

## **GRANGETOWN HEALTH CENTRE**

**Address:**

**45 CAMBRIDGE STREET**

**GRANGETOWN**

**CARDIFF**

**CF11 7DJ**

**TEL: 02920 342728**

**EMAIL: Enquiries.W97616@wales.nhs.uk**

**Web address: [www.grangetownhc.wales.nhs.uk](http://www.grangetownhc.wales.nhs.uk)**

**DR R AGNIHOTRI &  
DR F MCGRATH**

## **Practice Information Leaflet**

**SURGERY OPENING TIMES**

**Monday 08.00 am – 06.30 pm**

**Tuesday 08.00 am – 06.30 pm**

**Wednesday 08.00 am – 06.30pm**

**Thursday 08.00 am – 06.30 pm**

**Friday 08.00 am – 06.30 pm**

**OUR DOORS OPEN AT 8.30AM AND CLOSE AT  
6.00PM**

**THIS IS A NON-TRAINING PRACTICE.**

## **OUR TEAM**

### **PARTNERS:**

Dr Ratnesh Agnihotri MBBS, DRCOG, DFFP (Senior Partner)

Anita Agnihotri RGN

This is not a Limited Partnership.

### **THE DOCTORS:**

Dr Ratnesh Agnihotri MBBS, DRCOG, DFFP (Senior Partner)

Dr Felix McGrath. (Salaried GP)

### **THE PRACTICE STAFF**

Practice Manager: Robie Parton

Practice Nurse: Anita Agnihotri RGN

Practice Nurse: Jenny Orton RGN

Practice Lead Pharmacist: Caroline James

Health Care Assistant: Shin-Ru Holmes

### **SENIOR ADMINISTRATIVE STAFF:**

Assia Islam & Kathryn Baker

### **ADMINISTRATIVE/SECRETARIAL STAFF:**

Senior: Yasmin Nawaz

Julie Scott, Susan Guy, Maria Richards and Maria Taylor

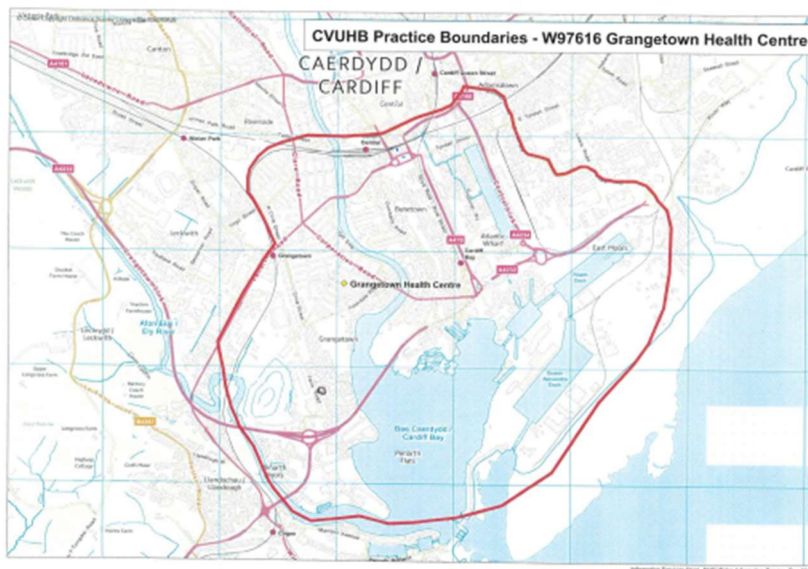
### **ATTACHED STAFF:**

Health Visitor: Emily Blake

Midwife: Elizabeth Davies

## **HOW TO REGISTER AS A PATIENT AT THE PRACTICE:-**

Our Practice Area as defined within the red lines:



**REGISTRATION FORMS** can be collected from the Practice directly on request, or there is a link to the registration form on our website.

[www.grangetownhc.wales.nhs.uk](http://www.grangetownhc.wales.nhs.uk)

Please complete the registration form and if possible, provide Proof of Address and Identification. These forms can be handed in person or via email at [Enquiries.W97616@wales.nhs.uk](mailto:Enquiries.W97616@wales.nhs.uk)

We also require you to complete a Patient Questionnaire for registration. You will then be given an appointment with our Nurse/Healthcare Assistant for a New Patient Check.

