KINGS ROAD SURGERY

Patient Information Leaflet

**2 – 6 Kings Road, Mumbles, Swansea, SA3 4AJ**

[**www.kingsroadmumbles.wales.nhs.uk**](http://www.kingsroadmumbles.wales.nhs.uk)

This leaflet is available in large print format. Please ask at reception.

**Contact details**

* General Enquiries <https://my.askmygp.uk/?c=W98055>
* Urgent Enquires 01792 360933 **8:00am to 6:30pm Mon to Fri**
* Prescription Line 01792 365949 [**Prescriptions.W98055@wales.nhs.uk**](mailto:Prescriptions.W98055@wales.nhs.uk)
* Fax Number 01792 368930
* NHS Direct 0345 46 47
* NHS Direct online [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

**Opening Hours**

From Monday to Friday we are open as follows:

Reception: Monday to Friday **8:00am to 6:00pm**

Telephone**:** Lines openMonday to Friday  **8:00am to 6:30pm**

Doctors: You can request contact with the GP using our online system called askmyGP. Visit [www.kingsroadmumbles.wales.nhs.uk](http://www.kingsroadmumbles.wales.nhs.uk) and click on the askmyGP logo to register and submit your details. You can request to consult with a GP via email, telephone, video call or in person. If you do not have internet access, call us on 01792 360933

Practice Nurse Pre-booked appointments only. Monday to Friday.

Please note that all telephone calls to and from the surgery are recorded

Out of Hours

Out of hours service is provided by **The GP Out of Hours Service.**

**This service is commissioned by SBU Health Board.**

**Out of Hours is 6:30pm to 8:00am Monday to Friday**

**and all day Saturday, Sunday and Bank Holidays.**

**To access the service telephone**

**111 (free to call)**

**Kings Road Surgery is a partnership:**

**Dr Tom Mansell Watkins, MBBS, MRCGP**

**Dr Lynne Dowding, MBBCh, MRCGP, DCH**

**Dr Jane Chivers, MBBCh, MRCGP, DRCOG**

**Dr Tom Watkins. MBBS, MRCGP**

Trained at The Royal London Hospital qualifying in 1988. Joined Kings Road Surgery in 1997 after working in Australia and New Zealand. Dr Watkins interests are in child health and asthma. He teaches final year medical students from Cardiff University Medical School.

**Dr Lynne Dowding MBBCh, MRCGP, DCH, Dip Palliative Care**

Trained at The Welsh School of Medicine, Cardiff. Joined Kings Road in June 2004. Her interests are female health, child health, Diabetes and Palliative Care. Dr Dowding teaches final year medical students from Swansea University Medical School.

**Dr Jane Chivers, MBBCh, MRCGP, DRCOG**

Trained at The Welsh School of Medicine, Cardiff. Dr Chivers became a partner at Kings Road Surgery in July 2013 after working at the Practice for some years as a locum GP. Her interests are female health, child health and asthma. Dr Chivers is involved in teaching final year medical students from Swansea University Medical School.

**Practice Staff**

**Practice Manager**: Nikki Richards

### **Nurses:** Katie Brown

Sally McGregor

**Reception Manager:** Amy Hands

**Receptionists:** Karen, Lisa, Rebecca and Tracey.

#### **Attached Staff:** Health Visitor, Rachelle Bere and Midwife. Attached staff can be contacted via the surgery.

##### **Services Available**

* Ante natal clinics and post natal follow up
* Well Baby clinic: including child immunisations and health checks
* Diabetic clinic
* Asthma /Chronic Obstructive Pulmonary Disease clinic
* Coronary Heart Disease clinic
* Stroke/TIA monitoring
* Minor Surgery
* Cervical Smear clinics: nurse run
* Electro Cardio Graph
* 24 Blood Pressure monitoring
* Thyroid disease monitoring
* Epilepsy Monitoring
* Mental Health review
* Flu, Shingles and Pneumococcal vaccine clinics

##### **Home Visits**

Patients requesting home visits must contact the surgery by 11.00am. A receptionist will pass on the request to the Doctor at the end of morning surgery. The Doctor may wish to telephone the patient before the visit.

Patients who are suitable for a home visit are:

* Elderly patients if they are unable to leave their house.
* Terminal care patients.
* Patients who are severely incapacitated.

Patients are asked to remember that if they insist on a visit then the doctor will not be available for other patients who may be more severely ill. We will always see emergencies in our surgery straight away.

