

Meddygfa Glan Cynon Patient Leaflet

Meddygfa Glan Cynon Surgery
Ty Calon Lan, Oxford Street
Mountain Ash
CF45 3HD
Tel: 01443 706700
Email: Clinical.enquiries.w95029@wales.nhs.uk
Website: [Meddygfa Glan Cynon Surgery](#)

Welcome to Meddygfa Glan Cynon Surgery. In this document you will find helpful information relating to the practice.

Meddygfa Glan Cynon Surgery is a Practice holding a General Medical Services (GMS) contract with Cwm Taf Morgannwg University Health Board. The Practice is an ordinary partnership with 4 principles.

Clinical Staff

The principals in the partnership are:

GP	GENDER	QUALIFICATIONS
Dr Nicola Mogford	Female	MBBCh MRCGP CiDC (Trainer)
Dr Bethan Stephens	Female	MBBCh DRCOGFRCGP MRCGP DFSRH
Dr Jennifer Lewis-Jones	Female	MBBCh DCH DRCOG DFSRH (Trainer)
Dr Sajad Ahmad	Male	MB BS FRCGP FHEA RCPATHME PgDip MedEd PgDip Diabetes (Trainer)

The salaried GPs are:

GP	GENDER	QUALIFICATIONS
Dr Soha Ewis	Female	MRCGP
Dr Vadim Chernykh	Male	MRCGP MD PhD
Dr Kathryn Szymczak	Female	MBBCh BSc Pharmacology
Dr Nina Chernykh	Female	MRCGP

We are a training Practice and may have fully qualified doctors attached to us for further training in General Practice. The Practice also teaches undergraduate medical students. Patients will be informed if a medical student will be present during a consultation.

The Practice Nursing Team is:

Sarah May	Practice Nurse	
Sian Jones	Practice Nurse	
Nuala Jenkins	Health Care Assistant	
Magda Pydo	Health Care Assistant	
Rachel Hill	Health Care Assistant	
Terri-Anne Brace	Phlebotomist	
Victoria Pritchard	Phlebotomist	

The Practice Pharmacy Team is:

Alison Davies	Practice Pharmacist
Ruari O'Connell	Practice Pharmacist
Bethan O'Sullivan	Practice Pharmacist
Lauren Cross	Practice Pharmacy technician

Additional clinical support services are provided by the Health Board. These include District Nurses, Health Visitors and Midwives.

Management Team

Recruitment in progress	Practice Manager
Chris Williams	Business Manager
Julie Davies	Reception and Admin Lead

Our management team is supported by the Administrative/Reception staff.

Practice Information

Opening Hours

Monday - Friday	08:00 – 18:30 (doors open at 8.30am)
Saturday - Sunday	Closed
Bank Holidays	Closed

GP Appointment Times

Day	Morning Appointments	Afternoon Appointments
Monday - Friday	Sit & Wait	2pm – 5.30pm

The Practice operates a sit and wait appointment system every morning if you are unwell and feel you need to see a doctor the same day. For a sit and wait appointment please attend the surgery between 9am and 10.30am where you will be allocated to the duty GP's. Please note patients are seen in order of their clinical need and not their arrival time. GP start time is 9.00am. Please give the receptionist as much information as possible as this will help our GP's in assessing your care.

Please be aware our Clinicians do need to work within safe capacity and there may be times that the sit and wait appointments have reached capacity, in this case any urgent appointment requests will be assessed by our on-call clinician.

If you feel your problem is not urgent for the same day, we do offer pre-bookable appointments. We do have a high number of DNA's for these appointments and would ask if you could contact us if you no longer require your pre-booked appointment. Please remember appointment times are subject to availability.

Patients aged 75 years and over:

We are required to allocate a named accountable GP who will be responsible for your overall care. If you have a preference as to which GP you are allocated, the practice will make reasonable efforts to accommodate your request. Your named accountable GP will oversee the coordination of your care amongst the other health professionals. The named accountable GP will not take on 24-hour responsibility for your care, your named GP will purely oversee the care that you receive. Patients are still able to book with any GP at the Practice. Patients can express who they would like to see, however, this may not always be possible due to appointment availability with that GP. If you are 75 years of age, you are entitled to an Over 75 health check.

