

Foundry Town Clinic GP Practice



Contact Us

The Foundry Town Clinic – 74 Monk Street, Aberdare, CF44 7PA |  (01685) 875906

Aberaman Surgery – Glamorgan Street, Aberaman, CF44 6SR |  (01685) 872006

Practice Website:

www.foundrytownclinic.com

Local Health Board

Cwm Taf University Health Board, Ynysmeurig House, Navigation Park, Abercynon, CF45 4SN. Telephone 01443 744880

Welcome to the Practice

The Partners and staff of The Foundry Town Clinic warmly welcome you.

We aim to work with you to manage your health, prevent illness, and promote overall wellbeing.

Opening Times

Monday – Friday: 8:00am – 6:30pm

- Doors close at 6:00pm, phone lines remain open until 6:30pm
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Accessibility

Both surgeries are wheelchair accessible, with step-free entry and disabled toilets. Interpreters and additional support can be arranged.

Practice Boundaries & Registration

We cover: Penywaun, Gadlys, Aberdare, Aberaman, Cwmdare, Llwydcoed, Cwmaman, Godreaman, and Abercwmboi.

To register: bring proof of address and complete a **GMS1 form**. New patients are offered a **health check**.

Meet the Team

Our practice is a partnership and the GP partners area

- **Dr T. D. Davies (Female)** – MBBS, BSc, MRCP, DFFP (GP Trainer)
Special interests: Women's Health, Contraception, HRT (including IUCD insertion), Diabetes
- **Dr N. Shah (Female)** – MBBS, MRCP, DRCOG, DFRH
Special interests: Diabetes, Joint Injections, contraception implants, palliative care
- **Dr Andrea Jones (Female)**
Special interests: Women's Health, HRT, Substance Misuse
- **Dr Christopher Samways (Male)** MB BCh MRCP MRCP
Special interest: General medicine

Salaried GPs

- Dr Claire Woods
- Dr Nia Walbeoff

Advanced Nurse Practitioners (ANPs)

- Mrs Beverley Evans
- Mrs LEEANNE O'LEARY
(Provide assessment, diagnosis, and treatment, including prescribing medication for a wide range of health conditions.)

Practice Nurses (RGN)

- Karen Griffiths
- Amanda Green
- Gail Johnson
(Manage long-term conditions, vaccinations, family planning, and health promotion.)

Health Care Assistants (HCAs)

- Claire Davies
- Laura Cartwright
(Support with health checks, blood tests, ECGs, Spirometry, flu & B12 injections, and diabetic foot checks.)

Midwives

Provide antenatal and postnatal care. Appointments can be arranged directly via 01443 715030 or <https://ctmuhb.nhs.wales/services/maternity/>

Administration & Reception

- Hayley Rogers – Practice Manager
- Sharon Thomas & Janet Evans – Senior Administrators
- Lesley Candemir – Practice Secretary

Our reception team manage appointments, enquiries, and prescription requests. Please be patient and courteous as they work under pressure to help all patients.

Attached Staff

- **District Nurses** – provide nursing care at home
 - **Health Visitors** – offer child and family support; run Baby Clinics
 - **Pharmacists** – support safe prescribing and medication reviews
 - **Community Mental Health Teams** – support patients with mental health needs
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Our Services

We provide a wide range of services including:

Chronic Disease Clinics

- Diabetes, Asthma, COPD
- Hypertension & Cardiovascular Disease
- Chronic Kidney Disease
- Thyroid Disease Monitoring

Women's Health

- Contraception (pills, injections, implants, IUCDs)
- Hormone Replacement Therapy (HRT)
- Cervical Smears
- Menopause Support
- Pre-conception Advice

Men's Health

- Prostate and urinary health
- Sexual health advice
- Lifestyle support (weight, alcohol, smoking)

Child Health

- Baby Clinics and growth checks
- Childhood immunisations
- Asthma management
- Developmental checks

Other Services

- Travel vaccinations and advice
- Wound care and dressings
- Phlebotomy (blood tests)
- Near Patient Testing (e.g. INR monitoring for patients on warfarin)
- Substance misuse support

Direct Access Services (No GP Referral Required)

