



GRŴP MEDDYGOL YSTWYTH MEDICAL GROUP

Parc – Y – Llyn
Aberystwyth
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www.ystwythmedicalgroup.co.uk

Dr S Grahl
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OPENING TIMES

We are open from 8 a.m. until 6.30 p.m. Monday to Friday, excluding bank holidays. The Out-of-hours Service can be contacted by ringing 111.

CHANGE OF ADDRESS OR PERSONAL DETAILS

Please let us know promptly of any changes of name, address, telephone numbers – including mobile. You can do this via the website, or using a form from reception.

APPOINTMENTS

For urgent matters we offer a limited number of 'on the day' appointments.

Routine appointments with a clinician can be booked up to five weeks in advance.

If you are unable to keep your appointment, please inform our receptionist as soon as possible. By cancelling your appointment, you make it available for another patient.

Please ring us if you are likely to be late so that we can try to accommodate you. If patients arrive late it can mean that the whole clinic runs very late. You may be asked to wait until the end of the clinic or to re-book.

The doctors and nurses all do their best to run to time, but they will sometimes run late. Please be patient if you are asked to wait.

Home Visits are only for patients who are housebound and have no means of getting to the surgery. Please request before 11.00 a.m. except in emergency. The receptionist will require some basic details of the need for a home visit in order to prioritise it. You may be telephoned by a clinician prior to being visited by a GP or nurse practitioner. We aim to perform all home visits between 12.00 and 15.00.

TELEPHONE CONSULTATIONS

Patients do not need to see a clinician for all illnesses or enquiries and therefore we offer telephone consultations with a clinician. You will be given an approximate time when the clinician will telephone you to discuss.

CONTRACEPTION CLINIC

A 'drop in' contraceptive clinic is held with a doctor between 16.30 - 17.30 every Thursday evening. An appointment in advance is not necessary.

E CONSULT

eConsult can be used to request routine advice from the doctor, or obtain self help information. It can also be used for administrative requests, such as sick notes or letters. The link is on our website.

NHS APP - app.nhs.wales

The App is a simple and secure way to book routine appointments, order repeat prescriptions & view parts of your medical record.

TEST RESULTS

Please ring between 2-4pm and select option 4 to obtain test results.

NURSE/HEALTHCARE ASSISTANT CLINICS

All nurse clinic appointments are available to book in advance. These staff are vital to the wellbeing of our patients and can help/advise on a vast range of medical conditions, including:

- minor ailments & accidents, wound care & dressings
- blood pressure checks
- cervical smear tests
- chronic disease clinics – diabetes, respiratory, heart disease etc
- Lifestyle advice

REPEAT PRESCRIPTIONS

Many patients are given medication which must be taken regularly. You can order these by post (enclosing a SAE), My Health Online (MHOL), or by visiting the practice in person. In line with Local Health Board guidance, we are unable to accept repeat prescription requests over the telephone.

Our prescription processing times for repeat prescriptions from receipt of request:

Collection from surgery – 48 hours Collection from pharmacy – 72 hours
Requests for acute medications may take longer.

COMMUNITY DISTRICT NURSE

District nurses visit housebound patients to give nursing care to those suffering acute, chronic, or terminal illness. They assess the patient's needs and plan with the doctors their appropriate care. 01970 627401

PRIVATE MEDICALS

Appointments with the doctor for private medicals (e.g. HGV and taxi driving licence, paternity tests, insurance medicals) are not covered by the NHS. You should contact the medical-legal secretary (01970 613 500, option 3) to discuss fees and make a pre-booked appointment.

SICKNESS CERTIFICATES/FIT NOTES

For 7 days of sickness you do not need a note from your doctor. After 7 days you will need a note from your doctors. You can request a note via eConsult.

PRIVATE SICK NOTES

Unfortunately some employers insist on a note from a doctor even if you have been off work for less than 7 days. Providing a note under these circumstances is not a legal requirement, and is not provided for by the NHS, therefore we have to charge for issuing private sick notes.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

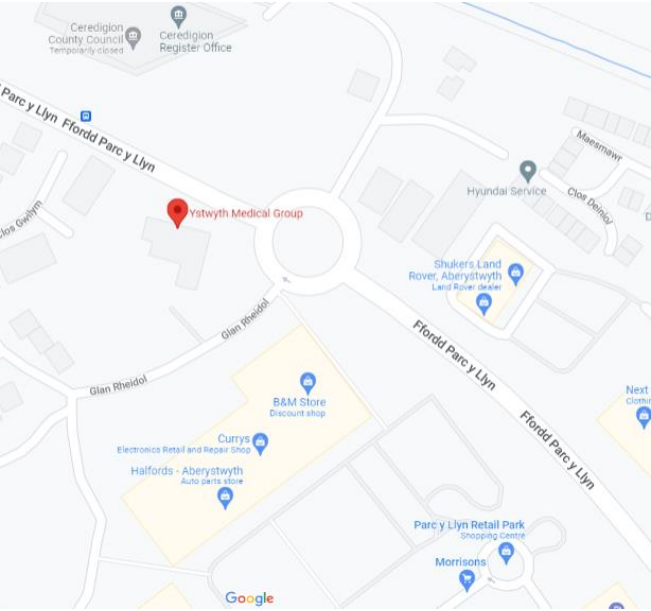
We ask for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

CARERS SUPPORT

A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. Please let our reception staff know that if you are a carer and for whom in order for this information to be added to your medical record. All carers are entitled to an assessment from Social Services if they wish.

