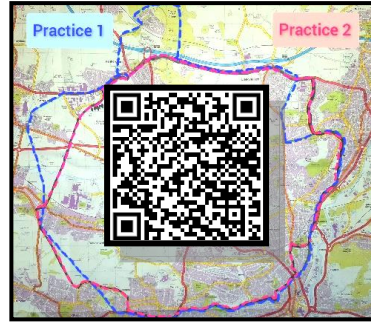


NEW PATIENT - REGISTRATION

If you live in our Practice Boundary Area you can apply to register:-

- Complete the registration forms available at Reception.
- Provide ID for registration and online services
- Provide your NHS Number
- Provide your last repeat prescription order form
- Comply with our surgery rules



RIGHTS & RESPONSIBILITIES

New Patients are welcome to attend an initial consultation within 6 months of registration.

Practitioner preference – if you have a preference of which GP you wish to be seen by, please specify to reception when booking your appointment. Where it is both appropriate and possible our team will endeavour to arrange the appointment with a GP of your choice.

Patients aged 75+ may request a consultation if they have not been seen in the last year.

Patients aged 16+ may request a consultation if they have not attended a Clinic or GP appointment at the surgery within the last 3 years.

If you move or change your telephone number - please let us know so that we can keep our records up to date and advise you whether your new address is within our practice area.

Confidentiality - patient information is accessed only when necessary for the purpose of health care provision. You are assured of complete confidentiality from all members of the medical centre team regarding both written and computer records held by us on your behalf.

Zero Tolerance Policy – We will not tolerate abusive or violent behaviour against our team. Patients who are violent or abusive may be; given a written warning, removed from the Practice list immediately if necessary, or sent to an Alternative Treatment Service (Bridgend).

We will not hesitate to call the police if necessary.

TEMPORARY RESIDENTS

You are entitled to see a GP anywhere in the UK if you are away from home and in need of medical help. Please make sure you give us the name and address of your home GP so that details of your consultation can be sent to them.



You can receive urgent medical treatment from a temporary practice for 14 days, after such time you will need to register as a temporary patient for up to 3 months, or a permanent patient. More information can be found on the NHS website www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

SUGGESTIONS & COMPLAINTS

Our team work to provide you with a good service. You can provide general feedback or express a compliment via our website. Formal complaints should be in writing to the Practice Manger (01792 572110). A copy of our full complaint's procedure and more information is available in the surgery and website. Swansea Bay University Health Board 01639 683344
www.sbuhb.nhs.wales/about-us/contact-us/



Available in large print



Ravenhill Road, Swansea, SA5 5AA
01792 581666

(calls are recorded)

www.forestfachsurgery.wales.nhs.uk

Opening Hours, Monday to Friday:

Call Handlers: 8am – 6:30pm

Surgery doors: 8:30am – 6pm

When the surgery is closed call the Swansea Bay Health Board Urgent care service on 111

Phone 111 is also available for medical advice, at any time of day, including when the surgery is open. A range of health information is available online at www.111.wales.nhs.uk



Staff training closures - from time to time we may close for staff training, on these occasions the number to call will be made available via our telephone message and website.

DISABLED ACCESS

There is suitable access for disabled patients to and within the surgery. Designated disabled parking bays are adjacent to the surgery entrance, a ramp and wide automatic doors allow for wheelchair, buggy and mobility scooters. We have universal and disabled toilets, and baby changing facilities. At our Reception Desk we have a hearing loop.

PRACTICE TEAM

See our website, The Team, for full details of our healthcare professionals & qualifications.

We work alongside other health professionals and provide a quality service to patients. We are a training practice teaching Post Graduate Doctors and Medical Students.

Dr Sartori & Partners

Dr Daniel Sartori (m)

Dr Rachel Carr (f)

Dr Baminee Pradeepan (f)

Dr John Pratt (m)

Dr Sowndarya Shivaraj (f)

Dr Charles Perkins (m)

Dr Nicola Vaughan (f) *Sal. GP*

Dr Suzie Haywood (f) *Sal. GP*

Dr Chris Davies (m) *Sal. GP*

Dr Bensusan & Partners

Dr Desiree Bensusan (f)

Dr Elin McCarthy (f)

Dr Helen James (f)

Dr Daniel Pacitti (m)

Dr Benjamin Herbert (m)

Dr Rebecca Fenn (f) *Sal. GP*

Management

Practice Manager

Kath Morgan

Assistant Manager

Clair Usher

HR Lead

Marie Isaac

Lead Practice Nurse

Sister Linda Williams

APPOINTMENTS

We offer a range of same-day, advanced booking, and urgent appointments, which will be face-to-face or telephone. For more information about the most appropriate service, see the section **Who Should I See?**

Same-day appointments or urgent care: Call the surgery **01792 581666**.

