

Staff

Partners :

- **Dr Sean O'Reilly** (Three quarter time)
MRCGP, MB, BCh, BAO, DCH, DGM
Male. Date and place of first registration : 1983 Dublin
- **Dr Julie Grigg** (Three quarter time)
MRCP(Lond). MRCGP, MB:BS
Female. Date and place of first registration : 1988 London
- **Dr Antonia Bradley** (Three quarter time)
MB, BCh, DCH, MRCGP.
Female. Date and place of first registration : 1996 Cardiff
- **Dr Steven Epstein** (Three quarter time)
MB, ChB, MRCGP.
Male. Date and place of first registration : 1998 Edinburgh
- **Dr Jamie Bingham** (Full time)
BMBS, BMedSci, DipFSRH, MRCGP.
Male. Date and place of first registration : 2009 Nottingham
- **Dr Luke Shutts** BSc, PGCE, MBChB, MRCGP.
Male. Date and place of first registration : 2010 Bristol
- **Dr Rebecca Thomas** BSc, MBBCh, MRCGP.
Female. Date and place of first registration : 2010 Cardiff

Salaried GPs :

- **Dr Bethan Pritchard** MBBCh, MRCGP.
Female. Date and place of first registration : 2009 Cardiff

Practice Nurses :

Nurse Hayley Wright RGN. BSc (Hons) CHS (SPQ GPN).
Nurse Shelley Evans RN. Dip HE Nursing.
Nurse Mary Bird RN. BSc (Hons) CHS (SPQ GPN). V300 -
Nurse Independent Prescriber. Dip HE Nursing.
Nurse Lynn Davies RN.
Nurse Hester Richards SRN. Cert Ed., BSc.
Nurse Joanne Stafford-Tolley RN. Dip HE Adult Nursing.
Dip Respiratory Health.
Nurse Natalia Gwatkin RN
Nurse Helen Carter RGN. Dip HE Adult Nursing.

Health Care Assistants :

Tina Williams, Hazel Thorne, Joy Gardiner

Phlebotomist : Phillipa Bagley

Practice Manager : Mrs Gwyneth Gore

Administrative Staff : The practice is well supported by very loyal and friendly staff who will do everything they can to help you, but please remember that they have a difficult job, particularly at busy times of the day.

General Information

Making an Appointment – Total Triage

When contacting the surgery either by telephone or presenting at the desk to request a GP appointment -

- The Reception Team will take your contact details and add them to the total triage list
- A member of the clinical team will telephone you back later that day or the next day if more convenient for you
- A member of the clinical team will then assess your symptoms/ concerns and offer you an appointment with a GP or another healthcare professional that most suits your needs
- In some cases the clinical team may be able to address your concerns over the phone which will avoid an unnecessary trip to the surgery

Facilities for the Disabled

Hay and Talgarth Medical Centres endeavour to meet the needs of patients with disabilities. Both have easy access for patients who are wheelchair users.

Home Visits

Generally patients will be expected to come to the surgery to be seen unless genuinely house bound or their condition dictates they need a home visit. Home visits will be dealt with by the Emergency Doctor for the day who may ring to discuss the reasons and timing for a visit. As we are not an emergency service, urgent problems at home require an ambulance. Patients should dial 999 for emergencies.

Access to Medical Records

The Practice works within the scope of the General Data Protection Regulations (GDPR) and Data Protection, Freedom of Information and Access to Medical Records Acts.

Powys Teaching Health Board Contact Details :

Neuadd Brycheiniog, Cambrian Way, Brecon, Powys,
LD3 7HR - Tel. No. 01874 711661

Registering with the Practice

To register with the Practice you will be asked to complete a Family Doctor Services Registration Form, New Patient Questionnaire and to attend for a new patient health check.

Changes to Registration Details

Please inform the reception staff if your name, address or telephone number have changed.

Relationships

We have the right to remove a patient from our list if they are deemed to be violent and/or aggressive towards members of the primary care team and any other persons on the practice premises. Abusive, threatening or violent patients will be reported to the Police.

Results (Please phone after 2.30 pm)

Hay Medical Centre	01497 822100
Talgarth Medical Centre	01874 713000

General Information

Repeat Prescriptions

Dispensary Opening Hours

Monday to Friday	9 am - 1 pm	2 pm – 5.15 pm
Saturday / Sunday / Bank Holidays	Closed	

Routine prescriptions can be collected during normal surgery opening hours.

Prescriptions for controlled drugs must be collected during the dispensary opening hours above.

Repeat prescriptions can be ordered on-line (by registering for My Health On-line), by post, by hand or by using our Repeat Prescribing System - please ask at Reception for details. Please talk to your local Pharmacist if you would like them to be involved in ordering/collecting your repeat prescriptions.

Please remember that the Doctor will need to see you at regular intervals to review your condition. Please allow a minimum of 48 working hours before collecting repeat prescriptions. We dispense for all patients who live outside the 1 mile radius of the chemist and to those with special dispensation from the NHS Business Service Centre, Swansea.

Sick Notes

Self Certification Forms can be obtained from your Employer and will cover you for the first week. A Sick Note will be required from your doctor only after 7 days absence from work. Sick notes cannot be issued immediately, please allow 48 hours. They can be back dated if appropriate. If you require a Sick Note from your doctor for insurance purposes a fee will be charged, a receipt can be issued if required.

Patient Transport

If you experience difficulty travelling to hospital appointments, Powys Teaching Health Board offers a service whereby patients can obtain advice, information and make bookings for hospital transport. For further information ring 01686 613200 or 0845 840 1234 (This is a 'Lo-call' number charged at 3.95p per minute to BT customers. Call charges may vary with other providers).

Please note the surgery cannot book transport.

Complaints/Problems/Queries/Suggestions

Suggestion boxes are located in the Waiting Rooms. Our Practice Manager is available to help with complaints/problems/queries/suggestions – medical or non-medical.

Should you have any concerns, please put them in writing to The Complaints Administrator, Hay Medical Centre.