

PHLEBOTOMY SERVICES

Phlebotomy services can now be booked online via www.sbuhb.nhs.wales or you can call **01792 601807** between 9.00am and 4.00pm to book an appointment.

CLINICS, TREATMENTS & ENHANCED SERVICES

Within the practice, our nurses perform a number of roles and have many different abilities. When booking an appointment with one of our nurses, our admin & reception team will be able to ensure you see the most appropriate nurse for your needs: Asthma, Cardiovascular, Child vaccinations, Contraception, COPD, COVID vaccinations, Dementia, Diabetic, DOAC, ECGs, Epilepsy, Flu / Pneumovax and Shingles vaccinations, Gender Clinic, Learning Disabilities, Mental Health, Minor Ailments, Minor Surgery, New Patient Health checks, PMR clinic, Pre-diabetics, Sexual Health, Smears, Warfarin & Wound Care etc.

NHS DIRECT & OUT OF HOURS CALLS ☎ 111

SBU Health Board is responsible for services outside normal surgery hours. If you need urgent care that cannot wait until the surgery is open, please ring 111. If your call is in relation to COVID, then please ring 119. NHS Direct on-line can be found at www.nhsdirect.wales.nhs.uk

ACCIDENT & EMERGENCY SERVICES

A 24-hour walk-in A&E Department is based at Morriston Hospital and a Minor Injuries Unit is available at Neath Port Talbot Hospital between 7.30am-11.00pm. Before attending these services, please consider whether your problem could be dealt with more appropriately by your local chemist, optician, dentist or the Out-of-Hour's service.

DISABLED PATIENTS

The practice has suitable access for disabled patients - an induction loop and information available in large print. Please let us know if you are disabled, having any mobility problems or difficulties with hearing, or communicating.

ARE YOU A CARER OR BEING CARE FOR?

In order that your GP can do all they can to help when dealing with your needs, it is important that you inform us if you are a carer or you are being cared for.

CONFIDENTIALITY

ALL patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act but a charge may be payable. We are not able to disclose any details to other agencies without your written consent.

CHANGE OF ADDRESS AND CONTACT NUMBERS

We ask that you notify us of any change to your address or contact numbers. We can only use the current details on your computer records, so if they have not been updated, then we may not be able to contact you when necessary. Please ensure you provide proof of your new name / address to help us change it on our system. This can be done in person at the surgery or via the website.

HOW TO MAKE A COMPLAINT

We always strive to provide the best possible care for our patients, but accept that on occasions patients will be dissatisfied with the care received. Furthermore, we are always looking for ways to improve the service we provide and value patient feedback both positive and negative. Suggestions or feedback can be sent via letter or emailing General.Enquiries2@wales.nhs.uk

If you are unhappy with any aspect of the service or care you have received, please ask for a copy of our Complaints Procedure. All complaints should be addressed to the Practice Manager or Senior Partner and will be handled with complete discretion. Confidentiality is maintained at all times.

SECURITY

The surgery premises are continually monitored and recorded by CCTV.

Standards of Access in your GP Practice – please follow the link below:

<https://www.kingswaysurgery.com/standards-of-access>

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37 The Kingsway, Swansea SA1 5LF

Contact Numbers: **01792 650716** Fax: **01792 456902**

(prescriptions **option 1**; appointments **option 2**)

Emails

General enquiries:

General.Enquiries2@wales.nhs.uk

Medical records:

Sar.Kingsway@wales.nhs.uk

Prescriptions:

Prescriptions.Kingsway@wales.nhs.uk

Registration:

Registrations.W98027@wales.nhs.uk

Website:

www.kingswaysurgery.com

GP PARTNERS

Dr Cathryn J Bevan (Female) MBBCh (Wales 1991) MRCGP DFRH

Dr Martin J Sullivan (Male) BM (Soton 1994) DRCOG FRCGP MSc.Med.Ed

Dr I Richard Thomas (Male) MA (Hons 1991) MBBChir MRCP MRCGP

Dr Sara Perman (Female) MBBCh (Cardiff 2009) MRCGP DFRH

Dr Rebecca Jenkinson (Female) MA (Hons 2003) MBBChir (2008) MRCGP DRCOG DFRH PGDip.Med.Ed