Non-urgent, pre-bookable appointment in the next 7-21 days:

- Call the Surgery
- Book at Reception
- Email Your Practice;-

Dr Sartori Practice appointments.w98028fmg@wales.nhs.uk

Dr Bensusan Practice appointments.w98007fmg@wales.nhs.uk

Please allow 72 hours for all email responses (excludes weekends & other closures). Include: Patient Name, Date of Birth, Telephone Number and basic details about your request.

Cancelling Appointments – Please let us know if you cannot attend an appointment, it is important that we offer it to someone who needs it.

Admin Queries - FMG.switch@wales.nhs.uk

HOME VISITS

Home visits are reserved for the terminally ill and truly house bound patient. If you require a home visit, please call the surgery. A GP will telephone first to assess the need for a house call.

REPEAT PRESCRIPTIONS & HOW TO ORDER

Order Online using the NHS WALES APP scan the QR code to log on. You can access the NHS Wales App through your web browser, or on your mobile device by downloading via the App Store and Google Play.

Other Ways to Order

- Through your pharmacy.
- Give your repeat order slip to the surgery with items clearly ticked.

We need a minimum of 72 hours (three working days) to process your prescription request. This does not include Saturdays, Sundays, and Bank Holidays.

LOCAL WALK-IN SERVICES

Pharmacy Common Ailments Service - When you or your family are unwell, you may not need to make an appointment to see your doctor. Your local community pharmacist will be a trained medical professional who can provide free advice and FREE treatment on a range of common ailments. Find out more>

Minor Injuries Unit – You may attend here for minor accidents. Neath Port Talbot Hospital, Baglan Way, Port Talbot, SA12 7BX. 01639 862160
More information is available online.



OTHER SERVICES

Long Term Health Conditions - Our nurses run annual review clinics for a range of long term (chronic) health conditions which will be on or around your month of birth.

Blood Tests – We don't carry our routine blood tests at the surgery. All blood tests are by appointment only at the hospital and must be booked online or by telephone **01792 601807**, available Monday to Friday, 9am - 4pm.

Scan QR code or go to www.sbuhb.nhs.wales/hospitals/a-z-services/blood-tests/

Test Results - call the surgery between 2pm – 4pm.

Most results take about a week or more to get back to the surgery so please allow time.

Sickness Certificates - a doctor's certificate is only needed for genuine illness lasting more than seven days.

Seasonal Vaccinations - please see our website.

Contraceptive Service – available with our Practice Nurse team.

Antenatal Clinic – midwives arrange appointments for pregnant women to be seen either at home or at the surgery. Register your pregnancy online (scan QR)

www.sbuhb.nhs.wales/hospitals/a-z-services/maternity

Child Health Surveillance Clinic/Well Baby Clinic - Appointments are scheduled by Child Health Services or the Health Visitor to see children at home or the surgery.

Health Visitors - based at the practice; contact direct on **01792 586502**

Cervical Cytology (Smears) - Women aged 20 - 65 should have a smear every 5 years to screen for cancer in the cervix, unless they have had a hysterectomy. Book with a Nurse.

Minor Surgery Service – available by special appointment

Penderi GP Collaborative

Further information about local services and the work of your GP collaborative can be found online.

The Penderi cluster is a group of six GP surgeries providing care to a population of over 37,000 patients in the Blaenymaes, Portmead, Treboeth, Fforestfach, Ravenhill, Brynhyfryd, Manselton, Gendros and Penlan areas of Swansea.

Private Services – Chargeable services that are not available through NHS funds. This includes medical examinations for PSV, HGV, taxi, private letters, insurance reports, medical certificates, vaccinations etc. **Refer to website for full list of fees.**

Swansea Bay University Health Board – Primary Care Team

Primary, Community & Therapies Service Group, Floor 2, Beacon Centre for Health, Langdon Road, Swansea, SA1 8QY. Tel: 01792 481444

