



# Practice Leaflet

Llay Health Centre

School Road, Llay, Wrexham LL12 0TR

Rossett Surgery

Alyn View, Station Road, Rossett, Wrexham LL120HE

Tel: 03333 323 260

[alynfamilydoctors.co.uk](http://alynfamilydoctors.co.uk)

[info@alynfamilydoctors.co.uk](mailto:info@alynfamilydoctors.co.uk)

# About Alyn Family Doctors



We are a long-established group of family doctors working in partnership in the villages of Llay, Gresford and Rossett near Wrexham in North Wales.

We have approximately 12,700 patients cared for by nine GP partners and a team of healthcare professionals.

We aim to:

- Provide tailor-made care to our patients, ensuring that all patients are treated with dignity, respect and compassion.
  - Work with our local communities to promote healthy living and well-being.

The entire practice team would like to offer you a warm welcome to the practice.

We are based at two locations. Our main site is Llay Health Centre, with a smaller branch in Rossett .

The surgeries offer easy access for disabled people or parents with prams, all surgeries are located on the ground floor.



# The Alyn Family Doctors Team

## GP's

- **Dr. Victoria Joy Guest (Senior Partner)**  
MB, BS, FP Cert.  
Female - Registered UK 1988
- **Dr. James Mark Edgerley**  
MBBS, BSc, MRCGP  
Male - Registered UK 2001
- **Dr. Eilir Huw Lloyd Davies**  
MB BCh, BSc (Hons), MRCGP  
Male - Registered UK 2006
- **Dr. Clare Elizabeth Jones**  
MB ChB, MRCGP  
Female - Registered UK 2003
- **Dr Helen Catherine Tinston**  
MB ChB, BSc, MRCGP, DFFP, DRCOG  
Female- Registered UK 2003
- **Dr. Betsan Fflur Jones**  
MB BCh, MRCGP  
Female - Registered UK 2006
- **Dr. Rebecca Anne Jones**  
MBBS, DRCOG  
Female - Registered UK 2009
- **Dr Simon Edward James Le Feuvre**  
MB ChB, BSc, MRCGP  
Male - Registered UK 2012

## Nursing and Healthcare

### Practice Nurses

- Nurse Katie Bennett
- Nurse Ceri James

### Health Care Assistants

- Claire Powell
- Emma Griffiths

### Nurse Administrator

- Pauleen Robinson

## Urgent Care Practitioners

- Christine Elcock

### Practice Manager

- John Williams

### Deputy Practice Manager

- Karen Godbeer

## Dispenser

- Gayle Jones

## Patient Advisor Supervisors

- Claire Barber
- Tina Beck

## Patient Advisors

- Lynn Curtin
- Julie Davies
- Alicia McCunnie
- Regan Smith
- Caroline Edwards
- Lynda Stenstrom
- Harriet Thompson
- Sarah Arthur
- Caitlyn Filer
- Lynsey Roberts
- Dionne Williams
- Georgia Jones

## Patient Engagement Coordinator

- Martine Williams

# How to contact Alyn Family Doctors

## Surgery Opening Times

Mon 8.00am-6.30pm

Tue 8.00am-6.30pm

Wed 8.00am-6.30pm

Thu 8.00am-6.30pm

Fri 8.00am-6.30pm

**Closed Sat/Sun**



**Doors open at 8.30am**

**Rossett surgery will be closed between 1.00pm—1:30pm daily.**

## To speak with our Patient Advisors

**Tel: 0333 323 260**

**Urgent appointment requests can be made via Klinik online or by calling the patient advisor team:**

We ask that you only ring if you feel that your request is very urgent and you need to be seen that day **between 8am – 9am**. Please note that your enquiry will still go through the Klinik triage system and you may be allocated an appointment on another day.

## Our Online Appointment System– Klinik

Visit our website [Alynfamilydoctors.co.uk](http://Alynfamilydoctors.co.uk) and click on start here to access our online appointment system. This can be done via a computer or a mobile device such as smart phone and tablet. You can use your NHS log in to complete the form.