Nursing Appointment Times

Monday - Friday	8.30 – 13:00	13.00 – 5.00
-----------------	--------------	--------------

Nursing appointments are normally 15 minutes long. However, this varies on the nature of the appointment. Please note, we do not usually offer same day nursing appointments.

Out of Hours Service

Out of hours calls are for emergencies only. The out of hours service is provided by NHS 111. You can contact them by calling 111.

NHS direct
0345 4647
www.111.wales.nhs.uk

Dental emergency helpline: 0300 123 50 60

House Calls

If you are too ill or have mobility problems that would prevent you from attending the Practice, you can request a house call by telephone before 10.00am wherever possible. Your request will be assessed by the duty doctor and if deemed medically necessary you will normally be visited between 12.00 – 14.00. When you request a house call, one of the doctors may call you to discuss your request as it maybe something that can be dealt with over the telephone.

Services Provided

The Practice offers the general care of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of the condition, including health promotion advice and appropriate referral, reflecting patient choice wherever practicable. Other NHS General Medical Services provided by appointment include:

- Management of chronic disease in the manner determined by the Practice, in discussion with the patient.
- Child health surveillance
- Cervical screening
- Vaccinations and immunisations
- Contraceptive services
- Family Planning Clinic
- Minor Surgery clinic
- INR Warfarin Monitoring
- Phlebotomy

The Practice also provides a number of non-GMS services i.e. private medical reports and examinations. Charges apply to these services, please ask at Reception.

Please note the practice DOES NOT provide vaccinations/blood tests for occupational purposes.

Samples are collected from the Practice by courier at 1pm daily; if you have been asked to provide a sample, please ensure it is returned to us before that time, otherwise you may be asked to repeat the test.

Access and Disabled Patients

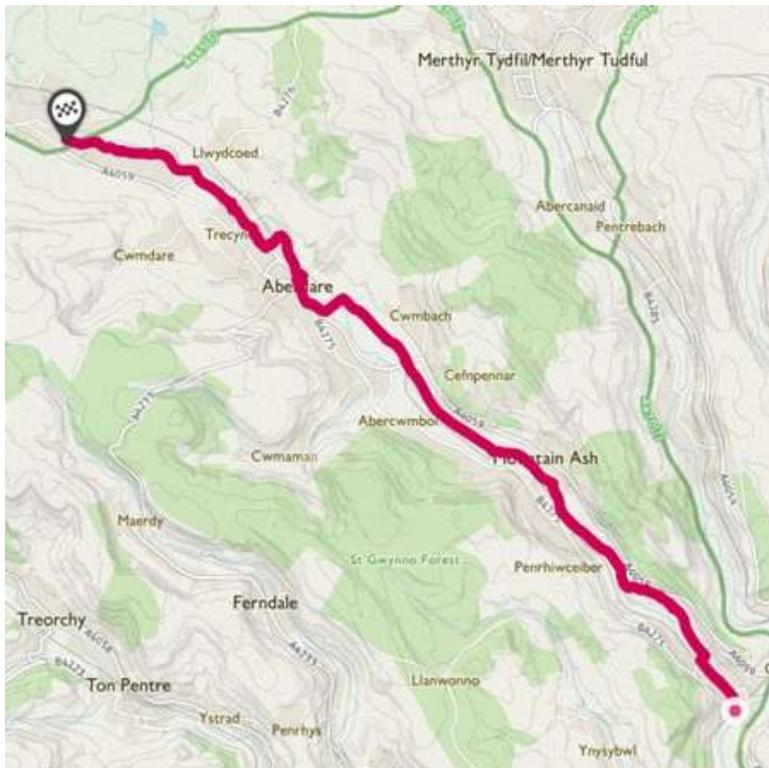
A visual display system is used to call patients from the waiting room into the consulting rooms. Patients with visual impairment can be called via the intercom system in the Practice. If patients require this, they should speak to the receptionist, who will be able to mark their clinical notes accordingly.

This leaflet is produced in large print format and other documents can be made available in large print.

