

DR. ALAN STONE MBBS, MRCGP, DRCOG, DCH, FP Cert.

DR. SIWAN EVANS MBBS, MRCGP, DRCOG, DCH, FP Cert.

DR. BETHAN HERBERT MBBS, MRCGP, DRCOG, FP Cert. MF. Hom.

DR. PHIL GANDERTON MBBCh(Wales), MRCGP.

DR. DEBORAH VAUGHAN MBBCh, MRCGP, DRCOG.



Meddygfa **CANNA** Surgery

**27 Wyndham Crescent,
Canton, Cardiff CF11 9EE**

TELEPHONE NUMBER: (029) 2039 0722

(DAY AND NIGHT)

WEB SITE: www.cannasurgery.co.uk

FAX NUMBER: (029) 2039 4433

PRACTICE BOUNDARY

River Taff



LLANDAFF

PONTCANNAN

Afon Taf

Cathedral Road

Kings Road

27 WYNDHAM
CRESCENT

Wyndham Crescent

Severn Grove

Severn Road

Llandaff Road

Pencisely Road

VICTORIA PARK

Cowbridge Road East

CANTON

Lansdowne Road

Wellington Street

RIVERSIDE



WELCOME TO THE SURGERY

We are a partnership of 5 GPs providing a full range of health care services for the whole family. The Practice covers the Canton, Riverside, Llandaff and Pontcanna areas.

ABOUT THE DOCTORS

Dr. Alan Stone (M) MBBS, MRCGP, DRCOG, DCH, FP Cert. He qualified in London in 1984.

Dr. Siwan Evans (F) MBBS, MRCGP, DRCOG, DCH, FP Cert. She qualified in London in 1982, She is a fluent Welsh speaker.

Dr. Bethan Herbert (F) MBBS, MRCGP, DRCOG, FP Cert., Lf. Hom. COBC(acupuncture). She qualified in London in 1987, She is a fluent Welsh speaker.

Dr. Phil Ganderton (M) MBBCh(Wales), MRCGP. He qualified in Cardiff in 1994.

Dr. Deborah Vaughan (F) MBBCh, MRCGP, DRCOG. She qualified in Cardiff in 1988.

We occasionally employ locums when one of the doctors is away. We always ensure that these are fully qualified and experienced doctors.

SURGERY HOURS

MONDAY – FRIDAY	8.30am – 6.00pm
-----------------	-----------------

Consultations **BY APPOINTMENT** are as follows:

SAMEDAY APPOINTMENTS	9.00am – 12.00am
PRE-BOOKED APPOINTMENTS	3.00pm – 5.30pm

HOW TO SEE YOUR DOCTOR

Morning Appointments;

If you telephone between 8.30am and 10.00am we will usually see you that morning. You will be given an appointment time to attend surgery. Please note that we will try to see everyone who telephones the same day. Urgent cases will **always** be seen the same day.

Evening Appointments;

We have an appointment system in the evenings. Please make sure that you ask for a separate appointment for each person needing to see the doctor. You may book appointments over the telephone or in person, with the doctor of your choice, at the reception desk. Please ensure that you telephone to cancel an appointment you are not going to be able to attend.

Home Visits;

If you are too ill or too immobile to come to surgery and need a home visit please call us before 10.30am. The receptionist may ask you about your illness to assist the doctor in deciding the degree of urgency of the home visit. The doctor may then telephone you to discuss your problem. Please remember we have better facilities for examining you and arranging further tests in the surgery.

Calls Outside our Opening Hours;

After 6.00pm and before 8.30am weekdays and at weekends you may call NHS Direct for health advice, Tel. No. **0845 46 47**. Their website is **www.nhsdirect.co.uk**.

If you are in urgent need of a doctor and it cannot wait until the surgery is open then telephone the GP out of hours service on **2044 4515**.

You may be offered telephone advice, invited to attend one of their centres or a house visit. Please note that the Local Health Board is now responsible for commissioning the out of hours services.

Telephone Advice;

Please note that the doctors will be happy to provide telephone advice to you. Please ask the receptionist if you wish to speak to a doctor. Surgery consultations are not interrupted so you may have to wait for a return call.

GENERAL INFORMATION

Repeat Prescriptions;

You may obtain repeat prescriptions by handing in the counterfoil of your computerised prescription. Please tick the items that you require. Please do not ask for things that the doctor has not said that you can have on repeats. Please allow 2 whole working days before collecting. Alternatively, you may post your request, enclosing a stamped, addressed envelope. We accept repeat prescription requests by email to repeat.prescriptions@gp-w97296.wales.nhs.uk. We **DO NOT** accept repeat prescription requests by telephone. The doctors will want to see you from time to time to monitor your condition and review your treatment.

Test Results;

We do not contact every patient with the result of each test. You ***must*** telephone for the result of your test. The receptionists are happy to look up a result for you. For reasons of confidentiality they will not give your results to anyone else. You may telephone or call in for a result after 2.00pm. Please allow 5 days after your test before enquiring about the result. We do not give results of pregnancy tests or sperm analysis over the telephone.

Practice Boundary;

Please see the map at the back of this booklet which shows our practice area. We may not be able to continue your care if you move outside of the area. Please discuss this with one of the doctors before you move.

