



Welcome to Amman Tawe Partnership

Amman Tawe Partnership is a multisite practice committed to delivering multidisciplinary and accessible quality healthcare.

Please visit our website on – www.ammantawedoctors.net

With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you'll find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.



@AmmanTawe



@AmmanTawePartnership

Graig Road,
Gwaun Cae Gurwen,
Ammanford
SA18 1EG
Tel: 01269 822231
Fax: 01269 825878

Monday	08:30 - 18:30
Tuesday	08:30 - 18:30
Wednesday	08:30 - 13:00
Thursday	08:30 - 18:30
Friday	08:30 - 18:30
Weekend	<i>Closed</i>

Cwmamman Road,
Garnant,
Ammanford
SA18 1NB
Tel: 01269 823385
Fax: 01269 823513

Monday	08:30 - 17:30
Tuesday	08:30 - 18:00
Wednesday	08:30 - 18:30
Thursday	08:30 - 13:00
Friday	08:30 - 17:00
Weekend	<i>Closed</i>

Cwmgarw Road,
Brynamman,
Ammanford
SA18 1BU
Tel: 01269 820799

Monday	08:30 - 12:30
Tuesday	08:30 - 12:30
Wednesday	08:30 - 12:30
Thursday	08:30 - 12:30
Friday	08:30 - 12:30
Weekend	<i>Closed</i>

4 Gwilym Road,
Cwmllynfell,
Swansea
SA9 2GH
Tel: 01639 830204
Fax: 01639 843230

Monday	08:30 - 17:00
Tuesday	08:30 - 18:30
Wednesday	<i>Closed</i>
Thursday	13:30 - 18:30
Friday	<i>Closed</i>
Weekend	<i>Closed</i>

Tir Bach Road,
Ystalyfera
SA9 2HX
Tel: 01639 844738
Fax: 01639 842411

Monday	08:30 – 17:00
Tuesday	<i>Closed</i>
Wednesday	08:30 - 18:30
Thursday	08:30 - 17:00
Friday	08:30 – 17:00
Weekend	<i>Closed</i>

3 Herbert Street,
Pontardawe,
Swansea
SA8 4EB
Tel: 01792 830089

Monday	<i>Closed</i>
Tuesday	08:30 – 16:30
Wednesday	08:30 – 17:00
Thursday	<i>Closed</i>
Friday	<i>Closed</i>
Weekend	<i>Closed</i>

When We Are Closed

For urgent medical advice out of hours please call **111**.

For medical advice you can ring NHS Direct Wales on 0845 4647 or access them on-line at www.nhsdirect.wales.nhs.uk

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should CALL 999.

Medical emergencies can include:

- **Loss of consciousness,**
- **Fits, Persistent/Severe Chest Pain,**
- **Breathing Difficulties,**
- **Severe bleeding that cannot be stopped,**
- **severe allergic reactions,**
- **severe burns or scalds.**

On The Day Appointments

If you need to see/speak to a clinician for a health problem, please ring the main number of the surgery nearest to you.

If you wish to have a consultation on the day, please ring between 8am - 10.30am. You will be asked for a brief description of your problem by our clinical support team who will note this down on our signposting list which will then allocate you to the appropriate clinician for your symptoms.

If you cannot keep an appointment please contact the practice to let us know.

Practice Nurse Appointments

The appointments for the practice nurses are booked in advance. The team provide a wide range of services and telephone advice.

Clinics include: asthma, diabetes, COPD, Coronary Heart Disease, Stroke and Hypertension.

Patients with any of the above conditions will be sent an appointment to have a check-up at least *once a year*. It is important that you attend the appointment.

Also: Cytology, childhood immunisations, new patient health checks, various injections and wound dressing, phlebotomy sessions.

Home Visits

If you or a close relative/friend is too unwell to visit the surgery please ring us as early as possible on the day.

The GP or Nurse Practitioner will be able to return your call and speak with you to either arrange to visit you if it is medically appropriate to do so, or to arrange an alternative course of action. You can be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

Sickness Certificates

If you are absent from work owing to illness for up to three days, you do not need a certificate. For longer periods, your employer should provide a self-certification form. If you are unemployed or self-employed, you can obtain a SC1 form from the reception desk.

A doctor's certificate is only needed for an illness lasting more than seven days. The doctor may need to see you in person unless he has a recent letter about your illness from a hospital or from another doctor you have seen in connection with the relevant condition.

