



## Cwmfelin Medical Centre

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Tel: 01792 653941 [cwmfelin.co.uk](http://cwmfelin.co.uk)



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[www.cwmfelin.co.uk](http://www.cwmfelin.co.uk)

**This Practice Leaflet is also  
available in large print**

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## CONTENTS

<b>CONTENTS</b>	<b>2</b>
<b>WELCOME</b>	<b>3</b>
<b>OUR CONTRACTUAL ARRANGEMENTS</b>	<b>3</b>
<b>TEACHING &amp; TRAINING</b>	<b>4</b>
<b>DISABLED ACCESS</b>	<b>4</b>
<b>DATA PROTECTION &amp; GDPR</b>	<b>4</b>
<b>INFORMATION GOVERNANCE</b>	<b>5</b>
<b>ZERO TOLERANCE</b>	<b>5</b>
<b>PRACTICE TEAM</b>	<b>6 -7</b>
<b>REGISTERING AS A PATIENT</b>	<b>8</b>
<b>PRACTICE BOUNDARY</b>	<b>8</b>
<b>CHANGING PERSONAL DETAILS</b>	<b>9</b>
<b>OPENING HOURS</b>	<b>9</b>
<b>APPOINTMENT &amp; ACCESS</b>	<b>9</b>
<b>EMERGENCIES &amp; OUT OF HOURS</b>	<b>10</b>
<b>HOME VISITS</b>	<b>10</b>
<b>REPEAT PRESCRIPTIONS</b>	<b>11</b>
<b>NON-NHS SERVICES</b>	<b>11</b>
<b>COMPLAINTS &amp; COMPLIMENTS</b>	<b>11</b>
<b>PATIENTS RIGHTS &amp; RESPONSIBILITIES</b>	<b>12</b>
<b>OTHER SERVICES &amp; SIGNPOSTING</b>	<b>12</b>

## **WELCOME**

Dear Patient

Welcome to Cwmfelin Medical Centre. This booklet explains how to make the best use of our services— please keep it for reference.

Our team of seven GPs cares for over 8,300 patients, working with other health professionals to provide high-quality, preventative care and support you in managing your health.

As NHS resources are limited, we ask for your cooperation in following the guidance in this booklet to help us deliver safe and effective care for everyone.

## **OUR CONTRACTUAL ARRANGEMENTS**

The practice is a GP partnership contracted by Swansea Bay University Health Board to provide General Medical Services (GMS) Monday to Friday, 8.00am to 6.30pm.

The practice also provides additional and enhanced services, including immunisations, cervical screening, child health surveillance, maternity and contraceptive services, anticoagulation monitoring and minor surgery, as commissioned by the Health Board.

Primary medical services outside core hours, including evenings, weekends and bank holidays, are provided by the Health Board via the GP Out-of-Hours Service. Please telephone **111**.

## **TEACHING & TRAINING**

Cwmfelin Medical Centre is a teaching and training practice. Medical students and GP trainees may be involved in consultations under supervision. You may decline their involvement at any time.

## **DISABLED ACCESS**

The surgery has step-free access, designated disabled parking, automated doors and a hearing loop. If you need additional support, please contact reception before your visit.

## **DATA PROTECTION & GDPR**

We respect your privacy and keep records about your health to provide safe and effective care.

We share information only when necessary, securely, and in line with data-protection legislation, including with other NHS services involved in your care.

You have the right to:

- Access your medical records
- Request corrections
- Ask questions about how your information is used

## **INFORMATION GOVERNANCE CONTACTS**

- IG Lead: Shannon Thomas: (Practice Manager)
- Caldicott Guardian: Leanne Hanney
- For subject access requests contact reception

If you are unhappy with how your data is handled, you may contact the Information Commissioner's Office (ICO).

All telephone calls are recorded and maybe used for training and safety purposes. CCTV is used for crime prevention.

## **ZERO TOLERANCE**

Please treat our staff and other patients with kindness and respect. Our team is here to help and will always do their best to support you.

We operate a zero-tolerance policy towards abuse, aggression or violence. Any such behaviour may result in removal from the practice list and/or police involvement.

## **PRACTICE TEAM**

Dr J L Davies (M) GP Partner

Working pattern – Mon, Wed & alternate Thurs & Fri

Dr C S Bamber (F) GP Partner

Working pattern – Mon, Tues & Wed

Dr R Dare (F) GP Partner

Working pattern – Alternate Thurs & every Fri

Dr C L Perman(F) GP Partner

Working pattern – Mon – Fri with half day on Wed & Fri

Dr N M Williams (F) GP Partner

Working pattern – Mon, Tues & Thurs

Dr M Alfallal (M) GP

Working pattern – Tues & Wed

Dr I Mahmoud (M) GP

Working pattern – Thurs & Fri

In additional to the regular doctors, we always have at least one GP Registrar who has completed their medical training but specialising in General Practice so will be based with us for 6months – 2 years. We also support Foundation Year 2 doctors during their final months of training, and they are placed with us on a 4-month rotation.

## **PRACTICE MANAGER – SHANNON THOMAS**

The Practice Manager is responsible for the non-clinical management of the practice.

Contact via email [reception.emailw98003@wales.nhs.uk](mailto:reception.emailw98003@wales.nhs.uk)  
or call - **01792 653941**

## **OFFICE MANAGER – LEANNE HANNEY**

Our office manager is responsible for all the admin staff and day to day running of reception duties and clinics.