Rydym wedi ein lleoli ar gyrion tref Aberystwyth, ger swyddfeydd Llywodraeth Cymru, gyda digon o le i barcio ceir a safle bws cyfleus. Ceir mynediad i'r feddygfa ar hyd ramp o'r maes parcio, sy'n ei gwneud yn hygyrch i bawb. Mae'r holl ystafelloedd ymgynghori wedi'u lleoli ar y llawr gwaelod ynghyd â chyfleusterau toiled addas ar gyfer pobl anabl/defnyddwyr cadeiriau olwyn. Gan ein bod yn fan hyfforddi, yn aml gweithiwn ynghyd a meddygon dan hyfforddiant. Mae nifer o fysiau yn stopio y tu allan i'r feddygfa, gan gynnwys y gwasanaeth parcio a theithio.

We are located on the outskirts of Aberystwyth town, near to the Welsh Government offices, with ample car parking and a convenient bus stop. Access to the surgery is via a ramp from the car park, making it accessible for all. All consulting rooms are located on the ground floor along with suitable toilet facilities for disabled/wheelchair users. We are a teaching practice, and we often have trainee GPs and student doctors working with us. Numerous buses stop outside the surgery, including the park and ride.



Cysylltiadau defnyddiol Useful contacts

Carer's website	www.carers.gov.uk
Ysbyty Bronglais Hospital	01970 623 131
North Road Eye Clinic	01970 636 200
Citizens Advice	01970 626 256
Social Services	01545 574 000
Age Concern Cymru	0300 303 44 98
Age Cymru Ceredigion	03333 447 874
Ymwelwyr Iechyd Health Visitor	0300 3038322
District Nurses	0300 430 7993
Hywel Dda One Number	0300 303 832

AMSERAU AGOR

Rydym ar agor o 8 a.m. tan 6.30 p.m. Dydd Llun i Ddydd Gwener, ac eithrio gwyliau banc. Gellir cysylltu â'r Gwasanaeth y Tu Allan i Orlau drwy ffonio 111.

NEWID CYFEIRIAD NEU FANYLION PERSONOL

Rhowch wybod i ni yn brydlon os oes unrhyw newid i enw, cyfeiriad, rhifau ffôn – gan gynnwys ffôn symudol. Gallwch wneud hyn drwy'r wefan, neu drwy ddefnyddio ffurflen o'r dderbynfia.

PENODIADAU

Ar gyfer materion brys rydym yn cynnig nifer cyfyngedig o apwyntiadau 'ar y diwrnod'. Gellir trefnu apwyntiadau arferol gyda chlinigwr hyd at bum wythnos ymlaen llaw.

Os na allwch gadw'ch apwyntiad, rhowch wybod i'n derbynnydd cyn gynted â phosibl. Trwy ganslo'ch apwyntiad, rydych chi'n sicrhau ei fod ar gael i glaf arall.

Ffoniwch ni os ydych yn debygol o fod yn hwyr er mwyn i ni allu ceisio rhoi llety i chi. Os bydd cleifion yn cyrraedd yn hwyr gall olygu bod y clinig cyfan yn rhedeg yn hwyr iawn. Efallai y gofynnir i chi aros tan ddiwedd y clinig neu i ail-archebu.

Mae'r meddygon a'r nyrsys i gyd yn gwneud eu gorau i redeg ar amser, ond weithiau byddant yn rhedeg yn hwyr. Byddwch yn amyneddgar os gofynnir i chi aros.

Mae Ymweliadau Cartref ar gyfer cleifion sy'n gaeth i'r tŷ yn unig ac sydd heb fodd o gyrraedd y feddygfa. Gwnewch gais cyn 11.00 a.m. ac eithrio mewn argyfwng. Bydd angen rhai manylion sylfaenol ar y derbynnydd am yr angen am ymweliad cartref er mwyn ei flaenoriaethu. Efallai y bydd clinigwr yn eich ffonio cyn i feddyg teulu neu ymarferydd nyrsio ymweld â chi. Ein nod yw cynnal pob ymweliad cartref rhwng 12.00 a 15.00.

YMGYNGHORIAD FFÔN

Nid oes angen i gleifion weld meddyg ar gyfer pob salwch neu ymholiad ac felly rydym yn cynnig ymgynghoriad ffôn gyda meddyg. Rhoddir bras amser i chi pan fydd y meddyg yn eich ffonio i drafod.

