

Welcome To Ely Bridge Surgery

The practice is a non-limited partnership

THE PARTNERS

Dr John Wakeling	(Male) MBBCh 1994 (Wales). Joined the practice in 2004. Special interests in diabetes and heart disease.
Dr Geraint Williams	(Male) MBBCh (2006) DRCOG (2011) MRCGP (2013) Joined the practice in 2013
Dr Lianne Turner	(Female) MCBCh (2009) MRCGP (2014) DCH (2014) Joined the practice in 2016
Dr Emily Watkin	(Female) MBChB 2009 MRCGP 2018 Joined the practice in 2021
Dr Aroon Devnani	(Male) MBChB, BSC, MRCGP Joined the practice in February 2024
Dr Danielle Yarlett	(Female) BSc(Hons) 2008 MBBCh 2011 DFRSH 2015 MRCGP 2017 Joined the practice in 2017

Salaried GPs

Dr Alistair Loftus	(Male) MBbCH 2015 MRCGP 2023 Joined the practice in 2023
Dr Natalie Spillane	(Female) MBbCH

GP Retainer

Dr Meryl Ellis	(Female) MBBS 1992 (London) DRCOG 1995 MRCGP 1997. Joined the practice in 2001. Special interests in family planning and women's health.
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The partners in Ely Bridge Surgery hold a contract with Cardiff & Vale University Health Board (UHB) to provide general medical services. The partnership is not limited.

GENERAL PRACTICE REGISTRARS AND STUDENTS

This practice has been fully approved to help introduce doctors to general practice. These fully qualified doctors work in the practice for 6 or 18 months. They do the same clinical work as the partners. Gaining this experience is compulsory for any doctor who wishes to become a GP.

We are also fortunate to have medical students attached to our practice for short periods.

THE PRACTICE STAFF

Practice Manager

Mrs Lisa Parkhouse

Deputy Practice Manager

Mrs Michelle Hartery-Smith

Reception Manager

Ms Sally Lawrence

A team of two Medical Secretaries, a Reception Supervisor, nine Receptionists and three Administrators

Practice Pharmacist: Sunesh Mistry, MPharm, Clin Dip, IP

Practice Nurses

Jennifer Carson, RGN, BSc (Hons)

Sarah Corney, RGN

Kerys Williams RGN

Health Care Assistants

Mrs Jodie Darney

Mrs Laura Webster

Clinical Research Manager

Nicola Phillips RGN

THE PRACTICE NURSES

The practice nursing team offers a wide range of skills and clinical experience in chronic disease management, health screening and health promotion.

RESEARCH TEAM

The practice has a keen interest in research and has strong links with Health and Care Research in Wales. Occasionally, patients in the practice are asked if they would like to join in these research activities. Any decision patients take not to be involved is respected fully.

More information can be found in the Research section of our website.

The Research team is comprised of GPs and nurses along with non-clinical staff

THE DISTRICT NURSES

The district nursing team consists of sisters, staff nurses, enrolled nurses and auxiliary nurses. Their duties include visiting patients of any age in their homes, giving practical assistance or offering professional advice. Each patient's needs are assessed, and their care/treatment is planned accordingly. District nursing sisters are experienced nurses with additional qualifications in district nursing.

THE HEALTH VISITORS

The health visitors are highly qualified and experienced nurses who specialise in child and family health. They can help you and your family with worries or problems affecting your health. They visit, at home, families with young children.

DISABLED ACCESS

Full disabled access is available. An induction loop has been fitted at the reception desk for hearing aid users. Please ask for the portable induction loop to take into the consulting room with you.

NEW PATIENTS

To register as a patient ask at reception for details. Newly registered patients are invited to book a consultation within six months of registering.

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, if an appointment is requested with a specific GP this may mean that the patient may need to wait a little longer

BUILDING OPENING TIMES

Monday	8.30am - 6.30pm
Tuesday	8.30am - 6.30pm
Wednesday	8.30am - 6.30pm
Thursday	8.30am - 6.30pm
Friday	8.30am - 6.30pm

TELEPHONE LINE OPENING TIMES

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

CONSULTATION TIMES

Consultations with the doctors at Ely Bridge Surgery are by appointment.

Morning - 8.30 - 10.30am

Afternoon - 4.00 - 6.00pm, however there are often appointments available earlier than this so please ask.

All nurse consultations are by appointment only.

We do our best to see all patients within 24 hours unless a particular doctor is requested. Patients with problems they consider urgent are seen on the same day.

To book an appointment, patients may telephone the surgery during normal opening times.

SERVICES AVAILABLE

The following services are available during core hours (8.00am - 6.30pm) under the NHS contract.

Core Services

- General management of medical conditions
- Health promotion advice
- Emergency care if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents

Additional Services

- Cervical screening
- Contraceptive services
- Vaccinations and immunisations

- Child health surveillance
- Maternity services

Enhanced Services

- Anticoagulation service
- Minor surgery procedures
- Flu jabs

In Addition:

- Registered patients aged 16 - 75 who have not been seen for three years may request a consultation.
- Registered patients over 75 years who have not been seen in the previous 12 months may request a consultation.

If you are unable to attend the surgery for these checks because of your medical condition, a home visit may be arranged.

Non-NHS Services

Please see our website for details and costs.

REPEAT PRESCRIPTIONS

When the doctor has authorised repeat medication, you will be given a form listing medication details at the same time as the prescription. When you need your next prescription, please return this form to the surgery by hand or post. Please allow 48 hours (excluding weekends and Bank Holidays) when ordering your repeat prescription.

You can also register for the NHS APP to request your repeat medication.

The medication will need to be reviewed at regular intervals. Please read your repeat prescription slip carefully, as it will indicate when you need to see the GP.