- **Physiotherapy** – assessment, diagnosis, exercise programs, and onward referral for muscle, joint, or back problems

- **Mental Health Practitioner** – support for stress, anxiety, low mood, and other concerns; can refer to specialist services if needed
 - **Vitality Wellbeing** – support for diet, lifestyle, physical activity, and emotional wellbeing
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Appointments

- **Routine Appointments** - prebookable
- **Same-Day Appointments** – released daily from 8:00am
- **Emergency Appointments** – for urgent problems only, available each morning
- **On-the-day appointments** – prioritised by the doctor for patients most in need
- **Telephone Appointments** – speak to a doctor or nurse for advice
- **eConsultations** - Practice also offers online consultations via eConsultations.

What is eConsult?

eConsult is a clever bit of software that allows you to quickly and safely get help and advice from your own doctors and GP practice online, for free, from anywhere.

eConsult is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you and everyone else. Please visit our practice website to find a link to complete an eConsultation

Your Right to See a Practitioner of Your Choice

You have the right to express a preference about which doctor or healthcare professional you would like to see.

Where possible, we will do our best to accommodate your request. Please let the reception team know your preference when you book your appointment, either in person, over the phone, or via the NHS App.

In some cases, it may not always be possible (for example, if your chosen practitioner is unavailable or in an urgent appointment), but we will always try to meet your request wherever we can.

You have the right to request a chaperone to be present during your consultation, if this is something you require please ask at reception.

Please:

- Arrive on time
- Cancel appointments you no longer need
- Understand that emergencies may cause delays

Home Visits

If you believe your problem requires a home visit, please make this clear to the receptionist. You will be asked to provide brief details of the problem and a contact telephone number.

Please try to be reasonable in your request for a home visit. Our doctors typically see five patients in the surgery in the same time it takes to complete a single home visit. For this reason, we ask patients to attend the surgery whenever possible. Lack of transport is not usually a reason for a home visit, as arrangements can often be made with a neighbour, family member, or local taxi service.

So the GP can prioritise their day and ensure that home visit requests are met, wherever possible please contact the surgery before 11:30am for a home visit.

Out of Hours Care

When the surgery is closed, NHS 111 Wales provides urgent medical advice and support. This service is free to call by dialling 111.

Trained call handlers, supported by nurses and clinical staff, will ask you about your symptoms and guide you to the most appropriate care. Depending on your needs, you may receive:

- Self-care advice to manage your symptoms at home.
- A telephone consultation with a healthcare professional.
- A face-to-face appointment at an out-of-hours GP centre.
- A home visit from a GP (if clinically necessary).
- Direct referral to other urgent services, such as district nursing, pharmacy, or hospital care.
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For **urgent mental health support**, you can choose Option 2 when you call 111. This puts you straight through to a team of mental health professionals who are available 24 hours a day, 7 days a week.

If you need emergency medical help (such as for chest pain, severe breathing difficulties, heavy bleeding, or collapse), always dial 999.

More information can be found online at 111.wales.nhs.uk

GP Specialist Trainees

The Foundry Town Clinic is a GP training practice, which means we have GP registrars as part of our team. GP registrars are fully qualified doctors training to become GPs. They work in clinics, appointments, and home visits, under close supervision from experienced GP partners to ensure safe, high-quality care. Having GP registrars allows us to provide more patient appointments while supporting the next generation of GPs.

Medical Students

The Practice is privileged to have medical students from Cardiff University School of Medicine, these are training to be tomorrow's doctors. They may be sat in observing with the GP or other staff member. They are training clinically and sometimes we request that you share your medical problem with them, but they are fully supervised. The student sat in with the clinical staff member will be introduced, if your preference is to not have a student in clinic please inform the staff member or doctor.

Prescriptions

- Order repeat prescriptions at least 48 hours in advance
 - Methods:
 - Drop off your repeat slip at reception
 - Use the NHS App
 - Request via your nominated pharmacy
 - Collect from reception or pharmacy
 - Medication reviews are carried out regularly to ensure safe prescribing
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Test Results

Please call after 10:00am for results. Some results may require a follow-up appointment.