We welcome suggestions from people with access difficulties of any kind on how we might improve our services.

The Practice Catchment Area

The Practice area covers: Mountain Ash, Penrhiwceiber, Fernhill, Abercwmbol, Cwmbach and Aberaman.



We can accept anyone living within these areas a new patient. If you move out of this area, we regret that you must register with another practice. You are unable to continue using a family address to stay registered if you are not resident.

Patient Registration

New patients can register at the Practice by completing a registration form available at reception or via our website. Patients are registered with the Practice, rather than an individual GP and as a result it may not always be possible for you to see the same GP.

Patients can express a preference of a GP. The Practice will try to comply with this request, but it might not always be possible.

You must provide your NHS number when registering. If you are unsure of this, you can request this from your previous surgery.

If you are staying temporarily in the area, you may be registered as a temporary patient, this may take the form of an Immediate and Necessary registration (which would cover your care for one day only), up to 15 days, or up to 3 months.

If you are a student and are going to university, and will be away from home during term time, you must fully register with your university doctor. You will still be able to be seen at this Practice as a temporary patient during non-term times. Should you move back with your family on completion of university, you are welcome to re-register as a regular patient.

Repeat Prescriptions

Repeat Prescriptions can be requested in a number of ways:

By hand	A written request using the right-hand side of the prescription form which can be put inside the metal box located on the wall by our front main entrance.
By post	Complete the request form on the right-hand side of the prescription form together with a stamped address envelope, so the prescription can be returned.
By NHS Wales	You will need to create an account, please visit https://app.nhs.wales
Via website	Visit our website Meddygfa Glan Cynon Surgery
Via pharmacy	The Pharmacy of your choice can request and collect your prescriptions on your behalf. Please discuss with your usual pharmacy for full details.

Please note we have a minimum processing time of 3 working days. If you have nominated a pharmacy to deal with your prescription request/collection on your behalf, please note this may take longer. It is your responsibility to request prescriptions within the expected timeframes.

For safety reasons, we do not take prescription requests over the telephone.

Patient Expectations

- Being on time for your appointment
- Letting us know as far as possible in advance if you need to cancel your appointment. Your appointment could be given to someone else.
- Briefly telling the receptionist the nature of your problem, so you can be given the most appropriate type of appointment. You may be signposted to other services provided by the Practice.
- Telling us if you feel your problem needs urgent attention.
- Telling us if more than one person in your family needs to be seen, so we can give you a longer appointment or book back-to-back appointments.
- Requesting a home visit **only if you cannot come to the surgery due to illness or mobility problems** and by calling before 10am.
- Ringing for test results between 10am and 12 noon.
- Requesting repeat prescriptions in plenty of time before your medication runs out.
- Requesting continuation of sick notes via our website wherever possible or by completing a form at reception before your current sick note expires.
- Please be aware that your local pharmacy can provide help for and advice for minor ailments such as coughs, runny noses, diarrhoea and headaches.

The Practice takes a zero-tolerance approach to any incidents of rude, aggressive or violent behaviour toward any member of staff or patient. If such an incident occurs, you will be warned by a letter from the Partners. If there is a repeat of this behaviour, we will exercise our right to request that you are removed from our patient list. Other behaviour such as being intoxicated in the surgery will similarly not be tolerated.

Social Media Policy

The aim of this policy is to provide a standard framework for the use of social media to ensure that the surgery's staff and patients are not brought into disrepute, as a result of the inappropriate use of social media. Patients are not permitted to take photographs or any media recordings in the waiting room or areas where other patients are present, nor are photographs or media recordings of any staff members permitted without their explicit consent. The Practice requires all users of portable devices to use them in a courteous and considerate manner.

Patients must not post comments on social media that identify staff who work at the Practice. Defamatory comments about our team are not to be shared on any social media platform. Legal advice will be sought and the appropriate action taken against any patient who posts defamatory comments.

Please be aware that patients missing appointments causes longer waits for appointments and costs money. If you are unable to attend your appointment, please let us know as soon as possible. Repeated failure to attend appointments could result in a warning letter from the practice and possibly further action.

