



Morlais Health

Patient Information



Welcome to Morlais Health Centre

Morlais Health Centre is one of the largest GP surgeries in Wales with over 20,000 patients.

We were formed following the merger of Morlais Medical Practice and Dowlais Medical Practice in 2016. We later acquired Brookside Surgery, Troedryhiw in 2018, extending our catchment area to Merthyr Vale.

We are passionate in our vision to:



Excel

The best health and well-being service provider in Wales for our patients and our team.



Support

One of the key core values is to help each patient and those important to them to be as well as they can be.



Be Professional

Morlais patients have access to a range of health and well-being professionals to accommodate all needs.



Stay Innovative

Achieving success through continual development, improvement and working collectively to our core values and principles.

Practice Catchment and Registering with Morlais

You can register with Morlais Health Centre if you live in or around Merthyr Tydfil, Pentrebach, Abercanaid, Troedyrhiw, Aberfan or Merthyr Vale.

If you would like to register, please visit one of our three practices in Merthyr, with two forms of identification (one must show your address), then complete the relevant registration forms.

Alternatively, you can download a registration form online at morlaishealth.co.uk/register-with-morlais-health-centre, complete the form and bring it to the reception desk at Berry Square along with the two forms of identification.

Our Health Centres and **services** we offer

Registered patients have the flexibility to book appointments in any of our three health centres: **Berry Square, Ivor Street and Brookside**. Our Care Navigators will direct you to the most appropriate practice for your needs.

Services we offer

- Anticoagulation (DOACs)
- Home Visits
- Asthma
- INR Clinic
- Baby and Child Health Clinic
- Insurance Forms
- Blood tests
- Midwife
- CDAT – drug and alcohol support
- Minor Surgery
- Cervical Smears
- Physiotherapy
- Chronic Disease Management / Medication Reviews
- Shared Care Prescribing
- Contraception / Family Planning
- Sick Notes
- ECGs
- Test Results
- COVID / Flu / Pneumonia / Shingles Vaccination
- Travel Vaccinations
- Health Visitor
- Wound Care

Our Doctors

Dr. Melissa Kirkham

GP Partner
MBBCh MRCGP

Dr. Mark Semmens

GP Partner
BSc (Hons) MBChB MRCGP

Dr. Sandeep Chillal

GP Partner
MBBS MRCGP (2013)

Dr. Charlene Dacey

GP Partner
MBBCh MRCGP

Dr. David Andrews

GP Partner
MBBS MRCGP (2013)

Dr. Robert Carney

GP Partner
MBBCh MRCGP

Dr. John Powell

GP Partner
MBChB MRCGP

Dr. Gemma Francis

GP
MBBCh MRCGP

Dr. Rasha Rahman

GP
MBBCh MRCGP

Dr. Maria Thomas

GP
MBBCh MRCGP

Dr Victoria O'Toole

GP
MBChB MRCGP

Dr. Georgia Eckersley

GP
MBBCh MRCGP (2015)

Dr. Charlotte Benson

GP
MBBCh MRCGP

Dr. Alison Edwards

GP
BA (Hons) MBBCh, DFSRH,
MRCGP

Nurses

Rachel Pulman, Jill Davies, Angela John, Laura Cushen-O'Brien

Clinical Pharmacists

Elena Richards
MrPharms IP

Healthcare Assistants

Alyson Gwyther, Scerina Williams, Lynsey Lewis, Tessa Rees

Practice Manager

Kate Francis
BA(Hons) EMBA FCIM

Everything you need to know about our appointments

The practice operates an appointment system during normal surgery hours. All routine appointments are 10 minutes long. You can book your appointment by telephone or at reception. We strongly recommend seeing the same GP to improve continuity of care.

It is recommended just one problem per appointment. If you have multiple issues, please tell the care navigator when making your appointment so they can book a further review.

The Care Navigator taking your call will ask for some basic information to make sure you are dealt with by the best person to help you. This may be our physiotherapist, prescribing team or GPSO; it may not be a GP.

Please note: Due to the nature of medical emergencies, you may have to wait to be seen. In urgent cases, we cannot guarantee an appointment with the GP of your choice.

Appointment Cancellations

If you are unable to attend your appointment, please inform us as soon as possible so we can offer it to another patient.

Home Visits

Home visits are reserved only for the very elderly, frail and housebound patients which are based on clinical need at the discretion of the doctor.



E-consultations with your GP

Our e-consultation service allows patients to confidentially submit their health queries online, without having to come into practice. One of our GP's will aim to respond by the next working day, however, this may vary depending on demand.

You can learn more about E-consult and book an online appointment at: **morlaishealth.co.uk/e-consultations**

Managing your prescriptions with us

Prescription Requests

For repeat prescriptions, please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form. Hand this into your usual pharmacy who will order the medication with the Practice.

Please note: Please allow enough time to order your medication. We suggest discussing with your nominated Pharmacy when best to order.

Medication Queries

The Practice has a trained team dedicated to helping patients with medication queries. Overseen by our in-house clinical pharmacist, the team are able to resolve most queries without the need for a GP. The team meets with our doctors daily and liaise with them when needed.



The practice and our standards

Equality and Diversity

Morlais Health Centre strives to provide equality and fairness for all our patients and staff, and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect.

Disabled Access

All practice premises have disabled access and complies with the Disability Discrimination Act.

How to Make a Complaint

The practice will strive to deal with complaints in an efficient manner. You can view our Complaints Policy on our website at www.morlaishealth.co.uk.

Patients Rights and Responsibilities

Patients have the right to:

- Be registered with a General Practitioner.
- Change doctor if desired.
- Receive care during practice hours.
- Receive appropriate drugs and medicines.
- Be referred for specialist or second opinion if they and the GP agrees.
- To have copies of their medical records (subject to Data Protection Act 2018 and GDPR Regulations). Those working for the NHS are under legal obligation to keep fully confidential.

Patients also have a responsibility to:

- Be courteous to staff at all times.
- Respond in a positive way to questions asked by the reception staff.
- Attend appointments on time or give adequate notice to cancel.
- Book appointments for one person only.
- When consulting the surgery to ensure the best use of medical time.
- Give sufficient notice for medication requests - 72 hours or more depending on which Pharmacy is used.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. The NHS keeps accurate and up-to-date records, so that those treating you can give you the best possible care. Access to all records will be limited to the people caring for the patient. Sometimes other professionals involved in patient care will need access to the notes. We fully abide by GDPR/DPA and Caldicott Principles in the use of information.

Use of Information Act 2000: Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.



Berry Square Health Centre

Dowlais, Merthyr Tydfil CF48 3AL

01685 385339

Monday - Friday 08:00-18:30

Closed Weekends

Brookside Health Centre

Brookside, Heol Afon Taf,
Troedyrhiw CF48 4DT

01443 693249

Monday - Friday 08:00-18:30

Closed Weekends

Ivor Street Health Centre

Ivor Street, Dowlais, Merthyr Tydfil
CF48 3LU

01685 385339

Monday - Friday 08:00-18:30

Closed Weekends