## **NURSING & CLINICAL TEAM**

Lisa Arnold - Advanced Nurse Practitioner  
(Independent Prescriber)

Sara Davies – SRN

Olivia Arnold – RGN

Victoria Morgan – HCSW

Julie Allen - HCSW

Our nursing team provide a wide range of clinics and procedures, including immunisations, chronic disease management and health checks.

## **RECEPTION & ADMIN TEAM**

Our team on 10 trained Care Navigators and administrators can assist with most queries and

requests. Any clinical issues or decisions are always referred to a GP or appropriate clinician.

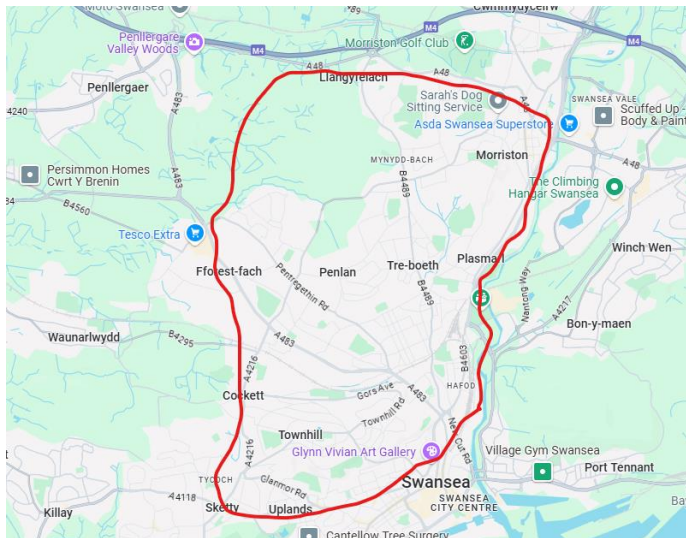
## REGISTRATION AS A PATIENT

New patients living within the practice boundary are welcome and must provide proof of identity and address.

A new patient health check is required to finalise your registration.

Patients moving outside the boundary will need to register elsewhere.

## PRACTICE BOUNDARY



## **CHANGE OF PERSONAL DETAILS**

Please inform us as soon as possible of any change to your name, address, telephone number or email by completing a Change of Details Form available from reception or website. Proof of change is required; updates cannot be made by telephone.

Keeping your details up to date helps us contact you safely and efficiently.

## **OPENING HOURS**

### **SURGERY DOORS**

Monday to Friday: **8.30am – 6.00pm**

### **TELEPHONES**

Monday to Friday: **8.00am – 6.30pm**

**At any other time call 111 for help and advice or 999 for medical emergencies**

## **APPOINTMENTS & CONTACTING THE PRACTICE**

Requests for appointments and advice are managed through our online consultation system via [www.cwmfelin.co.uk](http://www.cwmfelin.co.uk). Patients unable to use online services may telephone the practice. Requests are triaged to ensure patients see the most appropriate clinician.

Children under 16 with acute illness will be assessed the same day.

A GP reviews all requests and will rate them as Red, Amber or Green.

**RED – Patients requires a same day appointment**

**AMBER – Within the next 2 working days**

**GREEN – This is for ongoing or routine problems and appointments can be up to 4 weeks in advance**

In some cases, you will be signposted to other services that are more appropriate to deal with your problem or request

## **EMERGENCIES & OUT-OF-HOURS**

- **Life-threatening emergencies: Dial 999**
- **Out-of-hours GP care: Call 111**
- **The Out-of-Hours Service is appointment-only**
- 

## **HOME VISITS**

Home visits are for patients who are housebound or too unwell to attend the surgery. Requests should be made before **10.30am**.

## **REPEAT PRESCRIPTIONS**

Repeat prescriptions can be ordered via:

- NHS Wales App
- Practice website
- Local pharmacy

Allow **48 hours** for processing (72 hours for pharmacy collection). Telephone requests are not accepted.

If you have nominated a pharmacy your prescription will be sent electronically so you can go straight to the pharmacy instead of collecting from reception.

## **NON-NHS SERVICES**

Some services are not NHS-funded and require payment in advance. A list of current fees is available at reception.

## **COMPLAINTS & COMPLIMENTS**

We aim to always provide high-quality care.

Concerns should be raised with the Practice Manager in the first instance. Information on the complaint's procedure is available on request or on our website [Cwmfelin.co.uk](http://Cwmfelin.co.uk). Independent support is available via **LLAIS** – [www.llaiswales.org](http://www.llaiswales.org) or call 02920 235558

Compliments are always welcome.

## **PATIENT RIGHTS & RESPONSIBILITIES**

Patients can expect courtesy, respect and confidentiality.

Patients are responsible for:

- Attending or cancelling appointments
- Treating staff with respect
- Using services appropriately

## **OTHER SERVICES & SIGNPOSTING**

Patients may be signposted to:

- Community pharmacy services
- Urgent Primary Care Centre (Morrison Hospital)
- Minor Injury Units
- Accident & Emergency Department
- Dental, eye care and mental health services via NHS 111

This helps ensure timely care with the most appropriate provider.

For more in-depth information on all our services (including self-help advice) please visit our website **[cwmfelin.co.uk](http://cwmfelin.co.uk)**