All Med3 Sickness Forms need to have a request form filled with them. A request form is available in any of the six branches, fill in the form and hand in to reception. The GP will then review this and complete accordingly. Once completed you can collect from your nearest surgery which can take up to 2 working days.

Repeat Prescriptions

Repeat prescriptions are computerised.

Your prescription will be ready for collection **48hours after** the request has been received which will then be sent to your preferred Pharmacy.

Ways to order:

- Contact your local pharmacy who can order on your behalf
- Drop the repeat side of the prescription into any of our branches
- Set up an account on My Health on Line where you can order your medication 24/7 in a time and place convenient for you.

To use My Health Online you must inform the practice that you wish to use this service. We will then give you a registration letter which details all the information you need to register online. You will also need to show the practice a form of 'ID' before we can register you. All patients must have individual email address accounts, once this is received you will receive a letter via post with your unique registration token for you to complete the registration at home.

Clinics & Services

Contraceptive Advice

A full contraceptive service is available. Please ask for an appointment with a practice nurse or nurse practitioner.

Antenatal Clinics

Antenatal care is organised by a local team of community midwives.

To book an appointment (after a positive pregnancy test), please contact the Reception at the practice site nearest to you and they will pass on the midwives' details to you.

Child Development Checks and Immunisations

Your child will be invited to attend for development checks at intervals that are consistent with the national guidelines. Further information regarding these checks and other issues can be discussed with your Health Visitor. Development checks are carried out in our baby clinic by the GP. Childhood immunisations and Health Visitor advice are also available during baby clinics.

Nursing Services

Clinics include: asthma, diabetes, COPD, Coronary Heart Disease, Stroke and Hypertension.

Patients with any of the above conditions will be sent an appointment to have a check-up at least once a year. It is important that you attend the appointment.

Our nurses are also available for cytology, childhood immunisations, new patient health checks, various injections, wound dressings and phlebotomy clinics.

Community Nurses

A community nurse (district nurse) is employed by the Local Health Board and is attached to the practice.

Health Visitors

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing.

The health visitors can be contacted through the surgery or via their personal numbers.

Community Midwives

A team of midwives assist the practice and can be contacted via reception.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Private Prescriptions
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Test Results

Most results take about a week to return to the surgery so please allow time before ringing for results. If you ring, we ask that you phone between 1-3pm.

If you have abnormal test results which the doctor feels needs further intervention, one of the clinical support team will contact you to arrange this at a appropriate level of urgency.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

Disabled Access

Amman Tawe Partnership is wheelchair- friendly. Toilets large enough for wheelchair users are available. A loop system is available for the hard of hearing.

Carers

If you look after someone who cannot care for himself or herself fully, or if someone cares for you, please let the staff know and complete a carer's form at the Reception Desk. We can then help with information that may be useful for those in a carer's role.

If You Move

It is important to let us know if you change your address or telephone number so that we can keep our records up to date, and to ensure any referrals or hospital appointments can be directed appropriately.

We will also need to advise you whether your new address is within our practice area.

Please complete a form at any reception desk of any alterations so that our records can be changed appropriately. If you do not inform us of changes we may not be able to contact you with urgent or important information when needed.

Please remember also to notify hospitals of your change of address.

New Patient Registration

New patients living within the practice area can register with our practice. Please call in to one of our surgeries and complete a registration form, or contact us to post one out to you.

We will require some form of identity such as a passport or photo driving-licence.

All new patients will be asked to fill out a registration questionnaire and to make an appointment to see a practice nurse/ health care support worker for a brief health check.

Please ensure you know your NHS number for registration. You can get this by contacting your current Surgery.

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 list and still remain 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.

Primary Medical Services

We are responsible to two Health Boards. Swansea Bay and Hywel Dda commission our services to patients. For details of primary medical services in the area you can contact:

Swansea Bay Health Board

Swansea Bay Headquarters, 1 Talbot Gateway,, Baglan Energy Park,, Baglan, Port Talbot, SA12 7BR

Or:

Hywel Dda University Health Board

Corporate Offices Ystwyth Building Hafan Derwen, St Davids Park Jobswell Road Carmarthen SA31 1BB

Useful Telephone Numbers

Clinics

Swansea Child and Family Clinic, 'Trehafod'	01792 582139
Central Clinic, Orchard Street	01792 651501
Family Planning	01792 517976

