

Computer and Medical Records. Our computers holds information about patients' medical details. You are free to inspect your details with prior arrangement. We are registered under the Data Protection Act and comply with the Freedom of Information Act.

Complaints and Suggestions. We welcome feedback about the Practice and the services we provide. Please feel free to tell us if you encounter any difficulties. We operate an 'in house' complaints procedure. If you have any problems or complaints related to the Practice please either write in or discuss them with our Administration Manager, who will investigate them fully.

General Administration. Please inform the Practice of any change in your details as soon as possible.

Practice Development Time. Supported by the Wrexham Local Health Board the Practice is able to close one afternoon per month for training. Advance notice of the dates are advertised in The Health Centre.

Students. From time to time we allow student doctors to work at the Practice to gain experience in General Practice. You will be informed when they are present and if you do not wish to be seen by them please inform us.

Confidentiality. All doctors and members of staff, permanent and temporary, sign to adhere to our confidentiality agreement. All patient information held at the Practice is not disclosed to people or agencies who are not authorised to receive it.

Useful Telephone Numbers

Ambulance Service (Non-emergency) Transport Booking	0845 6076181
Chirk Hospital	01691 772430
Dental Helpline	07000 780377
Gobowen Hospital	01691 404000
NHS Direct Wales	0845 4647
Plas Madoc District Nurses	01978 812163
Police (English)	0845 6071002
Police (Welsh)	0845 6071001
Rhos District Nurses	01978 846776
Rhos Health Visitors	01978 840151
Wrexham Local Health Board	01978 346500
Wrexham Meallor Hospital	01978 291100
Yale Hospital	01978 262462



Drs Saul, Botham & Kendall's Practice



The Health Centre, Beech Avenue
Rhosllanerchrugog, Wrexham LL14 1AA
Tel: 01978 845955 Fax: 01978 846757
www.rhosdoctors.co.uk
ShropDoc Emergency 'Out of Hours' 08450 20 21 31

Practice opening: Monday to Friday 8.30 am to 6 pm
(closed for lunch 1.00 to 1.30 pm)

We have a 'turn up and wait' surgery every weekday between 9-10am. However, it cannot be guaranteed which doctor you will see and it can be busy. Appointments are available in the morning and afternoon with specific doctors as follows:-

Mon	9.00-11.30am	3.00-5.30pm
Tue	9.00-10.00am	3.00-5.10pm
Wed	9.00-11.30am	3.00-5.10pm
Thur	8.35-11.00am	3.00-5.10pm
Fri	8.35-11.00am	3.00-5.30pm

Dr Kendall normally works Mon. Wed. Thur. & Fri.(all day)

Dr Botham normally works Mon. (all day), Tue. Wed. and Thur. (mornings)

Dr Saul normally works Tue. and Fri. (all day)

As Dr Saul and Dr Botham work part-time, obtaining an appointment with the doctor of your choice on a particular day cannot be guaranteed.

Practice Nurse - Patients seen by appointment only
Mon 8.30am-1pm 2.00-4.30pm
Wed 8.30am-1pm 1.30-4.30pm
Fri 8.30am-1pm*

Health Care Assistants - Dates and times vary

Our Practice

We are a small friendly three doctor Practice working from a modern Health Centre to the south of Wrexham. Offering a wide range of services, we encourage our patients to become involved and informed about their health care.

Practice Staff

Dr Peter Saul MB ChB DRCOG DCH MRCP

Qualified at Liverpool University in 1977. He has postgraduate qualifications in General Practice, Child Health and Obstetrics and Gynaecology.

Dr Lorraine Botham LRCP MRCS DRCOG

Qualified at the Middlesex Hospital Medical School in London in 1985. She has postgraduate qualifications in Obstetrics and Gynaecology and Family Planning.

Dr Nigel Kendall MB ChB MRCP

Qualified at Sheffield University in 1988. He has postgraduate qualifications in General Practice.

Sister Norma Brown RGN, our Practice Nurse, is highly qualified and experienced. She provides clinics for conditions such as diabetes, heart disease, asthma and chronic lung disease, as well as providing ear syringing, smoking and dietary advice, travel vaccinations, cervical smears, wound dressings and advice on minor illnesses.

Diane Marshall and Coleen Coull are our trained Health Care Assistants. They take all routine blood pressures, blood, urine and hearing tests and ECGs.

Kathryn Hughes is our Head Receptionist. Our other Receptionists are **Kathy Jones, Amanda Johns and Dawn Austin**.

Maria Hunt is our Administration Manager & **Christine Howarth** is our Medical Secretary.

The Health Centre. There is ample car parking and we are next to a bus route.

Access for the disabled is excellent. We share the Health Centre with Dr Ahmed's GP Practice and with members of the Primary Health Care Team. These include District Nurses, Health Visitors, Midwives and Chiropodists.

Practice Area. Our Practice area covers Rhos, Penycae, Ponciau, Johnstown and part of Ruabon.

Home Visits. These are reserved for patients who are housebound or too ill to attend surgery. If possible please phone before 10.30 am if a visit is needed. You will be asked for a contact phone number as the doctor may ring you before visiting.

Telephone Advice. If you wish to speak to a doctor or nurse for advice please phone the surgery. The Reception staff will take your name, phone number and a brief description of the problem and pass it on to the relevant clinician, who will endeavour to ring back at their earliest opportunity, usually this will be after the end of their clinic. We are very reluctant to interrupt the clinician unless it is deemed an emergency.

Emergencies. If a patient has symptoms suggestive of a heart attack or other cardiac emergency, the doctor may call an ambulance for immediate hospital admission rather than visiting.

Out of surgery hours (6.00pm to 8.30am and at weekends and Bank Holidays). Emergency cover is provided by the Doctors out-of-hours service, ShropDoc. Please ring the surgery for a recorded message which will give you the correct contact phone number. You may be given phone advice or asked to attend the "out-of-hours" centre. A home visit will only be made for medical emergencies.

Test Results. Please phone the surgery after 2 pm for test results. Your GP or nurse will tell you how long it usually takes for results to be returned to us. Most blood and urine tests take less than 72 hours to be returned. X-ray results take a minimum of 2 weeks and cervical smear tests 4-8 weeks.

Repeat Prescriptions. Repeat prescriptions can be requested using the recorder slip that is issued with every repeat prescription. You can give this to your chemist and he will process it for you or you can hand it in or send it by post to the surgery. Please allow 48 hours for processing routine repeats.

NO TELEPHONE REQUESTS ARE TAKEN.

Please request a copy of our Repeat Prescription Policy if you require more details.

Other Services. We offer a range of clinics and services by appointment. These include:-

- Antenatal Clinic (with the Community Midwife)
- Postnatal Mother and Baby Clinic
- Baby and Vaccination Clinic (with the Health Visitor)
- In house physiotherapy (Tuesdays and Fridays)
- Family Planning
- Cervical Smears
- Minor Surgery
- Warfarin Monitoring
- Flu Vaccinations
- Travel Vaccinations (including Yellow Fever)
- Private Medicals (including Aviation Medicals)