The online form will be open from 8am to 12.30pm.

Your request will be triaged and all patients requiring an appointment will be offered a choice of a face-to-face or a telephone appointment (subject to any national restrictions in place at any time) and appointments will be available according to urgency for up to six to eight weeks in advance.

## Email:

**[info@alynfamilydoctors.co.uk](mailto:info@alynfamilydoctors.co.uk)**

This is a general enquiries email and we regret that we cannot take requests for medical assistance or consultations via this route.

## Out of Hours

**For all life threatening emergencies call 999**

For non-emergency medical treatment or medical advice call 111.

For announcements about the surgery and general health advice be sure to follow us on Facebook.

Search for Alyn Family Doctors .



# Choosing the right treatment



Grazed knee.  
Sore throat.  
Cough.  
Stock your  
medicine cabinet.

**Self-care**



Unwell?  
Unsure?  
GP surgery closed?  
Need help?

**NHS 111**



Diarrhoea.  
Runny nose.  
Painful cough.  
Headache.

**Pharmacy**



Vomiting.  
Ear pain.  
Stomach ache.  
Back ache.

**GP surgery**



Choking.  
Chest pain.  
Blacking out.  
Blood loss.

**A&E or 999**  
Emergencies only

## Common Ailment Service

If you visit a pharmacy and have a common ailment you can ask the pharmacist for advice and treatment where required. The pharmacist may ask if you wish to register for the service. Registering means the pharmacist may supply you with a medicine you need free of charge. Your pharmacist can help you with the following ailments and illnesses as part of the common ailments service:

- 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 • interigo • ingrowing toenails

## NHS 111 Wales

NHS 111 Wales is the free way to contact the NHS in Wales from landlines and mobiles.

The 111 service is available 24 hours a day, seven days a week, and you can use it both for health information and advice and to access urgent primary care outside of surgery opening hours.

The NHS 111 Wales website has trusted advice if you are feeling unwell and lots of useful information to help you learn about your health.

## NHS 111 press 2

If you need to talk to someone – or you're concerned about a loved one - call 111 and select option 2 to speak to a dedicated member of our mental health team.

## Sore Throat Test and Treat Scheme

This service allows patients who have a sore throat to call into their local pharmacy and be tested by a trained pharmacist using a quick and pain free test. Following a consultation and assessment, medication may be supplied for those patients where an antibiotic is required.

**Before visiting your local pharmacy it is advisable to telephone or visit**

**<https://111.wales.nhs.uk/LocalServices/Default.aspx?s=Pharmacy>**

**and ensure they are offering the service you require.**

# Appointments at Alyn Family Doctors

## GP Appointments

Please always consider whether the pharmacy may be able to help you before contacting the surgery. GP appointments are 10 minutes long and available Monday to Friday. Appointments will be available via telephone consultation or face to face.

## Urgent appointments

Urgent appointment requests can be made using the Klinik system or by calling the surgery. We ask that only Urgent appointment calls be made between 8.00am—9.00am if you feel that your request is very urgent and you need to be seen that day. Please note that your enquiry will still go through the Klinik triage system and you will be allocated an appointment appropriate to the urgency this may be a same day appointment or an advanced booking for another day. After Triage you will be contacted by our patient advisors to confirm your appointment.

## Routine and Advanced Consultations

To request a routine and advanced consultation please visit our website at [www.alynfamilydoctors.co.uk](http://www.alynfamilydoctors.co.uk) and complete our online system Klinik. If you do not have online access please contact our patient advisors. Request should be made between 9.00am and 12.30pm.

After your requested is triaged, all patients will be offered a choice of a face-to-face or a telephone appointment (subject to any national restrictions in place at the time) and appointments will be available according to urgency for up to six to eight weeks in advance. If you wish to call the surgery direct for a non urgent appointment our telephone lines are open 9.00am –12.30pm, and for general enquiries 11.00am-5.00pm. After Triage you will be contacted by our patient advisors to confirm your appointment.