Hospitals

Amman Valley Hospital	01269 822226
Ystradgynlais Community Hospital	01639 844777
Singleton Hospital	01792 205666 Outpatient
Morrison Hospital	017927 02222 Outpatient
Neath Port Talbot General Hospital	01639 862000
Ty Olwen	01792 703361

Social Services

County Hall	01792 636000
Pontardawe	01792 510700
Neath Port Talbot	01639 763333
Carmarthenshire	01267 234567

Other Services

Relate (Marriage Guidance)	01792 655960
Samaritans	116 123 - free to call
Age Concern	0800 00 9966
Childline	(Freefone)0800 001111
Child Death Helpline	(Freefone) 0800 282986
Carers Trust Carmarthenshire	01267 220 046
Carers Health Liaison Worker NPT	01639 642 277
Connection Carers in Powys	01597 823 800
Carers Line	(Freefone) 0808 808777
Aids Advice	(Freefone) 0800 555777
Personal Advice	0800 567123
Cruse Bereavement Care	0870 1671677
DrinkLine	(Freefone) 0800 9178282
Alcoholics Anonymous	0845 7697555
NSPCC Child Protection	(Freefone)0808 8005000
National Drugs Helpline	(Freefone)0800 776600
NHS Direct	0845 46 47

Practice Policies

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 staffs 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 General Data Protection Regulation 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 and also a completed subject access request form. You can get these forms via reception or visit <http://ammantawedoctors.net/info.aspx?p=20>

Suggestions and Complaints

We always try to provide the best possible service for you, but there may be times when you feel this has not happened or that things could be handled better. We hope you will allow us to look into, and if necessary correct, any problems that you have identified.

If you have any comments, suggestions or complaints please contact: Hayley Blyth at GCG Surgery, Graig Road, Gwaun-Cae-Gurwen, SA18 1EG

The only way we can improve the quality of the service we provide is by listening to your suggestions. A complaints leaflet is available in waiting-rooms or at reception desks. If you feel you cannot raise your complaint with us or are dissatisfied with our response or the way we handled your complaint you can approach the local Health Board.

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.

Social Media Zero Tolerance

If any derogatory comments about any of the staff at the Amman Tawe Partnership are posted on Facebook/Twitter we will contact the patients involved and invite them for a face to face discussion about the issues they have. This will be viewed as a potential break down in the doctor patient relationship and may result in the patient being off listed.

Practice Team

Practice Partners

Dr Duncan Williams

Mrs Jodie Nicholas

Practice Management

Hayley Blyth

Practice Manager

Mandy Davies

Assistant Practice Manager

Lynne Lloyd

Finance

Doctors

Dr Duncan Williams (MB BCh, FRCGP, DRCOG)

Dr Rhian Hopkins (MB Bch, MRCGP, Dip Occ Med, DRCOG, DFFP)

Dr Will Pinnock (MB Bch MRCGP DRCOG)

Dr Ariane Oppel (MB Bch, DFFP, Dip PG Dermatology)

Clinical Practitioners

Julie Oaten

Clinical Manager & Nurse Practitioner

Jodie Nicholas

Nurse Practitioner

James Driscoll

Clinical Practitioner

Rhianydd Edwards

Clinical Nurse Specialist/Frailty/Advance Care Planning

Rhian John

Physicians Associate

Health Practitioners

Charles Jenkins

Practice Pharmacist

Mike Williams

Practice Pharmacist

Nurses

Suzanne Grey

Senior Practice Nurse

Cath Jones

Practice Nurse

Maria Thomas

Practice Nurse

Helen Evans

Practice Nurse

Healthcare Assistants

Jean Lloyd

HCSW

Lynn Harries

HCSW & Lifestyle Advocate

Hayley Williams

HCSW

Clinical Support Administration Team

Astra Lane

Senior Administrator & Medical Secretary

Andrea Lewis

Office Administrator

Sharon Steadman

Office Administrator

Nia Flood

Admin Support

Senior Clinical Support

Eleri Evans

Data & Communications Officer

Ann Marie Tench

Senior Clinical Support

Nicola Griffiths

Senior Clinical Support

Clinical Support

Cher Court

Susan Launchbury-Jones

Betsan Davies

Tracey D'angelo

Elin Davies

Karen Lodwig

Helen Davies

Louise Rollinson

Niamh Doherty

Alex Grey

Eira-Wyn Roberts

India Murr

Prescribing Clerk

Melanie Evans