##### **Repeat Prescriptions**

To request repeat prescriptions:

* Telephone the prescription line **01792 365949**
* E-mail your request to: [**Prescriptions.W98055@wales.nhs.uk**](mailto:Prescriptions.W98055@wales.nhs.uk)

Please remember to state your full name, address, telephone number and clear details of what you require.

Repeat prescriptions will be ready for collection in 4 working days. Please try to order your prescription at least 7 working days before you run out of your medications, this will ensure that there is time for you to be seen if the GP requires you to have a medication review.

**Patient Health Checks**

New patients will be invited to book a health check with the Practice Nurse and develop a Personal Health Plan.

Patients aged at least 16, but under age 75, who have not been seen within the previous 3 years, will on request be offered a medical review or examination.

Patients age 75 years and over who have not been seen within the previous 12 months, will on request be offered a medical review or examination.

In the case of patients aged 75 and over this may take place in the patient’s home should the Doctor deem it inappropriate for the patient to attend the surgery due to their medical condition.

##### **Disabled Access**

* Via the entrance at No 2 Kings Road. This gains access to the nurses room, minor surgery room, disabled toilet and a Doctors consulting room
* Via the rear of the surgery at No 6 Kings Road to Doctors consulting rooms
* There is also a chair lift from Reception to the above consulting rooms.

###### **Patient Complaints / Comments**

Patients who have a complaint/comment about the practice, members of staff or the service provision should ask to speak to the Practice Manager. Copies of the Practice Complaints Leaflet and the Community Health Council Leaflet are available at Reception.

**Patient Responsibilities / Rights**

Patients are asked to respect staff and other persons on the premises at all times. Verbal and/or physical abuse or intimidation against GPs, staff or other persons present on the practice premises or where treatment is being provided will not be tolerated. Any patients displaying such behaviour will be removed from the practice list immediately.

Please keep your appointments, or inform the surgery as soon as possible if you cannot attend. We try to run the surgery as efficiently as possible for the benefit of all our patients. If you miss your appointment it means that someone else who could be seeing the Doctor/Nurse is not!

Patients have a right to express a preference to be seen by a particular Doctor.

**Training**

The practice is involved in the training of medical students. This means that occasionally a student may be sitting in with the doctor. Patients will be informed of this by the receptionists and given the opportunity to see the Doctor without the student. It is very important for the students to experience different problems in the general practice setting and we hope you will take this into consideration when making your decision.

One afternoon (between 1pm and 6:30pm), on alternate months the practice closes for staff training sessions. These are invaluable to us both in clinical and administrative terms. Dates for these sessions can be found on our website. Cover is provided by The GP Out Of Hours Service, please call us on 01792 360933 and follow the instructions to contact a GP in an urgent situation

**Research Studies**

The Practice is involved in Research Studies in line with GMC guidance and from time to time patients may be invited to participate in a study. Participation is entirely voluntary and acceptance, decline or cancellation of participation will not in any way adversely affect the patient’s care at the Practice.

###### **How to Register as a Patient**

To register with the practice pick up a registration form and pack from reception. The receptionist will explain how to register and how the practice runs.

###### **Access to Patient Notes / Information**

The doctors/nurses and staff are the only persons who have access to patient information.

Persons outside the practice such as lawyers/ insurance companies can only access your notes with your written consent.

Patients who want access to their medical records should contact the Practice Manager.

Details of primary care medical services in this area may be obtained from:

**Swansea Bay University Health Board**

**2nd Floor, Beacons Centre for Health**

**Langdon Road**

**Swansea , SA1 8QY**

**Tel: 01792 601800**

**Practice area**

**The practice area extends from Derwen Fawr to Mumbles and out as far as Southgate. This includes the following villages:**

* **Bishopston**
* **Blackpill**
* **Derwen Fawr**
* **Kittle**
* **Langland**
* **Limeslade**
* **Mayals**
* **Mumbles**
* **Murton**
* **Newton**
* **Norton**
* **Pennard**
* **Southgate**
* **West Cross**

**Patient Comments / Suggestions**

Name and address:

(Optional)

Date

Comment/ suggestion:

PLEASE RETURN FOR THE ATTENTION OF THE PRACTICE MANAGER

KINGS ROAD SURGERY, 2-6 KINGS ROAD, MUMBLES, SWANSEA SA3 4AJ