

**Welcome to Morfa Lane Surgery**  
**2 Morfa Lane, Carmarthen, SA31 3AX**  
**Telephone: 01267 612730**  
<https://morfalanesurgery.gpwales.com/>

Morfa Lane Surgery has been a General practitioner's surgery for over 50 years.

Dr Schrader took over the practice at 2, Morfa Lane ON THE 1<sup>ST</sup> April 2023. Previously, the practice has been renovated to include three consulting rooms, a treatment room, and a waiting area.

**How to register with the Practice:**

Telephone, via the SurgeryApp [Home - Surgery App](#) or attend the surgery and you will be given a registration pack which contains:

- Welcome Information Leaflet
- New Patient Questionnaire – please complete and bring with you to your New Patient Check with our Practice Nurse
- GMS Registration Form
- Patients can sign up to SurgeryApp using [Home - Surgery App](#) which allows you to request repeat prescriptions online and also make appointments (in the near future)

Please ensure you have the following information to hand when registering:

- Proof of address
- NHS Number
- Passport/Driving Licence or any other form of identification showing name and photo.

**SurgeryApp:**

Patients can also register with SurgeryApp which will allow patients to make appointments (in the near future) and order their repeat prescription.

Patients can also contact the surgery via a generic email address. Please telephone to obtain the email address.

**How to make a routine and same day urgent appointment:**

- Telephone the surgery, (please give a brief description of your problem to the receptionist for them to direct you to the most appropriate Clinician).
- The receptionist will work with you to make an appropriate appointment with a GP/Nurse or Nurse Practitioner.
- Under 16's will be seen on the same day with acute presentation.

*\*Please telephone between 8am and 10am for an emergency same day appointment. .*

### **Dr Schrader's Surgery Times:**

#### **Face to Face appointments**

Morning and Afternoon appointments available Monday morning, Tuesday all day, Wednesday afternoon and Friday mornings. Please telephone the surgery to make an appointment which are bookable up to 6 weeks in advance. Please note same day emergency appointments are available and also appointments for children.

### **Dr Sarah Al-Najmawi Surgery Times:**

#### **Face to Face appointments**

Afternoon appointments on Wednesdays, morning and afternoon appointments available on Thursday and Fridays. Please telephone the surgery to make an appointment which are bookable up to 6 weeks in advance. Please note same day emergency appointments are available and also appointments for children.

### **Dr Amy Short Surgery Times:**

#### **Face to Face appointments**

Morning and Afternoon appointments available Monday and Wednesdays. Please telephone the surgery to make an appointment which are bookable up to 6 weeks in advance. Please note same day emergency appointments are available and also appointments for children.

### **Dr Tharani Yogeswara – Academic Fellowship:**

#### **Telephone Triage**

Morning telephone triage every Wednesday morning with afternoon appointments made if necessary by Dr Tharani. Please telephone the surgery to make a telephone appointment which are bookable up to 6 weeks in advance.

### **Anne Tudor-Wilson – Nurse Practitioner Surgery times:**

**Face to Face appointments**

Morning and Afternoon appointments are available Monday afternoon, Tuesday, Wednesday and Thursday all day. Please telephone the surgery to make an appointment which are bookable up to 6 weeks in advance. Please note same day emergency appointments are available and also appointments for children.

**Practice Nurses:****Morning Surgery Times:**

Monday to Friday booked appointments                                8.30am -12pm

**Afternoon Surgery Times:**

Monday to Friday    2pm - 5pm

**Services and Clinics Provided**

|  |                      |
|--|----------------------|
| Antenatal Care   | Alternate Fridays    |
| Asthma Clinic  | by appointment       |
| Hypertension Clinic  | by appointment       |
| Diabetic Clinic/ CHD   | by appointment       |
| Cervical Smear Tests   | by appointment       |
| Child Health Surveillance/Immunisation clinic every Wednesday                      | 1.30pm-3.30pm        |
| Contraceptive care including IUD/Nexplanon fitting by appointment with Dr Schrader | by appointment.      |
| Minor surgery/Joint Injections   | by appointment       |
| Phlebotomy Clinic every:   |                      |
| Tuesday  | 8am-10am             |
| Thursday   | 8am-11am             |
| Health & Well Being Coach  | Thursday Afternoon   |
| Healthy Hearts   | Monday – fortnightly |
| Social Prescriber  | Friday - fortnightly |

