhat at Ynysybwl Surgery in the last year. Single-handed general practice is now not really a sustainable option for the long-term, and the Health Board has been supportive in trying to arrange for such practices to be supported by larger practices. After a period of one year working together, we made the decision to merge the practices so that Dr Bhat now becomes a partner at Eglwysbach Medical Practice. We thank you for your understanding if there are any teething issues in the initial months but we do not anticipate any significant issues affecting patient care while we adjust to the new situation.

Dr Swarna Bhat has provided a very personal service to the patients of Ynysybwl Surgery over a number of years, following Dr Menon and previously Dr Prosser. We know that the personal service of a small general practice is very much valued by patients, and Dr Bhat will continue to be the doctor who most commonly sees patients at Ynysybwl Surgery. However, it will be important for all of us to get to know each of our surgeries, and on occasions, therefore, Dr Bhat will work at one of the other surgeries, and other doctors from the practice will take their turn to work at Ynysybwl.

Some of Dr Bhat's patients who live in the Pontypridd or Tonteg areas may prefer now to be seen at the surgery most local to them, and if this is the case, please ask for appointments to be made at the appropriate surgery. All of our surgeries are now linked electronically, and so patient records can be viewed from any of the surgeries wherever patients live.

### **STAFF CHANGES**

Welcome to Dr Alex Howells, who is a 2<sup>nd</sup> year foundation doctor spending a 4-month attachment to the practice to learn more about general practice before returning to continue the rest of his 2<sup>nd</sup> foundation year back in hospital.

Welcome also to Dr Sara Abu-Roomy, who is a specialist trainee in general practice in her final year of general practice training.

We hope that both Dr Howells and Dr Abu-Roomy will enjoy working with us, and continue their learning from both us and you.

**P.T.O**

## **GENERAL DATA PROTECTION REGULATION**

New regulation in relation to medical records is now in force since May 2018. This does have an effect on your access to medical records. Information can be found at our website, and notices are present in each of the surgeries.

Please note that in order to access some records, you may need to provide proof of identity. The staff have all received training on the new regulations, and will be able to answer any questions that you may have in relation to any of this.

## **APPOINTMENTS**

We are aware of the problems that patients have in making appointments for non-urgent problems within our practice. We share the frustration that many of you feel.

As you will know General Practice is going through a very difficult time nationally in terms of recruitment; and this has been an experience we share with local practices. Be assured, however, we are trying to find other ways of dealing with demand whilst recruitment is an issue, including the employment of a full-time pharmacist, introduction of more flexible working patterns, as well as working with colleagues in the Taff Ely Cluster to develop more innovative models of working.

## **TELEPHONE APPOINTMENTS**

A patient has recently suggested that when we write to patients asking that they make a telephone appointment, either with a doctor, nurse or pharmacist within the practice, that we indicate that the waiting time for such a pre-booked telephone appointment may be several weeks away.

If you feel that your problem is one that cannot wait for that period of time, please let the reception staff know so that alternative arrangements can be made.

## **PHYSIOTHERAPY SELF-REFERRAL**

Patients with joint or muscular pain, sprains and strains, pain can now refer themselves to the physiotherapy service by telephoning 01443-715012. There is no longer a need to see a GP before referral. A clinician from the physiotherapy department will review your symptoms over the telephone, and offer you an appointment, as appropriate.

This service is not appropriate for children under the age of 16, or for patients with pregnancy-related pain, those requiring a home visit for treatment or frail, elderly patients requiring multidisciplinary team input. Patients sometimes see a physiotherapist for other problems, including respiratory or neurological problems, and once again, these are not appropriate for this service.

[www.eglwysbachsurgery.com](http://www.eglwysbachsurgery.com)

[www.taffelycluster.com](http://www.taffelycluster.com)

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