Self-Care & Pharmacy Services

Choose Wellbeing Scheme

This NHS Wales initiative helps you access the **right care, at the right place, at the right time**:

- Self-care at home for minor issues
- Pharmacy advice & treatment for common conditions
- NHS 111 for urgent advice
- GP appointments for more complex needs
- A&E for life-threatening emergencies

Pharmacy Services

Local pharmacies offer free NHS advice and treatment for:

- Hay fever, coughs, colds
 - Skin problems (eczema, acne, athlete's foot)
 - Digestive upsets
 - Women's health (thrush, cystitis/UTI for women aged 16–64)
 - Children's ailments (nappy rash, teething, chickenpox, colic)
 - Sore throat assessments and treatment
 - Please see over page for a summary of services offered by the Local Pharmacies free of charge
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Stop Smoking Support

We support patients through Stop Smoking Wales, who provide free, tailored help to quit.

Patient Responsibilities

- Treat staff and other patients with courtesy
 - Keep or cancel appointments
 - Order medication in good time
 - Keep contact details updated
 - Use NHS services appropriately
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Foundry Clinic Complaints Policy & Pathway

1. Introduction

At Foundry Clinic, we are committed to providing high-quality care to all our patients. We recognise that sometimes things may not go as expected. **Complaints are an opportunity for us to listen, learn, and improve our services.**

We aim to handle all complaints openly, fairly, and promptly in line with NHS Wales “Putting Things Right” regulations.

2. Principles

- Patients will be treated with respect and compassion at all times.
- Complaints will be dealt with confidentially and will not affect a patient's ongoing care.
- We will aim to resolve complaints quickly and informally where possible.
- Learning from complaints will be shared with the practice team to improve future care.

3. How can you complain?

- Verbally – by speaking to any member of staff at the practice.
- In writing – by letter or email to the Practice Manager.
- Through a representative – with the patient's consent.
- Timeframe – Complaints should be made as soon as possible, ideally within 12 months of the event.

We will provide support to patients who need help making their complaint and can signpost to advocacy services if needed.

4. Complaints Handling Pathway

Step 1: Local Resolution

- The complaint is received by any member of staff and passed to the Practice Manager.
- If the issue can be resolved quickly (within 48 hours) through an explanation or apology, this will be offered.
- If not resolved immediately, the complaint is formally logged.

Step 2: Acknowledgement

- A written acknowledgement will be sent within **7 working days**, confirming receipt of the complaint, explaining the process, and offering a point of contact.

Step 3: Investigation

- The Practice Manager (or a nominated GP Partner) will investigate the complaint.
- This may include reviewing records, speaking with staff involved, and, where appropriate, offering a meeting with the patient.
- Investigations will be carried out fairly and objectively.

Step 4: Response

- A full written response will normally be provided within **30 working days**.
- If the investigation takes longer, the patient will be updated and given a revised timescale.
- The response will:
 - Address the concerns raised.
 - Explain findings of the investigation.
 - Outline any learning or service improvements.
 - Offer an apology where appropriate.

Step 5: Learning & Improvement

- Complaints are reviewed regularly at partner and staff meetings.
- Learning is documented and shared across the team.

Step 6: Escalation

If the patient is not satisfied with the local resolution, you may contact:

- **NHS Wales – Putting Things Right Team** at Cwm Taf Morgannwg University Health Board.
 - **Public Services Ombudsman for Wales** if they remain unhappy after Health Board review.
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Choose Pharmacy is a system that supports community pharmacies to provide services for patients and the public and aims to free up GP appointments for people with more complex needs.



The majority of pharmacies across Wales are able to offer the following services to their patients:

Common Ailments Service

The Common Ailments Service reduces the need for patients to attend the GP to seek treatment for minor ailments.

Treatment and/or advice may be offered for the following Common Ailments

Indigestion	Ringworm
Athlete's Foot	Scabies
Constipation	Hay Fever
Diarrhoea	Back Pain
Piles	Ingrowing Toenails
Head Lice	Cold Sores
Teething	Sore Throat
Nappy Rash	Mouth Ulcers
Colic	Conjunctivitis
Chicken Pox	Dry Eye
Threadworms	Oral Thrush
Acne	Vaginal Thrush
Dermatitis	Verruca/warts
Intertrigo	

Some pharmacies providing the Common Ailments Service may also offer a Sore Throat Test and Treat consultation. This service provides a clinical assessment for patients presenting with a sore throat, may include a simple throat swab test for those with symptoms which suggest they may have a bacterial infection and the supply of suitable treatment.