**WHEN THE SURGERY IS CLOSED**

Hywel Dda Health Board is commissioned to provide an out of hours service **BETWEEN THE HOURS OF 6.30PM AND 8.00AM**, if you need to see a Doctor please telephone 111

## **SURGERY TEAM**

|                      |                                       |
|----------------------|---------------------------------------|
| Dr Thorsten Schrader | Medical State Exam, Berlin. DFSRH.    |
| Dr Sarah Al-Najmawi  | M.B.CL.B                              |
| Dr Amy Short         | BSc MBBCh MRCGP                       |
| Dr Tharani Yogeswara | MuDr DRCOG FSRH (Czech Republic) 2015 |
| Anne Tudor-Wilson    | Nurse Practitioner                    |
| Rachel Davies        | Practice Pharmacist                   |
| Practice Manager     | Jodi Bateman                          |

The Practice Manager, Ms Jodi Bateman, is responsible for the overall organisation and administration of the practice. If you have any suggestions or complaints, please let her know.

### **Practice Nurses**

Sister Christine Adams, Ceri Pennington and Claire Davies are the Practice Nurses. They are qualified in specific areas of disease/health promotion management and hold clinics for asthma, diabetes and coronary heart disease. Other specialised procedures are offered such as contraceptive services, smears, travel vaccination advice and general treatment room procedures of dressings, suture removal and blood tests.

### **Practice Pharmacist**

Rachel Davies joined the practice in December 2018, Rachel works alongside the GP's and Nurses, supporting medication queries, telephone triage and seeing patient face to face for medication reviews.

### **Nurse Practitioner**

Anne Tudor-Wilson has recently joined the team here at Morfa Lane Surgery, Anne is a prescriber and works alongside the GP's carrying out telephone triage and seeing patients face to face for minor ailments.

### **Receptionists**

Mrs Patti Gooding  
Mrs Shan Williams  
Ms Lorraine Coombes  
Mrs Angela Gregory

### **Attached staff:**

### **District Nurses**

The District Nurses provide nursing care, advice and support to patients newly discharged from hospital or patients too ill to attend surgery. They can be contacted using the usual surgery telephone number.

### **Health Visitor**

Lynne Harley is involved with child health promotion and health education. As well as seeing patients in the surgery, she visits young children in their own homes. She can be contacted on 01267 231370 (this is also an answer machine).

### **Community Midwives**

The team of midwives are responsible for your care during pregnancy-antenatally, during labour, delivery and postnatally. They are on call 24 hours a day and can be contacted either via the surgery or on individual mobile telephone numbers.

## **Information**

### **Home Visits**

The Surgery will arrange a home visit for a patient where the **Medical Condition** of the patient is so severe that they are unable to attend surgery.

Please telephone the receptionist before 10.30am if possible to arrange a home visit. You will be asked for details of the patient's problem to allow the doctor to assess the urgency.

Patients requesting a home visit will be contacted by the duty doctor to assess the urgency of the situation and offer advice. Occasionally in severe cases such as collapse or a suspected heart attack, an immediate emergency ambulance will be arranged.

Please remember that three patients can normally be seen in the time that it takes a doctor to do a home visit. This privilege is therefore not to be abused.

We do not consider lack of transport sufficient reason to request a home visit. A relative, friend or taxi can often bring the patient to surgery to attend an urgent appointment.

### **Repeat Prescriptions**

Please allow 48 hours for your repeat prescription to be processed by the surgery.

Monday mornings are very busy so, if you are ordering a repeat prescription please phone the surgery after 10am.

### **Test Results**

Please telephone after 10.00am to allow the doctor's time to look at and comment on the results. Results will only be given to the patient for reasons of confidentiality. The receptionists are unable to discuss medical matters but will refer you to a doctor or nurse if you need further advice. Please allow in excess of 72 hours when telephoning for your results, this will allow time for us to receive the results and for the GP's to review the outcome.

### **Cancellation of appointments**

If an appointment has been made for you and you are unable to attend, please can you make every effort to telephone and cancel to allow us to allocate your appointment to another patient.