Dr Sebastian Tindall (Male) MBBCh (Swansea/Cardiff 2012) MRCGP

Dr David Howell (Male) MBChB (Bristol 2011) BSc MRCGP

ADDITIONAL DOCTORS

Dr Michael Walters (Male) MBBCh (Cardiff 2015) MRCGP

Dr Jamie Davis (Male) MChB (Hons) BSc (Hons) MRCGP

Dr Shilpa Cheriyan (Female) MBBS, MRCGP

PRACTICE HOURS

Monday – Friday 8.00am – 6.30pm

PRACTICE HISTORY

This practice was established in the late 1870's in Trinity Place by Dr Anderson of Aberdeen and was relocated to Alexandra Road, then to Orchard Street and to its present location in 1993. Over the last century, the practice has survived the two great World Wars when the city centre was extensively bombed and has endured throughout the years through the commitment of its former partners: Dr Anderson, Dr Marks, Dr Fraser, Dr Gaily, Dr Hughes, Dr Thompson, Dr Law, Dr Evans, Dr Obaid, Dr Morgan, Dr Raichoudhury, Dr Parker, Dr Lewis, Dr Mortimer, Ms K Willett and Dr C Green.

The Kingsway Surgery is not a limited Partnership

STAFF

Practice Manager – Mrs Christina Kelly is responsible for the overall day-to-day smooth running of the practice and the financial monitoring and organisation of health services. Any concerns or complaints you may have should be addressed to the Practice Manager or emailed to General.Enquiries2@wales.nhs.uk.

Deputy Practice Manager – Mrs Kim Morris is responsible for the day-to-day smoothing running of the practice, administrative and reception staff alongside the practice manager.

Secretary - Miss Alison Foot is available to answer any queries you have in relation to referrals, meetings, the website, TV screens, safeguarding & palliative care admin within the practice.

Administrators - Mrs Janet Wood, Mrs Nicola Margetts, Ms Lynsey Hughes, Mrs Diana Cursio, Mrs Alison Davies and Mrs Rebecca Hambly and, Mrs Lisa Cruttenden are an excellent team of admin staff, who work very hard to ensure the smooth running of the surgery – without them the surgery simply wouldn't function. Our staff always endeavour to help patients as much as they feasibly can and treat the practice's patients with courtesy & respect. In return, we respectfully ask that patients treat our staff in a similar fashion.

Exercise Therapist - Mrs Gill Kelly has a background in cardiac rehabilitation and runs our gym in the Healthy Living Hub at 34 The Kingsway.

Pharmacy Technician – Miss Deanne Colwill is available Tuesday to Friday to help you with any medication queries you have

Practice Nursing Team – Mrs Teresa Davies, Miss Victoria Curtis, Mrs Nicola Probert, & Mrs Stephanie Gabb provide a superb range of expertise within the practice, perform a number of roles and have many different abilities.

Prescribing Clerks - Mrs Diana Cursio and Miss Carys Jones are available to answer any queries you have in relation to prescriptions. You can contact them on 01792 650716 option 1. Alternatively, you can order prescriptions on our website or the NHS app.

Reception Supervisor – Mrs Rebecca Hambly
Reception Staff - Mrs Karen Devanney-Davies, Mrs Jackie Press, Mrs Julie Hughes, Miss Sarah Kumaran and Mrs Deborah Ferrier are an excellent team of reception staff, who work very hard to ensure the smooth running of the reception and waiting area – without them the surgery simply wouldn't function. Our staff always endeavour to help patients as much as they feasibly can and treat the practice's patients with courtesy & respect. In return, we respectfully ask that patients treat our staff in a similar fashion.

OTHER STAFF

Community District Nurses are able to visit patients in their own home when necessary to attend a wide range of nursing requirements.

Community Mental Health Nurse – Mrs Julie Hughes is responsible for the provision of mental health advice within the practice every Wednesday morning.

Community Midwife - Mrs Fiona Grindrod is responsible for the provision of antenatal care within the practice every Tuesday.