All requests for a child aged 16 or under are flagged by the system. A GP will indicate on the triage system the appropriate timescale for an appointment, with children aged 16 and under with acute presentations being prioritised for a same-day consultation.

In addition to looking after your general health needs, our doctors are able to:

- Fit contraceptive devices, implants and pessaries
- Undertake minor surgery including steroid injections into joints

We can also offer limited private work including:

- Required medicals for HGV and taxi licences
- Medical certificates
- Chargeable immunisations



# Appointments at Alyn Family Doctors

continued

## Nurses and health care assistants

Our team of practice nurses and healthcare assistants are available to see patients for:

### Health Education

- Advice on weight management, diet and exercise
- Alcohol advice

### Immunisations

- Routine childhood/adolescent vaccinations
- Travel vaccinations
- Vaccinations for influenza / pneumonia / shingles
- Vitamin B12 injections

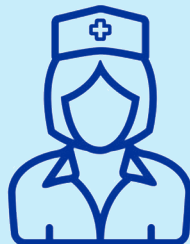
### Well person's Health

- Breast and Testicular awareness
- Cervical Cytology / Smears

Contraception and HRT

### Chronic Disease Management

- Coronary Heart Disease
- Chronic Obstructive Pulmonary Disease
- Asthma
- Diabetes
- Hypertension
- Blood pressure checks
- CVA / TIA



## Advanced Nurse Practitioner

Increasingly you may see an Advanced Nurse Practitioner (ANP) in the practice.

An ANP is a Registered Nurse (RN) educated to Master's level (or equivalent). They form an important role within the surgery. Following the triage process, you may be allocated an appointment with an ANP instead of a GP.

### What does an Advanced Nurse Practitioner do?

There's a whole range of tasks that ANPs can carry out. They can:

- Take a full medical history, carry out physical assessments and examinations.
- Make a diagnosis and carry out treatment, including prescribing medicines.
- Plan follow-up treatment.
- Refer patients to hospitals for further tests
- All fully qualified advanced nurse practitioners can prescribe medication for any condition within their competence.

## Home Visits

We ask patients to request a home visit only if they are genuinely unable to attend in person. We can arrange a telephone or video consultation with a doctor upon request. If you are house-bound you can request a home visit by one of our GPs by telephoning the Patient Line before 10.am. Or completing a Klinik form online.

A doctor may ring you to discuss your problem before attending, and we may arrange for our Urgent Care Practitioner to visit you.

## Other Healthcare providers

**Pharmacists**-We host medicines review clinics on behalf of Betsi Cadwaladr University Health Board . A doctor or nurse may ask you to attend one of these clinics to discuss your medications with the pharmacist, who will be able to review your medication list and offer advice.

**Audiologist**-A trained audiologist operates a clinic in Llay Health Centre on Wednesdays. A doctor or nurse may refer you to this clinic for assessment of hearing loss, dizziness or loss of balance.

**Ear Wax Removal** - Patients 11years and older reporting gradual hearing difficulty due to wax build up can book an appointment for ear wax removal. Please note these appointments will be at Pen Y Maes Health Centre.

**Social Prescriber**- Social Prescribing helps you to explore extra services that support you to improve your health, sense of well-being and to make positive life changes. It is a useful service for those patients facing issues such as depression or anxiety, worries of debt or housing, bereavement or isolation.

**CAMHs GP InReach Service**– Patients aged 7-17 years can be referred to the CAMHs GP InReach service which is based at Llay surgery once a week. This service is for children with moderate mental health problems and it aims to build capacity including skills, knowledge and confidence.

## Community based Services-

**Midwives**-Community midwives attached to the practice provide care for pregnant women, and mothers and babies for up to 10 days after delivery.

Please telephone 01978 721314 to arrange an antenatal appointment.