Contraception Service

The Contraception Service allows accredited community pharmacists to supply emergency contraception (morning after pill) and bridging contraception (a supply of regular contraception until a further supply can be prescribed) to a patient where appropriate.

Emergency Medicines Supply

The Emergency Medicines Supply service, where appropriate, allows pharmacists to provide patients with an emergency supply of medicine where they are unable to obtain

a timely supply from their GP or usual pharmacy. Examples of when the service may be used are:

- when a patient is on holiday
- when medication is urgently required outside of GP hours

The consultation gives pharmacists access to a summary of the Welsh GP record to ensure they can supply the correct medication.

Confidentiality & Data Protection

We take your privacy and confidentiality very seriously. All information about you, your health, and your treatment is handled in line with NHS confidentiality policies and the Data Protection Act 2018.

What this means for you

- Your medical records are kept secure and can only be accessed by staff who are directly involved in your care.
- We will not share your personal information with anyone outside the NHS without your consent, unless required by law (for example, to protect you or others from serious harm).
- Staff are trained to maintain confidentiality, and any breaches are taken very seriously.
- You have the right to access your medical records and request corrections if any information is inaccurate.

How we use your information

- To provide safe and effective care.
- To communicate with other NHS services, such as hospitals, laboratories, and community services, when needed for your care.
- To plan and improve our services while keeping your information anonymous when used for audits or research.
- For administrative purposes, such as appointment reminders and managing prescriptions.

Sharing information with family or carers

- We will not discuss your medical details with family members or carers without your consent.
- If you wish us to share information with someone else, please let the reception or clinical staff know.

Data protection rights

- You can request a copy of your records by contacting the practice.
 - You can ask for certain information not to be shared where appropriate.
 - You have the right to complain if you feel your confidentiality has been breached.
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Patient Information and Confidentiality

Your medical records are kept securely and can only be accessed by healthcare professionals and administrative staff directly involved in your care. All staff are bound by strict confidentiality rules. Information that identifies you will not be shared with anyone else without your permission, unless required by law or in circumstances where there is a serious risk to your safety or that of others.

You have the right to know how your information is used, to object to certain uses, and to request access to your records. Full details are set out in our Privacy Notice, which explains your rights and how we handle your information. This can be accessed on our website or by requesting a copy from reception.

Privacy Notice – Foundry Clinic

This privacy notice explains why we collect information about you, how we use it, and the ways in which we protect your privacy. It also explains your rights and how you can exercise them.

Why we collect information about you

We keep records about your health, treatment, and care to ensure you receive safe and high-quality care. These records may include:

- Basic personal details (such as your name, date of birth, address, and contact details).
- Details about your medical history, diagnoses, test results, treatments, and medications.
- Information from other health and social care providers involved in your care.

Who has access to your information

Only healthcare professionals and administrative staff involved in your care have access to your records. All staff are bound by strict confidentiality rules. We share relevant information with other NHS and social care services when this is necessary for your treatment or when required by law.

We will not share information that identifies you with anyone else without your consent, unless:

- it is required by law,
- it is justified in the public interest, or
- there is a serious risk to your safety or that of others.

How your information is used

We may use your information to:

- Provide you with safe and effective healthcare.
- Review the quality of care we provide.
- Protect public health (for example, during disease outbreaks).
- Help plan NHS services and improve care.
- Support training, teaching, and research (in most cases, your data will be anonymised).

Your rights

Under data protection law, you have the right to:

- **Access** your records.
- **Request corrections** if your information is inaccurate.
- **Restrict or object** to how your information is used in certain situations.
- **Ask for your information to be deleted** (though we may need to keep certain records by law).
- **Be informed** about how your data is used.

How to access your information

You can request a copy of your medical records by contacting the practice reception team. We will respond within one calendar month.

How we keep your information safe

Your information is stored securely using both electronic and paper systems.