**We also recommend you obtain a prescription, for any repeat medication you take, from your previous GP to avoid any delays and missed medication.**

## **HOW WE USE YOUR PERSONAL INFORMATION**

Your personal details are kept confidential in line with the 1998 Data Protection Act. Information is shared for general health screening and surveillance, for example smears and general health checks.

## **WHY DOES THE NHS COLLECT INFORMATION ABOUT YOU?**

GPs and the team of health professionals that care for you keep records about your health and treatment or care you receive from the NHS. This information will either be written down (manual records), or held on computer (electronic records). These records are then used to guide and manage the care you receive. You may also be receiving care from organisations outside the NHS (like social services). At times we may need to share some information about you to ensure you receive the appropriate care and services for your benefit. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality, General Data Protection Regulations (GDPR) 2018.

## **ABUSIVE/VIOLENT PATIENT**

We operate a zero tolerance approach to physical and verbal abuse towards our staff, you will/may be removed from our list if deemed to be breaking this policy.

## **DISABLED PATIENTS**

The Grangetown Health Centre provides full access to disabled patients. For People with Hearing Difficulties/Deafness there is a Loop Device. Please ask at the desk if you have any further queries.

## **WHAT YOU CAN EXPECT FROM US**

- Patients' medical conditions will be managed to the highest standards as defined by the medical professional.
- Patients will be treated with courtesy and consideration by our staff. • The practice will try to educate patients on their health care matters whenever possible.
- Have the right to view their medical records, subject to the Data Protection Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

***THE PATIENT HAS THE RIGHT TO EXPRESS A PREFERENCE TO RECEIVE SERVICES FROM A PARTICULAR GP. WHILE THE PRACTICE WILL ENDEAVOUR TO MEET THIS REQUIREMENT. HOWEVER, IF THE PROBLEM IS URGENT AN APPOINTMENT WILL BE GIVEN WITH ANY GP AVAILABLE THAT DAY.***

## **WHAT YOU CAN DO FOR US**

- Patients are asked to treat all staff with courtesy and respect; they are doing their job, to do their best for you.
- To attend appointments on time or give the practice adequate notice that they wish to cancel.
- An appointment is for one person only when another member of the family needs to be seen or reviewed, another appointment should be made.
- Home visits should only be requested for patients that are seriously ill or housebound.
- Give 72 hours' notice when ordering repeat prescriptions.
- Many problems can be solved by advice alone; therefore, patients should not always expect a prescription.

## **HOW TO MAKE AN APPOINTMENT:**

We operate a Telephone Triaging System and offer urgent on the day appointments as well as pre-booked appointments. This can be completed either with telephone advice, a face-to-face appointment, or by referring you to an appropriate alternative service.

If you would like to see a preferred Practitioner/GP, please let staff know (you can do this when you register as well). However, in the case of an emergency appointment, your preferred GP may not be on call, so you may have to be seen by an alternative GP.

**Our telephone lines are open from 8am – 6.30pm.**

**Tell the receptionist if you feel your appointment is urgent as these cases will be seen on the same day.**

**Requests for urgent medical advice CANNOT be done via email.**

General enquiries can be made to our practice email:-

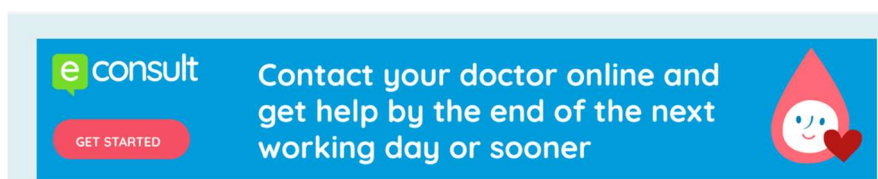
[Enquiries.W97616@wales.nhs.uk](mailto:Enquiries.W97616@wales.nhs.uk)

## **ONLINE REQUESTS VIA OUR WEBSITE:**

[www.grangetownhc.wales.nhs.uk](http://www.grangetownhc.wales.nhs.uk) where the following service is available:

## **ECONSULT:**

This allows patients to request non-urgent medical or administrative help from the practice. Just visit the practice website [GRANGETOWN HEALTH CENTRE](http://www.grangetownhc.wales.nhs.uk) and click on the link on the website, as illustrated below:-



### **HOME VISITS:**

Home visits are only for those patients who cannot visit the surgery because of health reasons. If there is a degree of urgency please make this clear to the receptionist.

### **REPEAT PRESCRIPTIONS:**

Repeat Prescriptions can be obtained in person, online or by letter (please include stamped addressed envelope). **Requests cannot be taken over the phone.** If you take regular medication please ensure that you allow 72 hours for your prescription to be processed.