Community Network Paramedic - Mr Keith Richards works for a number of GP surgeries within the City Centre and visits unwell patients who are unable to attend the surgery, at the request of the GP.

Community Network Pharmacist - Mr Rhys Jenkins & Miss Katherine Morris work for a number of GP surgeries within the City Centre and are available every Wednesday to help with medication reviews and queries, as well as minor illness.

General Practitioner Trainees - Our practice is a training/teaching practice. Our trainees are fully qualified doctors with hospital experience. Trainees are attached to our practice for up to 12 months and usually become general practitioners after completing their training. As part of their training and examination process, there is a requirement to video a number of consultations. Your written permission will always be sought for this

Medical Students – We undertake a programme of teaching medical students and express our thanks to all our patients and staff for their co-operation in this process. A strict protocol is followed, and the receptionist will inform a patient that a medical student will be present during the consultation and consent will always be sought before seeing the doctor.

REGISTRATION

New patients who live in the Swansea area are welcome to join the practice. If you would like to register with this practice. Please contact reception for the necessary registration form and a new patient health check questionnaire, or you can download them from the website to complete at home. Please note we will need to see proof of photo ID and proof of address to ensure you live within the practice boundary. All new patients will be offered a new patient health check with the Health Care Support Worker within one month of registration.. Once registered, you will receive a text from the surgery and will be able to access our services. You will also receive a letter from the Local Health Board with your NHS Number and GP details on. Please be aware that this letter can take up to 6 weeks to be received.



If you are a student living in Swansea City Centre wishing to register, please scan the QR code to register online. Please note we still need to see proof of address & photo ID.

In line with other NHS organisations, this practice operates a zero tolerance policy in respect of inappropriate behaviour by patients (or any persons accompanying them). Violent, abusive or threatening behaviour, including verbal, where any person present has feared for his or her safety, may lead to the police being called and removal from the practice list.

APPOINTMENTS



When you are feeling ill or anxious, the worry of trying to get through to the GP can be the last straw. Enjoy feeling more in control, as you ask for the easiest and fastest way to get any kind of help with [My Surgery App](#) from your smartphone, tablet or computer. You can bookmark the link in your browser so you don't forget and all personal information you provide remains secure and confidential to you and your GP.

It helps you as a patient to:

- not sit in a long queue every morning from 8am
- direct yourself to our online triage system via our website www.kingswaysurgery.com (or scan the QR code) without creating a username & password for an appointment with the GP, request a sick paper or private letter, order medication, change your name/address etc – opens at 7.45am, Monday to Friday
- link to the NHS symptom checker
- send photos to help the GP assess your problem



All requests are triaged by a GP throughout the day and a clinical decision is made to assess urgency, which can take up to **48 hours**. All calls made to and from the surgery are recorded for quality and safety purposes. Please be aware that depending on doctor capacity and the volume of requests being received, [My Surgery App](#) may close earlier than 10.30am on some days. If you feel your problem is a medical emergency after [My Surgery App](#) closes, please ring the surgery on 01792 650716 to discuss this with a member of the admin team. For non-urgent appointments between 8am-6.30pm, please contact the surgery and the admin team will be happy to send you an [advance booking link](#), so you can make your own appointment at a convenient date and time.

Home Visits

A doctor can see many more patients within the assigned surgery times than during home visits. It is therefore your responsibility to contact the surgery to request a home visit before 10.30am, unless a genuine emergency arises after this time.

REPEAT PRESCRIPTIONS ☎ 01792 650716 option 1 - between 10.30am-12.00noon

email prescriptions.kingsway@wales.nhs.uk

All our repeat prescriptions are done on the computer, for any patient who is on long term treatment. They will be given a prescription request slip when they collect their medication from a pharmacy to keep for ordering the following month. This lists every item that you are allowed to order without seeing a doctor. **Receptionists are not allowed to give prescriptions for medication that the doctor has not authorised.** Requests can be made by giving **48 working hours' notice** between 10.30am-12.00pm, by calling into the surgery, by post (enclosing a stamped address envelope), by email or via the NHS app.