

SURGERY HOURS – BRUNSWICK HEALTH CENTRE  
8.30AM TO 6PM MON-FRI

STAFF

Practice Manager - Mrs Sheila Robins  
Assistant Practice Manager – Lisa Bartlett  
Secretary – Ms Karen Penn  
Practice Nurse – Julie Robert  
Practice Nurse - Lisa Donoghue-Bosher  
HCSW – Ms Linzi Crocker  
We have 6 reception staff members who cover either in Brunswick or Hafod surgery.

OTHER MEDICAL STAFF

Health Visitors – City Hub, staff will vary  
Midwife – City Hub, staff will vary  
Pharmacist – Mr Rhys Jenkins – City Cluster

Medical students

We undertake a programme of teaching medical students and we would like to thank all of our patients for their co-operation in this process.

A strict protocol is followed and the receptionist will inform a patient that a medical student will be present and ask for their consent.

REGISTRATION

All patients are welcome to register with the practice as long as they are living within our boundaries. These areas are:

- Blackpill, Brynhyfryd and Brynmill.
- Cockett, Cwmbwrla and, Cwmdru
- Derwen Fawr and Dunvant
- Eastside and Fforestfach
- Gendros and Greenhill
- Hafod and Hendrefoilan
- Killay and Landore
- Manselton, Maritime, Mayals, Mayhill, Morfa, Mount Pleasant and Mumbles
- Penlan, Plasmarl and Port Tennant

- SA1 Swansea Waterfront, St Thomas, St Thomas, Sandfields, Sketty, Sketty Park, Swansea City Centre and Swansea Docks
- Townhill and Tycoch
- Uplands and West Cross.

The practice operates an equality policy and we do not discriminate against on any grounds.

**All patients are asked to complete a new patient questionnaire and a Behaviour Contract. We operate a zero tolerance policy in respect of inappropriate behaviour by patients (or any persons accompanying them).**

**Violent, abusive or threatening behaviour, including verbal, where any person present has feared for his or her safety, may lead to the police being called and removal from this practice.**

APPOINTMENTS DOCTOR OR NURSE

We do not offer open access/ walk in clinics. All appointments are pre-booked in advance or booked on the day if an emergency. Please telephone the surgery: Brunswick – 01792 643001 from 8am  
Or call into the surgery.

**You can now book advanced appointments (Doctor Appointments only) via My Health Online, if you wish to register for this, please ask a receptionist the next time you are in the surgery. (Not available during Covid)**

If you feel that you need more than a normal 10 minute appointment, please let the receptionist know when booking your appointment.

**Please arrive just before your appointment time, giving you enough time to log yourself in on the self-check in board, any patient more than 10 minutes late for their appointment may not be seen.**

HOME VISITS AND TELEPHONE QUERIES

If you are seriously ill or you are infirmed and are unable to come to the surgery, please try and ring the surgery before 11am in the morning, unless a genuine reason arises later in the day. If you wish to speak to the doctor then please ask

the receptionist to book you in for a telephone advice call instead.

GP OUT OF HOURS SURGERY Telephone 111

Swansea Local Health Authority is responsible for services outside normal surgery hours. A doctor is always available on 111 for all emergencies that can arise outside normal surgery hours (including all public holidays)

**Please be aware that this service is for absolute emergencies only**

NHS DIRECT Telephone 0845 4647

This service is a nurse lead advice service and is available 24hrs a day and 365 days a year. When you call NHS Direct, they will ask you to provide some basic information, including details of any medication you may be taking. If you're calling on behalf of someone else, you'll need to provide this information on their behalf. They will assess your problem and advise you on the best course of action. You may be told how you can look after yourself at home, or we may recommend seeing a pharmacist (chemist). Website can be found at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

REPEAT PRESCRIPTIONS

We no longer take prescriptions over the telephone, these are now done by registering for My Health Online (forms can be downloaded from our website or collected from the surgery) If you do not have internet then you can order via post, asking your pharmacist or coming to the surgery with your repeat prescription.

DISABLED PATIENTS

Brunswick Health Centre has a disable access at the rear of the property. We have induction Loop for hard of hearing in our surgery and information is available in large print. Please can you let the surgery know if you have any disability and we will be more than happy to help?

## NURSES CLINICS

All clinics are held in the surgery by the practice nurses weekly, these clinics are for patients to have the opportunity to discuss issues, such as their diet, blood pressure, medication etc.

Please ask reception staff for details:

Diabetic Clinic, Cardiac Clinic, Asthma/ Chronic Respiratory Disease, Smears, Antenatal and child health (**please do not bring ill babies /children to baby clinic**).

The nurses carry out a number of procedures this includes injections, travel advice and wound dressings etc.

## PHLEBOTOMY (HOSPITAL ONLY)

Phlebotomy is by appointment only

Please ring: 01792 601807 to book at the hospital

## PHYSIOTHERAPY (HOSPITAL ONLY)

Physiotherapy is by appointment only during Covid, ring 01792 487453

Monday to Friday 9am to 1pm (excluding Bank Holidays)

Please go to this website for self-referral form

<https://sbuhb.nhs.wales/community-services/primary-care/physiotherapy/>

If you are under the age of 18, or wish to have treatment for a lung or breathing problem, a neurological problem or an obstetric/gynaecological problem, please see your Doctor

## ARE YOU A CARER OR BEING CARED FOR?

In order for a doctor to help you with all your needs, it is important that you let us know if you are a carer or you have a carer. Please ask for a form at reception.

## SUBJECT ACCESS TO PATIENT INFORMATION

If you wish to see your medical records, you must fill in a form – access to medical records, these forms are available on request at reception and these forms will contain all the information needed – these will be completed within 28 days  
All patient information is confidential and we do not allow any unauthorized access to any patients personal Identifiable Information. All members of staff have signed a confidentiality statement.

## HOW TO MAKE A COMPLAINT

If you decide to make a formal complaint, please ask for a copy of our Complaints Procedure. All complaints should be addressed to the Practice Manager or the Senior Partner. All complaints will be handled with complete discretion and confidentiality will be maintained at all times.

## ACCOUNTABILITY

The practice is accountable to the following body:  
The Chief Executive

Swansea Bay University Health Board  
One Talbot Gateway  
Baglan Energy Park. Baglan  
Port Talbot. SA12 7BR  
Tel 01639 683670

SBU Health Board  
Swansea Locality Office  
2<sup>nd</sup> Floor, Beacon centre for Health  
Langdon Road. Swansea. SA1 8QY  
Telephone 01792 601800

## PATIENT INFORMATION LEAFLET

### WELCOME TO

### BRUNSWICK HEALTH CENTRE

139/140 St Helens Road

Swansea. SA1 4DE

Tel 01792 643001

Phone lines open from 8am to 6-30pm Mon to Fri (excludes public holidays)

Website:

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

## THE DOCTORS

DR GARETH JONES MB Bch MRCGP DRCOG  
DCH (REG CARDIFF 1982)

DR HELEN LOCKING MB Bch / MRCGP

DR RICHARD BEYNON MB Bch

DR ANDREW GEMMEL MB ChB

Date last updated Feb 2022/ SR