NHS Wales Access Standards

The Practice adheres to the NHS Wales primary care access standards. This means that we aim to give a prompt response to all communications from patients. Where possible we will try to sort issues in one telephone call and have the appropriate telephony systems in place to support the needs of people. We offer a range of options for patients to make appointments and contact the Practice. We aim to provide patients with the right care, at the right time and in a joined-up way to give continuity of care.

Comments and Concerns

We are always pleased to receive patients' compliments and suggestions for improving our services. We hope that you will never have cause for a serious complaint but if you do, we have a **Complaints Procedure** to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner.

You can download a copy of the full Complaints Procedure on our website or obtain one from reception. This document lays out the steps involved in making a formal complaint. If you would like to discuss any of the above, please make an appointment to see the Practice Manager.

We hope you will give us the opportunity of addressing any concerns you may have but you may alternatively contact Cwm Taf Morgannwg University Health Board to raise a concern, they can be contacted at:

Cwm Taf Morgannwg University Health Board
Navigation Park
Unit 3 Ynysmeurig House
Abercynon
Mountain Ash
CF45 4SN
Tel: 01443 744800
<https://cwmtafmorgannwg.wales>

Llais (formerly known as Community Health Councils) can also provide help and advice if people are experiencing problems with – and/or want to make a complaint about NHS services in Wales. They can assist in regard to raising issues informally, as well as formal complaints. Llais have dedicated complaints advocacy staff who you could contact when making a complaint. Their service will be free and confidential, can help you explore your options and provide a step-by-step guide to the process. Llais can be contacted at:

Llais
3rd Floor, 33 – 35 Cathedral Road
Cardiff
CF11 9HB
Tel: 02920 235 558
Email: enquiries@llaiscymru.org

Privacy Notice

This privacy notice will explain how Meddygfa Glan Cynon Surgery uses your personal data. Meddygfa Glan Cynon Surgery is the controller for personal information we process. The Practice is committed to protect your personal information and respect your privacy. We have a legal duty to explain how we use personal information about you as a registered patient at the practice.

What information do we collect about you?

We will collect information about you and in relation to your health and health care services you have received. This will include personal information such as your NHS number, name, address, contact information, date of birth, and next of kin.

We will also collect sensitive personal information about you (also known as special category data) which includes information relating to your health (appointment visits, treatments information, test results, X-rays or reports), as well as information relating to your sexual orientation, race or religion.

All the above information we collect and hold about you forms part of your medical record and is primarily held to ensure you receive the best possible care and treatment.

We may also collect your personal image on surgery CCTV when you attend the practice premises.

How is your personal data collected?

The information we hold is collected through various routes; these may include:

- Direct interactions with you as our patient, when you register with us for care and treatment, during consultations with practice staff and when you subscribe to services for example, newsletters, text messaging, telephone recordings, creating an account for online services.
- Indirectly from other health care providers. When you attend other organisations providing health or social care services for example out of hours GP appointments or visits to A&E and some interactions with Social Care, they will let us know so that your GP record is kept up to date.
- When your image is captured on practice CCTV Cameras
- Automated technologies such as when you interact with our website, we may automatically collect data about your equipment, browsing actions and patterns. This is collected using cookies.

How do we use your information?

The Information we collect about you is primarily used for your direct care and treatment but may also be used for:

- The management of healthcare services
- Participation in National Screening Programmes
- National Data Collection Requirements
- Medical research and clinical audit
- Legal requirements
- Security and Safety of our staff and premises

We will not share your information with any third parties for the purposes of direct marketing.

Partners we may share information with

We may share your information, subject to agreement on how it will be used with the following organisations:

- NHS Trusts / Foundation Trusts/Health Boards
- Other GP's such as those GP Practices as part of a cluster
- Out of hours providers
- Diagnostic or treatment centres
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Ambulance Trusts
- Social Care Services
- NHS Wales Informatics Services
- NHS Wales Shared Services

- Health and Care Research Wales
- Public Health Wales
- Healthcare Quality and Improvement Partnership
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers

We may also use external third-party companies (data processors) to process your personal information. These companies will be bound by contractual agreements to ensure information is kept confidential and secure. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisations apart from us. They will hold it securely and retain it for the period we instruct.

