

Dispensary

We are able to dispense to our patients who do not live within a mile of the chemist. Our dispensary is open during surgery times.

Repeat Prescriptions

If you require a repeat prescription, you may:

- Order via reception (box by hatch)
- Post
- Fax your order: 01286 889110

Please bear in mind if you run out, it may not be a stock item and will have to be ordered. Therefore, we require 48 hours notice for ALL repeat prescriptions.

Feedback/Complaints

If you would like to make a suggestion or a complaint, have a query or even offer a compliment, please contact the practice manager.

Violent/Abusive Behaviour

Any violent or abusive behaviour towards any member of staff or other patients will result in immediate removal from the practice list.

NHS Direct Wales

NHS Direct Wales is a bilingual health advice and information service available 24 hours a day, every day. You can call NHS Direct Wales on 0845 46 47 (local rate call from a landline) if you are feeling unwell, or require information on local health services, conditions, treatments or patients rights. Their website is www.nhsdirect.wales.nhs.uk.

Practice Hours

Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm

You can telephone the practice anytime between 8am and 6.30pm Monday to Friday on 01286 880336.

Out of Hours

Between 6.30pm and 8.00am on weekdays and all weekend and bank holidays an Out of Hours service is available if you require urgent medication/treatment that cannot wait until the surgery is next open. Telephone: **0300 123 55 66**. This service is managed by Betsi Cadwaladr Local Health Board.

Home Visits

Home visits are reserved for housebound patients, or those that are too ill to attend surgery. If you request a home visit, you may be asked to speak to a doctor or a nurse to assess the nature of your condition and urgency. Please phone before 10.30am if possible.

Telephone Consultations

Please be aware that if you wish to speak to the doctor or nurse during surgery, the receptionist may ask you to ring back unless it's urgent. Please also bear in mind it is very difficult for the receptionists to predict a suitable time to ring back.

How to Register

If you would like to register as a patient, please enquire by telephone or attend in person, and one of the receptionists will be able to help you.



Corwen House Surgery

19 Market Place

Penygroes

Gwynedd

LL54 6NN

Phone

01286 880336

Fax

01286 889110

Website

www.corwenhouse.co.uk

Information Leaflet for
Patients

The Practice

Corwen House Surgery looks after patients in Penygroes and the surrounding villages. The Practice area covers Penygroes and the surrounding area extending to a radius of approximately 8 miles.

We offer various general medical services as listed in this leaflet.

We have a contract with the Betsi Cadwaladr University Local Health Board, from whom details of primary medical services in the area may be obtained.

Address: Eryldon,
Campbell Road,
Caernarfon,
Gwynedd, LL55 1HU.

Telephone: **(01286) 672451**

Website: <http://www.bcu.wales.nhs.uk/>

Disabled Access

The Practice is wheelchair friendly and all patient services are on one level with no stairs. There is also a disabled toilet on site.

The Clinical Team

Dr.Mahimairaj Britto –GP Partner
Dr Toeni Robinson - GP Associate

Elwen Prebble - Practice Nurse (Part time)
Eleri Jones- Practice Nurse (Part time)
Mandy Roberts –Health Care Assistant (Part time)

Clinical Services

- Anti-coagulation clinic
- Immunisations
- Child Health Surveillance
- Diabetes Management
- Asthma Management
- Cardiovascular Screening
- Cervical Cytology Screening
- Some Travel Vaccinations
- Respiratory Care
- Family Planning Services
- Minor Surgery and joint injection Services
- Minor injury services
- New Patient Health Checks
- If you have not been seen at the surgery for three years (or one year for those over 75) you can request a check up appointment if you wish.

Access to the Doctor

Our appointments can be booked in advance or can be booked 'on the day'. Patients can obtain 'on the day' booking by calling the surgery from 8.00 am onwards.

Appointments are available to book up to 4 weeks in advance.

- Monday: 9am – 11.50am
3pm - 4.40 pm
- Tuesday: 9am – 11.50am
3pm - 4.40 pm
- Wednesday: 9am – 11.50am
3pm - 4.40 pm
- Thursday: 9am – 11.50am
3pm - 4.40 pm
- Friday: 9am – 11.50am
3pm - 4.40 pm

Access to the Nurse / HCA

These are by appointment only.

- Monday: 8.45am – 1.00 pm & 1.30pm -5.30 pm
- Tuesday :8.45am-2pm
- Wednesday: 9am – 6pm
- Thursday: 2pm – 6.00pm
- Friday: 8.45am – 1.00 pm & 1.30pm -5.30 pm

Confidentiality/Data Protection

All practice staff have access to patient records where appropriate and in accordance with strict clinical governance and confidentiality guidelines. A copy of the guidelines is available upon request from the Surgery.