If you, or someone you care for, use the same medicines regularly you may not need to get a new prescription every time you need more medicine. Instead, you may be able to benefit from Batch Repeat Dispensing from your pharmacy. This means you won't have to visit the surgery or make an appointment to see the doctor, practice nurse or practice pharmacist every time you need more medicine. Talk to either your prescriber (doctor, practice nurse or practice pharmacist) or your community pharmacist who regularly dispenses your prescriptions and ask them if you are suitable for Batch Repeat Dispensing.

## **CLINICS AND OTHER SERVICES**

### **CHILDREN'S IMMUNISATION CLINIC:**

Please contact the surgery to make an appointment with the nurse for more information. Please bring your child's immunisations book / red book with you to the appointment.

### **ANTENATAL CLINIC (WEEKLY BY APPOINTMENT ONLY):**

These can only be booked directly through the Ante-Natal service and is held at the Practice on Wednesdays.

### **HEALTH CHECKS (BY APPOINTMENTS ONLY):**



types of forms please contact the Practice.

### **CARERS :**

The Practice offers a 'Carer's Champion' service where carers can seek out support, information and links with help organisations. See reception for further details.

There are various other services available that may be more appropriate for your presenting condition. The following services also offer advice and help on certain conditions. This may prevent you waiting for advice from your GP.

### **LOCAL PHARMACIES:**

These offer advice and treatment on minor illnesses. Visit your local pharmacy for more information.

### **FAMILY PLANNING SERVICE:**

Sexual Health Clinics are available for all contraceptive and sexual health advice and treatment. Please contact Cardiff Royal Infirmary **02921 835208** - Monday to Friday, **9:00am - 3:00pm** (excluding Bank Holidays).

Optician Services, Dental Services, Health & Wellbeing Services, Podiatry Services & Social Services are available in your local community. Ask at reception for more advice on how to contact these services, or follow the link below:-

**[www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)**

### **Out of Hours Service**

The **111** Telephone Service is available 24 hours a day, seven days a week, and you can use it for **urgent health advice** on what services to access or how to manage an illness or condition, and to **access urgent primary care out of hours** (where that service is available in your area).

Some of the things that 111 is **not** able to provide are arranging a COVID-19 test or vaccination or self-isolation advice. They are unable to advise on registration for GP or Dental practices, or prescriptions or appointments for a GP during the working week.

## **CONCERNS & COMPLAINTS**

We aim to provide a high quality general medical service. If for any reason you are not happy with the service provided, please raise it to the Practice Manager in the first instance. This can be done via reception, email or in writing. These will be dealt with as dictated by the NHS Complaints and Concerns Policy.

If you have a concern or complaint which you would like to take further please visit:-

[Concerns and complaints - Cardiff and Vale University Health Board](#)

### COMPLAINTS ADVOCATES

If a patient requires help to raise a concern and does not have family/friends to assist, support can be sourced from:

### CONCERNS DEPARTMENT

Tel: 029 2183 6318 or 029 2074 4095

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

### LLAIS

Llais provide free, independent advice and support to help you or the people acting for you to raise a concern, including putting you in touch with specialist advocacy services if you need them

[www.llaiswales.org](http://www.llaiswales.org)

Llais Tel: 0845 644 7814

Tel: 029 20 750112

Email: [Cardiff&valeadvocacy@llaiscymru.org](mailto:Cardiff&valeadvocacy@llaiscymru.org)

Email: [Cardiff&valeenquiries@llaiscymru.org](mailto:Cardiff&valeenquiries@llaiscymru.org)

More information can be found at:

[NHS Wales complaints and concerns: Putting Things Right | GOV.WALES](#)

Complainants who are unhappy with a response from the Local Health Board or Practice can refer their concern for investigation by the Public Services Ombudsman for Wales, the address is as follows:

PUBLIC SERVICES OMBUDSMAN FOR WALES

Ffordd Yr Hen Gae

Pencoed

CF35 5LJ

Tel: [0300 790 0203](tel:03007900203).

Website: [www.ombudsman.wales](http://www.ombudsman.wales)

The concern must be referred to the Ombudsman within 12 months of the final correspondence at completion of local resolution – usually the final response letter. The Ombudsman has direction whether or not to investigate a concern, and will consider only when injustice or hardship arises from failure in a service, or failure to provide a service or maladministration.