

Tenby Surgery Patient Handout



Welcome to Tenby Surgery

Thank you for choosing Tenby Surgery. This handout provides quick and helpful information about accessing our services and getting the care you need.

Contact Information

Address:

Tenby Surgery, Gas Lane, Tenby, SA70 8AG

 01834 840868

Opening Hours

Monday to Friday

8:00am – 6:00pm

Telephone lines open until 6:30pm

GP & MDT staff

Dr K Mukherji	Clinical Lead GP
Dr S Tamplin	GP
Dr E Bradley	GP
Dr C Jenkins	GP
Dr S Padmanabhan	GP
Dr D Baker	GP
G Fripp	Advance Paramedic Practitioner
C Price	Advance Paramedic Practitioner
J Price	Advance Nurse Practitioner
E Plumb	Pharmacist
S Scarr	Pharmacist

3 RGN, HCA's and Pharmacy Technicians

Booking an Appointment

Appointments can be booked with a GP or wider MDT:

- By telephone
- Via the NHS Wales App
- Through our reception team

Appointment Types

We offer:

- Same-day appointments
- Next-day appointments
- Advance appointments up to 4 weeks ahead

Urgent problems will always be assessed on the same day.

Please note: waiting times may be longer if requesting a specific clinician.

Need Help Quickly?

Our reception care navigators may direct you to the most appropriate service, including:

- Community pharmacy
- Physiotherapy
- Nursing services
- GP appointments

This helps patients receive the right care at the right time.

Registering with Us

To register:

- Check if you are within the surgery catchment area(online at practice website or by telephone)
- Complete a form (reception or online) and new patient questionnaire
- Ensure a 28 days of medication whilst awaiting registration with the practice


✓ You register with the practice, not a specific GP but can choose which GP or MDT member you see.

Please note that if requesting a specific GP the wait maybe longer.

Out of Hours Care

When the surgery is closed:

 Call **111** for urgent medical advice.

 In a medical emergency, call **999**.

Repeat Prescriptions

Please allow **72 working hours** for all repeat prescription requests.

You can request prescriptions:

- Using the NHS Wales App
- At reception
- Through your local pharmacy

Please do not leave medication requests until the last minute.

Clinics and Services

We provide a range of clinics and healthcare services including:

- Chronic disease reviews
- Blood tests
- ECGs
- Treatment room services (dressings, immunisations)

- Baby immunisations
- Joint injections
- Family planning
- Travel advice
- Cervical screening
- Well Woman clinics

Appointments are required for all clinics.

Family Planning and Women's Health

We offer:

- Contraceptive advice
- Injectable contraception
- Coil and Nexplanon services
- Cervical smear tests

Please contact reception to arrange an appointment.

Travel Vaccinations

Please contact us **4–6 weeks before travel** if you require travel advice or vaccinations.

The practice is only able to offer basic travel advice and can only offer the following NHS vaccines:

- Hepatitis A
- Typhoid
- MMR
- Diphtheria
- Tetanus
- Polio

Home Visits

Home visits are available for patients who are:

- Housebound
- Too unwell to attend surgery

Requests are assessed by a clinician following a telephone consultation.

Accessibility

We aim to make our services accessible to everyone.

Facilities include:

- Disabled access
- Accessible toilets
- Hearing loop system
- Interpreter services with notice
- Support for patients with learning difficulties

Please let reception know if you need additional support.

Patient Responsibilities

We kindly ask patients to:

Attend appointments on time

- Cancel appointments they no longer need
- Treat staff and other patients respectfully
- Book separate appointments for each patient

Tenby Surgery operates a **Zero Tolerance Policy** towards abusive or aggressive behaviour.

Common Ailments Scheme

Your local pharmacist may be able to help with minor illnesses such as:

- Sore throats
- Conjunctivitis
- Constipation
- Head lice
- Cold sores
- Athlete's foot
- Back pain

Plus many more. This can save you waiting for a GP appointment.

Feedback and Complaints

We welcome patient feedback and suggestions.

If you have concerns about our service, please contact the Practice Manager.

We aim to:


- Acknowledge complaints within 2 working days
- Respond within 30 working days


How to make a Subject Access Request

All individuals who are the subject of personal data (i.e. medical records) held by the practice are entitled to copies of the information held about them. An individual can request this information by making a 'Subject Access Request'. This can be done by making a request in writing, by email or by speaking with us. To make a Subject Access Request in writing, you can complete a Subject Access Request Form (available on our Practice website or at either surgery). The Practice will reply to a request within one month/30 days of receipt of the request. The time limit starts from the day after the Practice receives the information needed to identify the patient and/or third party, until the corresponding calendar date in the next month. The Practice will always verify the identity of anyone making a Subject Access Request before handing over any information. Please be advised that any requests considered manifestly unfounded or excessive, including repeat requests for the same information, may attract a reasonable fee based on our administrative costs for complying with the request.

Useful Numbers

 Tenby Surgery: 01834 840868

 NHS 111 (urgent advice when closed)

 Emergency Services: 999

Thank you for helping us provide safe, effective, and respectful care to all patients.