New Patients;

To register at our surgery please complete the registration forms at reception and book an appointment with the nurse for a new patient medical check. We may not accept your application if you are not entitled to NHS care or live outside the practice area.

Changing Your Personal Details;

Should you change your name, address or telephone number, please inform the surgery. A form is available at Reception for you to complete. This will ensure your records are kept up to date and enable us to contact you if necessary.

Students;

We are actively involved in teaching student doctors. They may, with your consent, sit in with the doctor during your consultation. You will be advised prior to the commencement of your consultation. If you do not wish a student to be present, please advise the Doctor accordingly.

Accommodation;

The premises exceed the standards required by the NHS and Health and Safety requirements and are designed to incorporate access for disabled persons. Please only use the car park for seeing the doctor and keep the disabled spaces clear for the disabled.

Complaints;

We welcome feedback and comments about the running of the practice. We have a complaints procedure for more formal complaints. You or your representative may make a formal complaint either by writing to, or speaking in person with, the Practice Manager.

Violence or Abuse towards Staff;

We ask that you show the same respect and courtesy towards us that you expect from us. We have “zero tolerance” policy of any type of abuse of us or of our staff. All incidents will be investigated and may result in a letter from us, a report to the police and even removal from our list.

Data Protection;

We hold sensitive information about you and your health care. We are registered under the data protection act. You have the right to see this information and correct any errors. A fee may be required if you request copies. No one else may access your records without your written consent.

PRACTICE STAFF

Practice Manager;

Our Practice Manager is Mr. Christopher Williams. He looks after the day to day running of the Practice. He is responsible for the investigation of complaints. The Practice Manager is supported by a team consisting of Medical Secretaries and Administrative Assistants.

Receptionists;

Our receptionists will arrange appointments and answer queries. They may need to ask you medical details in order to help you. All information given to them is treated in strict confidence.

Nurse Practitioner;

Claire McNamara has undergone further training to degree level. She sees many patients who would normally have seen the doctor. She also helps with the medical care of patients with long term illness, and carries out our Diabetic and Wart Clinics.

Practice Nurses;

Our nurses, Annette Evans and Lucy Gordon, can help with general health advice, screening, examinations, vaccinations, travel advice, ear syringing, stitch removal, dressings, blood tests, dietary advice, contraceptive advice (including pill checks), HRT advice etc.

Health Visitor;

We work in close co-operation with our Health Visitors, Mrs Bethan Parr and Mrs Rachel Fredrick. They see children under five years old at home and in the baby clinic. Bethan and Rachel can be seen by appointment. Please telephone 2039 5368 (answering machine available).

Counsellor;

We have a counsellor working in the surgery. She can be seen if the doctor thinks you have a problem that can be helped by counselling.

Community Nurses;

The community nurses work in close cooperation with the Practice. They provide nursing services to patients in their own home. Your local community nurses can be contacted either through reception or by telephone. Tel: 2066 6317.

Community Midwives;

Community midwives are attached to the Practice and will help us to look after you during your pregnancy, delivery and the post natal period. They are here during the ante natal clinic on Wednesday afternoons. They can be contacted through reception or through Llandough hospital. Tel: 2071 6001 (Direct Line).

CLINICS

Well Baby Clinic;

This is held on Tuesdays from 1.30pm to 3.30pm. The doctor, nurse and health visitor are present to give vaccines, administer the regular development checks, give advice and discuss any problems or worries you may have about your child.

Antenatal & Postnatal Clinic;

This is held on Wednesdays between 1.00 pm and 3.00 pm at the surgery. The doctor and community midwives are present to check that all is going well with your pregnancy and also to continue your care after delivery.

Family Planning;

All of the doctors in this practice are trained in family planning and will be happy to discuss options with you during your consultation.

Cervical Smears;

Many women in our practice already take advantage of this free test. If you are aged 20 or over and would like a test or further information please ask the doctor or nurse. Follow up smears are arranged automatically.

Diabetic Clinic;

If you have diabetes the nurse and doctor can see you for your regular diabetes checks. Please ask at the reception for further details.

Wart Clinic;

This is held once a month in the afternoons. Please book an appointment at the reception desk.

Minor Surgery;

Dr. Stone and Dr Ganderton see patients for minor surgery. If you have lumps or bumps that are worrying you please discuss this with them first, **before** booking an appointment.

USEFUL TELEPHONE NUMBERS

Age Concern	2052 1052
Aids Helpline	2066 6465
Alcoholics Anonymous	2037 3939
Boot's Chemist - Canton	2022 5491
Connect 2 Cardiff (<i>night visiting service</i>)	2044 4500
Cardiff Rape Crisis	2045 4222
Citizen's Advice	2039 8676
District Nurses	2066 6317
Social Security	2039 9766
Drugline	2038 3313
Llandough Hospital	2071 1711
POLICE	2022 2111
Pontcanna Pharmacy	2037 7283
Samaritans	2034 4022
University Hospital of Wales (Heath)	2074 7747
NHS Direct Wales	0845 46 47
Cardiff Local Health Board	2055 2212

*Trenewydd
Fairwater Road
Cardiff, CF5 2LD*