**District Nurses**-The district nurses are based at Gresford Health Centre.

Please telephone 0300 084 9990 to make an appointment between 9am and 4pm

- Gresford Health Centre: Mondays and Thursdays, 8.45am - 4.30pm

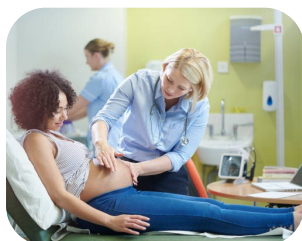
This is not a drop-in service. If your call is not answered, please leave a message on the answer machine for the team to return your call

**Health Visitors**-The health visitors are based at Gresford Health Centre. They work with the doctors in caring for people of all ages, particularly mothers and babies.

Please telephone 03000 849 980 to contact them. If you are resident in Cheshire, you can contact the Cheshire Health Visitor service on 01244 378639 or the Cheshire Family Health Services on 01244 382111.

## Phlebotomy service

Blood tests can be booked online at <https://bcuhb.nhs.wales/services/bloodtest/> , using the QR code or calling 0300 085 0047





# Health and lifestyle

We are not here to judge but to advise you in making changes in your lifestyle that will benefit your health. From time to time we have to ask you questions such as your smoking status. Please understand that this is to simply keep your clinical records up to date and to ensure that you are receiving the best possible healthcare. We thank you for your help.

## Smoking Cessation

For help with stopping smoking you can self refer to help me quit wales on-line at <https://www.helpmequit.wales> or by calling 0800 085 2219.



## Alcohol consumption

If you are concerned about your drinking discuss this with our doctors. Cutting down on the amount of alcohol you consume can have a positive impact on your mental and physical wellbeing.

## Wales National Exercise Referral Scheme

The Welsh National Exercise Referral scheme is an evidenced based health intervention that incorporates physical activity and behavioural change, it supports clients to make and maintain healthier lifestyle choices which will improve their **health and wellbeing**. The Scheme targets people aged 16 and over with, or at risk of developing, a chronic condition. There are set entry criteria and your health professional will need to check you meet these before referring you to the scheme.

## Physiotherapy

If you feel that you are suffering from a musculoskeletal complaint that could benefit from physiotherapy, you are now able to make a direct referral to your local physiotherapy department within the Betsi Cadwaladr University Health Board.

Forms are available to collect from surgery or print online at <https://bcuhb.nhs.wales>. Return the completed form to the Physiotherapy Department, Wrexham Maelor Hospital.

## Dementia Friends

Our patient advisor team at Alyn Family Doctors are now Dementia Friends and can refer anybody affected by dementia to Dementia Connect.

Dementia connect offers a service that will connect people affected by dementia with vital practical support that will empower them to independently manage the condition and remain active within their community for as long as possible. This service is available to every person affected by dementia including families and carers.



# How to Make, Check and Cancel Appointments

## Making an appointment

To make an appointment with a GP, Nurse or Health Care Assistant We kindly ask all patients that are able to do so to complete our online booking system Klinik on our website. <https://www.alynfamilydoctors.co.uk/> leaving phone lines available to the elderly and our most venerable patients. **The online form will be open from 8am to 12.30pm.**

Alternatively patients who do not have online access can call our Patient Advisor team on 03333 323 260. One of our Patient Advisors will take you through the screening questions over the phone.

### Urgent requests:

We ask that you only ring between 8am – 9am if you feel that your request is very urgent and you need to be seen that day. Please note that your enquiry will still go through the Klinik triage system and you may be allocated an appointment on another day.

**Routine appointments, advanced consultations and All other requests:** 9.00am to 12.30pm.

After triage, all patients will be offered a choice of a face-to-face or a telephone appointment (subject to any national restrictions in place at the time) and appointments will be available according to urgency for up to six to eight weeks in advance.

When completing a klinik form please use the NHs log in if you are registered online.

## NHS Wales App

Using the NHS Wales App you can check and cancel any future GP and Nurse appointments.

