



New Surgery, Pencoed

Doctors

- Dr Huw Parry- Partner
 - MB BCh, MRCGP, DRCOG
 - Special Interest in Dermatology, Minor operations & Vasectomies
- Dr Matthew Bunston – Partner
 - MB BCh, MRCGP, DFFP
 - Special Interest in Diabetes
- Dr Marie Cadman – Partner
 - MB BCh, MRCGP, DFFP
 - Special Interest in Women's Health
- Dr William Edwards – Partner
 - MB BCh, MRCGP
 - Special Interest in Respiratory Disease
- Dr Anke Weber –
 - MRCGP MRCPCH MD
- Dr Gemma Eccles- Salaried GP

- Special Interest in Cancer
- Dr Isobel Mitchell- Salaried GP
 - Special Interest in Women's Health
- Dr Harri Davies.- Salaried GP

Practice Manager

Susan Carter

Contact Us

Primary Care Centre,

Min-Y-Nant,

Pencoed, Bridgend,

CF35 6YP

Telephone - **01656860343**

<https://www.newsurgery.wales.nhs.uk/>

Opening Times

The doors are open between

Monday	08:30 - 18:00
Tuesday	08:30 - 18:00
Wednesday	08:30 - 18:00
Thursday	08:30 - 18:00
Friday	08:30 - 18:00
Weekend	Closed

The telephone line is open between

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	Closed

Out of Hours

GIG 111 Cymru NHS 111 Wales

111 **111**

Ar-lein. Ar y ffôn. Online. On the phone.

Cyngor gofal iechyd y gallwch ymddiried ynddo. 24|7 Healthcare advice you can trust - 24|7

111.GIG.CYMRU 111.WALES.NHS.UK

Recite Relay UK SignVideo

The 111-telephone service is available 24 hours a day, seven days a week, and you can use it for urgent health advice on what services to access or how to manage an illness or condition and to access urgent primary care out of hours (where that service is available in your area).

NHS Wales Access Standards

A new set of standards were announced by the Minister for Health and Social Services in March 2019 that are aimed to raise and improve the level of service for patients in Wales from their GP practices.

These standards are set out below.

- People receive a prompt response to their contact with a GP practice via telephone.
- Practices have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
- People receive bilingual information on local and emergency services when contacting a practice.
- People can access information on how to get help and advice.
- People receive the right care at the right time in a joined-up way which is based on their needs.
- People can use a range of options to contact their GP practice.
- People can email a practice to request a non-urgent consultation or a call back.
- Practices understand the needs of people within their practice and use this information to anticipate the demand on its services.



How to book an appointment

1. To request an on the day routine GP or Nurse Appointment- On the day appointments with a GP can be made by calling the surgery at 8am. Our call handler will request some basic information about your medical query, which will help us to prioritise your medical needs. Phone Number [01656 860343](tel:01656860343)

Please do give the call handler as much information as possible to help us best deal with your query.

Please Note: Your allocated appointment will be for 10 minutes. Clinicians are only able to safely deal with one issue at a time during your 10-minute appointment. If you have more than one medical issue, we will need to allocate more than 10 minutes for the clinician, so please do inform the call handler at the time of booking.

2. To request an advanced GP Appointment (2 week in advance)- These can be made either by calling the surgery after 9.30. Our call handler will request some basic information about your medical query, which will help us to prioritise your medical needs. Phone Number [01656 860343](tel:01656860343)

Please do give the call handler as much information as possible to help us best deal with your query.

Please Note: Your allocated appointment will be for 10 minutes. Clinicians are only able to safely deal with one issue at a time during your 10-minute appointment. If you have more than one medical issue, we will need to allocate more than 10 minutes for the clinician, so please do inform the call handler at the time of booking.

Alternatively, you can book a pre-bookable telephone appointment via [MYHEALTH ONLINE](#). These are for non-urgent medical conditions, where you can speak to a clinician over the telephone to discuss your medical need. If the clinician needs to see you face to face, then you will be allocated an appointment at the surgery by the Clinician.

Please note these are not face to face appointments. If you book an online appointment, it is for a telephone triage appointment only.

Please visit the Practice website www.newsurgery.wales.nhs.uk for the link to [MYHEALTH ONLINE](#).

3. To request a prescription or administration task (this would include prescriptions not on repeat, any sick note, medical reports) -These can be made either by calling the surgery after 10.30. Phone Number [01656 860343](tel:01656860343) or visiting the Practice website www.newsurgery.wales.nhs.uk for the link to [MYHEALTH ONLINE](#).

4. For any results, please call after 13.30 Phone Number [01656 860343](tel:01656860343). You will be politely asked to call back if we receive calls before this time.

5. To save Patients waiting for GP or Nurse appointments for the below

• indigestion • constipation • diarrhoea • piles • hay fever • head lice • teething • nappy rash • colic • chicken pox • threadworms • sore throat • athlete's foot • eye infections • mouth ulcers • cold sores • acne • dry eyes • dermatitis • verruca • back pain • vaginal thrush • oral thrush • scabies • ringworm • in growing toenails

Please visit the local pharmacies (there are two in Pencoed). The pharmacies [Common Ailments Scheme](#) service- will give you advice and treatment for all these health issues, there is no need to visit the GP.

6. To request any Health Board services please call [01656 752752](tel:01656752752) and ask for the appropriate department such as (Sexual Health clinic, diabetic eye screening, speech and language, Podiatry, wound clinic, midwives).

If you have an appointment for wound care, speech and language, midwife, podiatry, aaa screening, sexual health clinic or the diabetic clinic, please take a seat through the door adjacent to the children's seating area, where you will be called for your appointment.

You do not need to check-in on this system or let our receptionist know you have arrived.

View the time table [here](#).

Clinics

Vasectomies - Joint injections - Long-acting reversible contraception.

We don't offer Travel vaccine advice.

Patients' Rights and Responsibilities

Patients have the right to:

- Be registered with a General Practitioner
- Change doctor if desired.
- Be offered a health check on joining the practice.
- Receive emergency care at any time from the practice.
- Receive appropriate drugs and medicines.
- Be referred for specialist or second opinion if they and the GP agrees.
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Patients also have a responsibility to:

- Be always courteous to the staff - remember they are working under doctors' orders.
- Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made, and the medical record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- Patients are asked to give 48 hours' notice for repeat prescriptions to allow us to process your request correctly.
- Out-of-hours calls (e.g., evenings; nights and weekends) should only be requested if they are felt to be truly necessary.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. All patient information will be treated in strict confidence. Access to all records will be limited to the people caring for the patient, including medical secretaries. Sometimes other professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/DPA and Caldicott Principles in the use of information. Use of Information Act 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit, and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

Equality and Diversity

New Surgery, Pencoed strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. All patients and staff will be treated fairly and with respect.

Please contact the Practice Manager if you have any concerns that Equality and Diversity issues have not been respected.

Practice Premises

The practice premises has disabled access and complies with the Disability Discrimination Act.

How to Make a Complaint

We are always pleased to receive patients' compliments and suggestions for improving our services. We hope 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 view our complaints procedure [here](#)

Accessibility

Our practice leaflet is available in large print and is available to download from our website.

Cwm Taff Morgannwg University Health Board

The surgery operates under the Cwm Taff Morgannwg University Health Board locality area.
Contact details can be viewed below.

Cwm Taff Morgannwg University Health Board –

Ynyfmeurig House Unit 3 Navigation Park, Mountain Ash CF45 4SN

Tel - 01443 744800



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf
University Health Board