CLINIG ATAL GENHEDLU

Cynhelir clinig atal genhedlu 'galw i mewn' gyda meddyg rhwng 16.30 & 17.30 bob Nos Iau. Nid yw apwyntiad o flaenllaw yn angenrheidiol.

E CONSULT

Gellir defnyddio eConsult i ofyn am gyngor arferol gan y meddyg, neu i gael gwybodaeth hunangymorth. Gellir ei ddefnyddio hefyd ar gyfer ceisiadau gweinyddol, megis nodiadau salwch neu lythyrau. Mae'r ddolen ar ein gwefan.

NHS AP - app.nhs.wales

Mae'r Ap yn ffordd syml a diogel o drefnu apwyntiadau arferol, archebu presgripsiynau amlroddadwy & gweld rhannau o'ch cofnod meddygol.

CANLYNIADAU PRAWF

Ffoniwch rhwng 2-4pm a dewiswch opsiwn 4 i gael canlyniadau profion.

CLINIGAU CYNORTHWYOL NYRS/GOFAL IECHYD

Mae pob apwyntiad clinig nyrs ar gael i'w archebu ymlaen llaw. Mae'r staff hyn yn hanfodol i les ein cleifion a gallant helpu/cynghori ar ystod eang o gyflyrau meddygol, gan gynnwys:

- mân anhwylderau a damweiniau, gofal clwyfau a gorchuddion
- gwiriadau pwysedd gwaed
- profion ceg y groth
- clinigau clefyd cronig – clefyd siwgr, anadlol, clefyd y galon ac ati
- Cyngor ffordd o fyw

PRESGRIPSIYNAU AMLRODDADWY

Rhoddir meddyginiaeth i lawer o gleifion y mae'n rhaid eu cymryd yn rheolaidd. Gallwch archebu'r rhain drwy'r post (gan amgáu SAE), Fy Iechyd Ar-lein (MHOL), neu drwy ymweld â'r practis yn bersonol. Yn unol â chanllawiau Byrddau Iechyd Lleol, ni allwn dderbyn ceisiadau am bresgripsiynau amlroddadwy dros y ffôn.

Ein hamseroedd prosesu presgripsiynau amlroddadwy o dderbyn y cais: Casgliad o'r feddygfa – 48 awr Casgliad o'r fferyllfa – 72 awr Gall ceisiadau am feddyginiaethau aciwt gymryd mwy o amser.

NYRS ARDAL GYMUNEDOL

Mae nyrsys ardal yn ymweld â chleifion sy'n gaeth i'r tŷ i roi gofal nyrsio i'r rhai sy'n dioddef o salwch aciwt, cronig neu derfynol. Maen nhw'n asesu anghenion y claf ac yn cynllunio eu gofal priodol gyda'r meddygon. 01970 627401

MEDDYGINIAETH BREIFAT

Nid yw apwyntiadau gyda'r meddyg ar gyfer profion meddygol preifat (e.e. HGV a thrwydded yrru tacsï, profion tadolaeth, archwiliadau meddygol yswiriant) yn dod o dan y GIG. Dylech gysylltu â'r ysgrifennydd meddygol-cyfreithiol (01970 613 500, opsiwn 3) i drafod ffioedd a gwneud apwyntiad a archebwyd ymlaen llaw.

TYSTYSGRIFAU SALWCH/NODIADAU FFIT

Am 7 diwrnod o salwch nid oes angen nodyn gan eich meddyg. Ar ôl 7 diwrnod bydd angen nodyn gan eich meddygon. Gallwch ofyn am nodyn trwy eConsult.

NODIADAU SALWCH PREIFAT

Yn anffodus mae rhai cyflogwyr yn mynnu nodyn gan feddyg hyd yn oed os ydych wedi bod i ffwrdd o'r gwaith am lai na 7 diwrnod. Nid yw darparu nodyn o dan yr amgylchiadau hyn yn ofyniad cyfreithiol, ac nid yw'r GIG yn darparu ar ei gyfer felly mae'n rhaid i ni godi tâl am gyhoeddi nodiadau salwch preifat.

CYFRINACHEDD CLEIFION A DIOGELU DATA

Gofynnwn am wybodaeth bersonol fel y gallwch dderbyn gofal a thriniaeth. Mae'r wybodaeth hon yn cael ei chofnodi ar gyfrifiaduwr ac rydym wedi'n cofrestru o dan y Ddeddf Diogelu Data. Bydd y practis yn sicrhau bod cyfrinachedd cleifion yn cael ei gynnal bob amser gan bob aelod o dîm y practis.

CEFNOGAETH GOFALWYR

Gofalwr yw rhywun sydd, heb dâl, yn darparu cymorth a chefnogaeth i bartner, plentyn, perthynas, ffrind neu gymydog, na allai ymdopi heb eu cymorth. Rhowch wybod i'n staff derbynfia os ydych yn ofalwr ac ar gyfer pwy er mwyn i'r wybodaeth hon gael ei hychwanegu at eich cofnod meddygol. Mae gan bob gofalwr hawl i asesiad gan y Gwasanaethau Cymdeithasol os dymunant.