

# Greenhill Medical Centre

Greenhill Street

Dyfatty

Swansea

SA1 1QW

Telephone: 01792 412412

Email: [enquiries.greenhillmedical@wales.nhs.uk](mailto:enquiries.greenhillmedical@wales.nhs.uk)



# Clase Surgery

88 Mynyddgarnlwyd Road

Clase

Swansea

SA6 7NZ

Telephone: 01792 411166

Email: [enquiries.clasesurgery@wales.nhs.uk](mailto:enquiries.clasesurgery@wales.nhs.uk)



## WELCOME

Welcome to Greenhill Medical Centre and Clase Surgery (branch). Our aim is to provide you with the best possible medical care. As you can see, we have two surgeries in the practice. Although you are able to attend either surgery in the event of a medical emergency, we recommend that you register with the one nearest to where you live or work.

**Opening hours:** Monday to Friday 8am to 6.30pm (alternate surgeries are closed from 1pm every Thursday)

### Monday to Friday

#### New booking system

Using Ask My GP. Please register on your mobile phone or PC, using the link: <https://my.askmygp.uk/?c=W98039>

### GP Morning Surgery

9am—1pm (contact the required surgery using Ask My GP or telephone on the day  
8am—8.30am

### GP Afternoon Surgery

By GP appointment only.  
(contact the required surgery using Ask My GP or telephone on the day 8am—8.30am

## Practice Team

**Doctors:** Dr Ramesh Bohra MBBS (male)

**Practice Manager:** Mrs Ranjana Bohra

Our Practice Manager is responsible for the day to day running of the two practices and can help you with any administrative or non-medical aspects of your health treatment. The Manager also deals with problems or complaints you may have.

**Practice Nurses:** Angharad Walters

Our Practice Nurses are responsible for running clinics such as Well woman, Coronary Heart Disease, Diabetes, Asthma, Coronary Obstructive Pulmonary Disease and Baby Clinic. They are also responsible for routine procedures such as dressings, vaccinations and immunisations, suture removals and will provide general advice regarding health promotion.

Appointments are available throughout the week by appointment.

**Repeat prescription requests:** these can be requested online if you register with my health on-line (registration forms are available from reception—photo ID is required for this service), by telephone after 10am or by post, sending a stamped addressed envelope. Please allow at least 48 hours.

**Test results:** These can be given over the telephone after 2pm on the days we are open. The person who the result is about must ring themselves due to confidentiality.

**Home visits:** Home visits are available for patients who are housebound, terminally ill or too ill to come to the surgery. If you need a visit please try to ring the surgery before 11.00am.

**Out of hours and emergencies:** If you have an urgent medical problem between 6.30pm and 08.00am weekdays or at the weekend and bank holidays which cannot wait until the surgery is open please telephone the ABMU GP Out of Hours Service on **111**.

Telephone advice is also available from **NHS Direct** 24 hours a day on **111** or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Zero tolerance:** We will not tolerate any verbal abuse or violence towards any member of staff, or damage to property belonging to the surgery or it's staff. We reserve the right to remove any patient from our practice list and if necessary report the matter to the police.

**Practice complaints procedure:** If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know.

**How to Complain:** If you do decide to make a formal complaint, letters should be addressed to the Practice Manager. We will then acknowledge receipt of your complaint within 2 working days. Investigate your complaint. Offer to meet with you to discuss the matter in more detail, if this is appropriate.

The aim of the Complaints Procedure is, wherever possible, to resolve problems locally. If you remain dissatisfied with the outcome you should contact: The Public Services Ombudsman for Wales, 1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ. Tel:0845 6010987

**Data Protection:** The practice is registered with the Information Commissioner under the Data Protection Act. The information we hold on our patients will be disclosed only to authorised individuals or organisations.

**Access to patient information:** Everyone working for the NHS has a legal duty to keep information about you confidential. All surgery staff, including staff attached to the practice and also any hospital or clinic, will have signed a confidentiality statement. Your personal health records are the property of Abertawe Bro Morgannwg University Health Board. You have access to them under the access to records legislation on written application.

If information is to be disclosed to any other person, agency or organisation, the patient's written authority of consent will first be obtained. In certain circumstances, the practice can be instructed by the court to provide confidential patient information.