

Canolfan Feddygol Bron Derw Medical Centre
Glynne Road, Bangor, Gwynedd, LL57 1AH
Practice information Leaflet



About the Practice

The Practice was founded in 1947 and we moved into our current purpose-built building in 2003.

Our current Partnership is Dr Bethan Jones (Senior Partner), and Dr Michael Barker with Dr Andrew Kempter who is currently finishing his GP training with us will become a GP Partner from 01.09.2024.

The partnership is supported by a team of clinicians, Dr Nina Cakiroglu Dr Manon Gruffydd and Dr Elaine Hampton, salaried GP's, an Advanced Nurse Practitioner (ANP), Nurse Practitioners, Practice Nurses and HealthCare Assistants.

We are a training practice and support the training of GP registrars, Foundation Year doctors, medical students from Manchester and Cardiff as well as Cluster ANP Trainees.

On occasion you may be seen by a locum GP who is helping us maintain our patient services.

Practice Management and administration

Mrs Sian Lewis, Practice Manager is responsible for the day to day running of the Practice and is supported by two Assistants, an Administration team and a Reception team (Care navigators)

Opening times

Monday to Friday 8.30am to 6pm (phones up to 6.30pm)

How to contact us

We are a Digital First practice and encourage all contacts to request an appointment to be made via eConsult which can be accessed at www.bronderw.co.uk

Enquiries.w94034@wales.nhs.uk for general enquires/non-clinical queries.

Surgery main telephone line: 01248 370900 – open from 8am to 6:30pm Monday to Friday

Please note that ALL requests for GP or Nurse Practitioner appointments are triaged by a senior clinician to ensure that your appointment is correctly prioritised. This may include a

same day consultation for children under 16 where appropriate and for all patients triaged as requiring urgent assessment.

Other Services

Pre-bookable appointments are available for

Respiratory (Asthma/ COPD)	Women's health, Cervical screening, Contraception	Anticoagulation monitoring,
Diabetes management	Childhood immunisation/ child health,	National Cohort of immunisations,
Hypertension monitoring	Phlebotomy	Minor surgery (joint injections only),
Lifestyle		
Spirometry		

Allied health practitioners working at the practice also include Clinical Pharmacist, Physiotherapy, Audiology, Family Wellbeing Practitioner, Mental Health OT, Substance Misuse Service

Private medicals (TAXI, DVLA). We are unable to provide occupational medicals.

Who to contact when we are closed

GP out of Hours Service – phone 111 or online at [NHS111 Wales](#) – daily between 6:30pm and 8am, as well as weekends and Bank Holidays, as well as the mental health 111 option 2 service.

Please note that the 111 service is available at any time for general health enquiries.

Community Pharmacy Common ailment scheme Service (CAS)

Pharmacists can now provide free NHS treatment for a range of 27 conditions through the Common Ailments Services (Choose Pharmacy). Patients who meet the criteria can be given medications and/or self-care advice by a pharmacist free of charge without the need to see your GP. Please ask at your local pharmacy.

Contacting us for repeat prescription requests

Please plan ahead for your prescriptions: allow 2 working days for routine repeat prescriptions. Requests for re-issues or acute medication may take up to 5 days or more.

- From 01.03.2024 – patients need to register for the NHS APP
- Use your repeat slip and place it in the box at our front gate
- Write to us.
- Sign up to a pharmacy repeat service – please speak to your preferred pharmacy to arrange this

Telephone requests for repeat prescriptions can only be made in exceptional circumstances: please do NOT make a telephone request for prescriptions unless you have prior agreement with the practice.

Please note that individual pharmacies will also have additional timescales for dispensing your medication

Contacting us for test results

Please phone after 2pm for test results – depending on the test requested, it may take up to 2 weeks for test result to be available at the practice.

Home Visits

We offer a limited number of home visits: this service is solely at the discretion of the doctors and should be used only if you are completely house-bound. Any agreed home visits are carried out during the morning and requests for home visits must be made by 9am.

Catchment area

- Bangor and surrounding areas, which include Bangor, Maesgeirchen, Talybont, Pentir, Tregarth, Bethesda, Abergwyngregin (not Llanfairfechan).
- Menai Bridge, Llanfair PG (up to high street), Llandegfan (up to Gallows Point – not Beaumaris or Pentraeth)

Registrations

Registration forms are available to download from the practice website www.bronderw.co.uk, or are available from reception. We can only accept new registrations between 9am to 3pm. All registration forms must be accompanied by the Health Questionnaire.

Disabled patients and visitors

Our premises is fully DDA compliant: all facilities are on the ground floor with easy access for wheelchairs and assisted chairs. We have a 4-bay disabled car park with ramps, as well as disabled toilets and a hearing loop system. Should you require assistance, please speak to a member of our reception team.

Violent patients – Zero Tolerance

The Practice will not tolerate any violence against our staff (physically, verbally, direct or indirect) and any such behaviour will result in removal from the practice list.

All Wales Access Standards for consultations/ appointments

- When you contact the surgery, you will be treated fairly regardless of the contact method you choose.

- If you choose to contact the Surgery by telephone, calls will be answered by a trained member of staff who will assess your clinical needs. To make sure you get the best support, you may be signposted to another service, the reasons for this will be clearly explained to you.
- Where access to a service (e.g. a consultation) is clinically appropriate, you will be assessed and offered an appropriate consultation, at an appropriate time without the need to ring back this may mean that an appointment is booked for a date in the future but will be consistent with your assessed clinical need.
- You will be able to contact your surgery via an online service ([EConsult/ Email](#)) and receive a similar service to those who choose a telephone route to contact us. Access to Econsult via www.bronderw.co.uk or contact us functionality on our facebook page.
- The surgery will be open and honest about the services offered, how to access them and how to access additional or alternative services when required.

Confidentiality

We hold patient medical records in the strictest confidence. We will never pass information on without consent (unless it is within the confines of the NHS Primary Care Clusters, by legal requirement or if it is in the public interest). We share some anonymous patient data for public health audits, research, teaching and training. The Practice system is VISION health and is computerised and is supported by DCHW – NHS Wales informatics and registered under the Data Protection Act 2018.

Compliments and complaints

We aim to give the best service possible: should you have a compliment, concern or complaint regarding the practice please write to the Practice Manager, Mrs Sian Lewis. All concerns and complaints are investigated under the NHS Wales ‘Putting things Right Guidance’.

If your compliment, concern or complaint relates to an NHS issue outside of the practice such as hospital, community nursing or other health care – please contact the PALS (Patient Advice and Liaison Services) on [03000 851234](tel:03000851234) BCU.PALS@wales.nhs.uk

Local Healthboard

Betsi Cadwalader Healthboard, Eryldon, Campbell Road, Caernarfon, Gwynedd, LL55 1HU
BCU.PrimaryCareContracting@wales.nhs.uk