Our legal basis for processing your personal data

The practice will only use and share your information where there is a legal basis to do so. The legal bases for most of our processing relates to your direct care and treatment:

- Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Where we have a specific legal obligation that requires the processing of personal data, the legal basis is:

- Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject.

Where we process special category data, for example data concerning health, racial or ethnic origin, or sexual orientation, we need to meet an additional condition in the GDPR. Where we are processing special category personal data for purposes related to the commissioning and provision of health services the condition is:

- Article 9(2)(h) – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and service; or
- Article 9(2)(i) – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices.....

The Practice may process your personal data for the purposes of research in such circumstances our legal basis for doing so will be:

- Article 6 (1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Where we process special category personal data for research purposes the legal basis for doing so is:

- Article 9 (2)(a) - you have provided your explicit consent
- Article 9(2)(j) – processing is necessary for...scientific or historical research purposes or statistical purposes.

The Practice may also process personal data for the purpose of, or in connection with, legal proceedings (including prospective legal proceedings), for the purpose of obtaining legal advice, or for the purpose of establishing, exercising or defending legal rights. Where we process personal data for these purposes, the legal basis for doing so is:

- Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; or
- Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject; or
- Article 6(1)(f) – processing is necessary for the purposes of legitimate interests pursued by the controller.

Where we process special category of personal data for these purposes, the legal basis for doing so is:

- Article 9(2)(f) – processing is necessary for the establishment, exercise or defence of legal claims; or

- Article 9(2)(g) – processing is necessary for reasons of substantial public interest.

In rare circumstances we may need to share information with law enforcement agencies or to protect the wellbeing of others for example to safeguard children or vulnerable adults. In such circumstances are legal basis for sharing information is:

- Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject; or
- Article 6(1)(d) - processing is necessary to protect the vital interest of the data subject or another natural person; or
- Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Where we share special categories of person data for the purposes of safeguarding, the legal basis for doing so is:

- Article 9(2)(g) - processing is necessary for reasons of substantial public interest; Data Protection Act 2018 S10 and Schedule 1, Paragraph 18 ‘Safeguarding of children and individuals at risk’

Retention of your personal information/storing your information

We are required by UK law to keep your information and data for a defined period, often referred to as a retention period. The Practice will keep your information in line with the practice records management policy.

A situation in which we may not provide all the information is where in the opinion of an appropriate health professional disclosure would be likely to cause serious harm to your, or somebody else’s physical or mental health.

Right to Rectification

You have the right to ask us to rectify any inaccurate data that we hold about you.

Right to Erasure (‘right to be forgotten’)

You have the right to request that we erase personal data about you that we hold. This is not an absolute right, and depending on the legal basis that applies, we may have overriding legitimate grounds to continue to process the data.

Right to Restriction of Processing

You have the right to request that we restrict processing of personal data about you that we hold. You can ask us to do this for example where you contest the accuracy of the data.

Right to Data Portability

This right is only available where the legal basis for processing under the GDPR is consent, or for the purposes of a contract between you and the Practice. For this to apply the data must be held in electronic form. The right is to be provided with the data in a commonly used electronic format.

Right to Object

You have the right to object to processing of personal data about you on grounds relating to your particular situation. The right is not absolute, and we may continue to use the data if we can demonstrate compelling legitimate grounds, unless your object relates to marketing.

Rights in relation to automated individual decision-making including profiling

You have the right to object to being subject to a decision based solely on automated processing, including profiling. Should we perform any automated decision-making, we will record this in our privacy notice, and ensure that you have an opportunity to request that the decision involves personal consideration.

Right to complain to the Information Commissioner

You have the right to complain to the Information Commissioner if you are not happy with any aspect of Practices processing of personal data or believe that we are not meeting our responsibilities as a data controller. The contact details for the Information Commissioner are:

Information Commissioner’s Office
Wycliffe House
Water Lane,
Wilmslow SK9 5AF

Website: ico.org.uk

Tel: 0303 123 1113

Reviewed March 2026