The 'NHS Wales App' is available online at

<https://app.nhs.wales/login>

and can also be downloaded on your smartphone or tablet via the Apple App Store or Google Play Store.

## Contact us online

Get help from your GP with Klinik! You can submit any medical query, including an appointment request.

KLINIK  
ACCESS

NHS



## Cancelling appointments

**PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS.**

The appointment can then be offered to another patient.

# Rights & Responsibilities

- 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 advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.
- You will be treated as a partner in the care and attention you receive.
- You will be treated as an individual and will be given courtesy and respect at all times. We ask that you also treat the doctors and practice staff with courtesy and respect and show consideration to other patients by making responsible use of our service to you.
- We operate a ZERO TOLERANCE POLICY and take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, we may exercise our right to take action to have them removed, immediately if necessary, from our patient list.
- Following discussion you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.
- Every effort will be made to ensure that you receive information, which directly affects your health and the care being offered.
- Please let us know as soon as possible if you change your name, address or contact number.
- It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unable to understand all the information.
- Please remember that you are the one who is responsible for your own health and the health of your children and that we are here to give our professional help and advice.
- You can help us by contacting us if you are unable to keep an appointment so that it can be offered to someone else. Patients who attend too late for an appointment may be asked to either wait until the end of the surgery or make a further appointment for another day.

# Important Information

## Prescriptions

We can send prescriptions directly to a nominated pharmacy. Please speak to one of our Patient Advisors to advise us of your choice.

We currently regularly send prescriptions to:

- Llay Pharmacy
- Gresford Pharmacy
- Rossett Pharmacy



To order a repeat prescription, you can:

- Download and order via the NHS app
- Order Via Klinik
- Send a request via email
- Send us a repeat slip, or a list of medications you require, by post
- Request in person by visiting one of our surgeries. Requests can also be put through the letterboxes when we are closed.

Prescription requests ordinarily take 48 hours to be processed and sent to your nominated pharmacy.

## Test Results

It is the patients' responsibility to telephone the surgery between 11.00am and 5.00pm for test results. Blood test results can take up to five days, for other tests you will be advised at the time of taking the test. We will only give out results to someone else with your expressed permission.



## Access to Medical Records

Under the Data Protection Act and Access to Health Records Act, patients can request to view their medical records and/or request that copies be sent to third parties acting on their behalf. All requests must be in writing and contain written consent from the patient before any information can be released (charges may apply).

If the patient is aged over 16, information can only be released to the patient, unless the patient has authorised a designated third party individual to act on their behalf or have access to their medical records.

## Change of Patients' details

It is of the utmost importance that you advise our Patient Advisors of any change to your address, contact number or name to ensure we have an up to date record.



## Concerns

If you have any concerns regarding your care, we encourage you to speak directly to the Practice Manager in the first instance, or submit your concern in writing to the practice or via email to [info@alynfamilydoctors.co.uk](mailto:info@alynfamilydoctors.co.uk).

Please note that we can only discuss concerns with patients themselves, or their registered guardian if they are aged under-16. If you would like us to discuss a concern with a nominated third-party, you must submit an authorising form.



# Useful Contact details

Alyn Family Doctors	03333 323 260 info@alynfamilydoctors.co.uk
Llay Pharmacy	01978 852 294
Rossett Pharmacy	01244 570 310
Gresford Pharmacy	01978 852 336
Wrexham Maelor Hospital	01978 291 100
Wrexham Maelor Patient Booking	03000857777
Ysbyty Glan Clwyd Hospital	03000843844
Robert Jones Agnes Hunt Orthopaedic Hospital	01691 404 000
Out of Hours GP	111
Gresford District Nurse	03000849 990
Grove Road Phlebotomy	03000 850 003
Paediatric Phlebotomy	03000 847 170
Brynteg Midwives	03000 849 833
Health Visitors	03000849 980
Flying start	01978 269800
To book a Covid Vaccine	03000 840 004
Enquiries regarding your Covid Pass	03003035667
Hospital Transport	03000 123 2303