### **Complaints**

We aim to provide the best service possible at all times. If you are not happy with any of our services, please let us know.

Please treat GP's, Clinicians and Practice Staff with respect and in a courteous manner. Zero tolerance of aggressive or abusive behaviour will NOT be tolerated.

### **Carers**

If you are a carer or have a carer please inform a member of staff. We have Carers Registration forms and helpful information available at the practice which may be useful for you. Please see our Carers notice board in the patient waiting area and ask any member of staff for further details. We will be happy to assist you.

### **Patient confidentiality and Data Protection**

All staff are bound by strict rules of confidentiality. We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded electronically we are registered under the Data Protection Act. We only ever use or pass information about you if you have given permission or if it is deemed necessary for the effective functioning of a multi-disciplinary team.

## **PRIVACY STATEMENT**

Morfa Lane surgery aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This privacy notice does not provide exhaustive details of all aspects of the collection and use of personal information by Morfa Lane surgery. However, we are happy to provide any additional information or explanation needed. If you wish to request further information, please contact Jodi Bateman, Practice Manager on 01267 612730.

### **How we use your Information:**

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your records are used to:

- Provide a basis for all health decisions made by care professionals with and for you;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care.

### **Data protection laws and your rights**

There are laws which provide certain rights to individuals regarding the processing of their personal information. Within health these rights include, a right to:

- be informed about the reasons why we collect and use your information. We have a duty to ensure the information we use is limited to what is necessary for that purpose and to either inform you or ask for your consent if we use it for another reason
- either look at or receive a copy of your health records (whether held in writing or on a computer)
- correct any inaccurate information we hold on you. We have a duty to keep information about you accurate, however it should be noted that entries in your health record cannot generally be amended, although this will be considered on a case-by-case basis
- object to us processing your information, for example, for marketing reasons
- ensure that your information is kept for no longer than is necessary



- expect your information to be protected from unauthorised or unlawful processing and against accidental loss, destruction or damage

If you would like a copy of your medical records, or any patient information we hold here please contact the surgery to complete the relevant form.

### Useful telephone numbers:

#### Pharmacies

|              |               |
|--------------|---------------|
| WALTER LLOYD | 01267 236947  |
| Y DDERWEN    | 01267 234550  |
| BOOTS        | 01267 243932  |
| TESCO        | 0117 291 7568 |
| KING MORGAN  | 01267 236541  |
| Morrisons    | 01267 236593  |

#### Hospitals

|                |              |
|----------------|--------------|
| GLANGWILI      | 01267 235151 |
| PRINCE PHILLIP | 01554 756567 |
| SINGLETON      | 01792 205666 |
| WERNDALE       | 01267 211500 |
| WITHYBUSH      | 01437 764545 |
| MORRISTON      | 01792 702222 |
| HEATH          | 02920 747747 |

#### Services

|                                 |              |
|---------------------------------|--------------|
| NHS DIRECT                      | 0845 46 47   |
| HOSPITAL TRANSPORT BOOKING      | 0300 1232303 |
| CITIZENS ADVICE BUREAU          | 01267 234488 |
| CARMARTHEN POLICE STATION       | 01267 222020 |
| CARMARTHEN AREA SOCIAL SERVICES | 01267 234567 |

|                        |              |
|------------------------|--------------|
| HYWEL DDA HEALTH BOARD | 01437 771220 |
| MERLINS COURT          |              |
| WINCH LANE             |              |

**HAVERFORDWEST  
PEMBROKESHIRE  
SA61 1SB**

**Carmarthenshire Physiotherapy Self-Referral Service 01267 227470  
(8am-4pm MON-FRI)**

Physio Direct is a telephone service that has been set up to provide early advice and management for people with back, neck, joint problems or following an injury. This service is not available for children aged under 16, or for patients with neurological respiratory, obstetric and gynaecological problems.

**Stress Control**

Classes are held to help you manage and control stress. For more information or to register for the next class.

Please ring **07816 064644**

**Self Help**

**SAMARITANS**

**08457 909090**

**CHILDLINE**

**0800 1111**

**ALCOHOLICS ANONYMOUS**

**08457 697555**

**RELATE (Marriage Guidance)**

**01267 236737**