In the interest of safety, requests for repeat prescriptions cannot be taken over the telephone.

Some medication is available inexpensively without prescription; see your pharmacist for details.

HOME VISITS

Patients are generally seen at the surgery, but between the hours of 8.00am and 6.30pm patients may be seen at home if the doctor considers a home visit necessary because of a patient's medical condition.

If you need a home visit please ring the surgery between 8.30 - 10.30am. Requests will

not be unreasonably refused, but it is not always possible for the doctor of your choice to attend personally.

OUT OF HOURS SERVICES

On weekdays between the hours of 6.30pm - 8.00am, and throughout weekends and bank holidays, services are commissioned by the Cardiff and Vale University Health Board (ULHB).

If you need immediate medical attention outside of normal surgery hours, and cannot wait until the practice is next open, you should call the usual surgery number 029 2056 1808. A recorded message will give you the phone number for the out-of-hours service.

If emergency treatment is required, patients should dial 999 and request an ambulance.

OOH GP – Telephone - 111 (Provided by Cardiff and Vales ULHB)

Patients requiring information and advice can contact NHS Direct Wales, a 24-hour nurse-led advice service. Tel: 0345 4647 or visit their website at www.111.wales.nhs.uk

OTHER SERVICES

Phlebotomy Service

The phlebotomist is specially trained to take blood tests and is usually available between 9.00 - 11.00am, Monday to Friday. The doctor may refer you to this service. For some tests you may phone for the results after 2.00pm.

Midwifery

Our midwives are Karen Needham and Team

Minor Operations

Drs Wakeling, Williams and Devnani (injections only) are qualified to perform minor surgery and have individual specialities in this field. Please contact our reception staff to book a first consultation with an appropriately qualified GP, who will then schedule a session for surgery.

CLINICS

The doctors and nurses at this surgery run clinics to provide a full range of services. These include:

Well Baby Clinic

Thursday 12.30 - 2.00pm

Regular checks are made on all children. Parents will be invited by letter to bring their children at the appropriate time.

All children should be immunised against various illnesses. If you have a problem or query please contact us so we may help.

Antenatal Clinic

Monday 1.30 - 4.00pm

Thursday 1.30 - 3.30pm

Diabetic and Asthma Clinics

The times of these clinics vary; reception staff will advise. Appointments necessary.

Health Promotion

All matters relating to health promotion are dealt with in general surgeries. Our nursing staff are also available to give advice.

Foreign Travel Vaccinations

Please consult the practice nurse. We can tell you which vaccinations are recommended, depending on your destination. It is advisable to enquire at least eight weeks before your departure if possible.

GENERAL INFORMATION

Complaints

This practice follows the standard NHS Listening to people procedure when dealing with complaints. Complaints will be followed up in the first instance with a telephone call and will be acknowledged in 5 working days and responded to within a timely manner.

A copy of our practice complaints procedure is available at reception and is also available on our web site.

You may also comment on the service direct to the practice manager, who will follow up any concerns appropriately.

Concerns information

www.cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/concerns-complaints/

- 029 218 36318
- 029 218 36319
- 029 218 36323
- 029 218 36340

E-mail the team at concerns@wales.nhs.uk or write to us at Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Cardiff CF14 4HH.

Listening to People – https://www.gov.wales/sites/default/files/publications/2026-04/easy-read-listening-to-people-complaints-about-nhs-services-guide-english_0_0.pdf

Patients' Rights and Responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow any medical advice you are given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

Violent Patients - Zero Tolerance

We operate a zero-tolerance policy at Ely Bridge Surgery and any abusive conduct towards our colleagues, such as shouting, swearing and threatening behaviour will not be tolerated. Any patient behaving in such a way will be asked to leave the premises and will receive a written warning and/or be subsequently removed from our patient list if this behaviour reoccurs within a 12 month period and it will be the patients responsibility to find a new GP.

Our members of staff also reserve the right to contact the police in response to threatening and violent behaviour – this behaviour would result in immediate removal from the patient list. In this instance a referral would be made to the Alternative Treatment Scheme.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. The Health Board is then responsible for providing further medical care for such patients.

Confidentiality and Access to Patient Information

Confidential patient data will be shared within the practice health care team and with other health professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless:

1. It is a matter of life or death or poses serious harm to you or to another individual.
2. It is overwhelmingly in the public interest to do so.
3. There is a legal obligation to do so.

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any aspects of your confidential data, further information is available from the practice manager. You are entitled to register an objection, which will be respected if this is possible.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available on our website and on request.

CARDIFF & VALE UNIVERSITY HEALTH BOARD (UHB)

Cardiff & Vale UHB is party to the NHS contract held by this practice. They can be contacted

By Post

Cardiff and Vale UHB
Woodland House
Maes Y Coed Road
Llanishen
Cardiff CF14 4TT

By Phone

Tel: 029 2074 7747

By Email

Cav.primarycare@wales.nhs.uk

USEFUL TELEPHONE NUMBERS AND WEBSITES

Emergency Ambulance..... 999
NHS Direct Wales..... 0345 46 47
GP Out-of-Hours Service 111

Hospitals & Clinics

University Hospital of Wales, Cardiff.....(029) 2074 7747
University Hospital Llandough, Penarth.....(029) 2071 1711
Velindre Hospital.....(029) 2061 5888
Pendine Centre (Community Mental Health Team)029 20 578778

Health Bodies

Cardiff and Vale University Health Board.....(029) 20747747
Cardiff and Vale Community Health Council.....(029) 2037 7407

NHS Direct Wales is a health advice and information service available 24 hours a day, every day www.nhsdirect.wales.nhs.uk

Dewis Cymru has information or advice about your well-being – or if want to know how you can help somebody else. www.dewis.wales