**BRUNSWICK HEALTH CENTRE**

**EASY READ LEAFLET**

**01792 643001**

**What this leaflet is about**

This leaflet is about the services we offer at the doctors surgery

**When we open our doors**

We open our doors from 8.30 in the morning until 6.00 in the evening

**When we are closed**

We are closed from 6.30 in the evening until 8.00 in the morning Monday to Friday

We are **closed** on Saturday and Sunday

We are **closed** on bank holidays

**How you can contact us**



We are open from 8.00 in the morning until 6.30 in the evening ring 01792 643001

Or email [enquiries.w98024@wales.nhs.uk](mailto:enquiries.w98024@wales.nhs.uk)

Or come to reception inside the building

When we are closed ring 111

**Sensory Loss**

If you have a sensory loss, whether visual or hearing, please let us know so that we can make sure that we provide services to you in an appropriate way.

**Next Generation Text Service**

You may be aware of a service called Next Generation Text. If on a telephone calls you can’t hear the other person’s voice or don’t catch all what they are saying, or they can’t understand what you are saying, the Next Generation Text (NGT) Service can help.

By using a smartphone, tablet or computer and making a phone call you can type to a relay assistant who will speak your words to the person you are calling, and the relay assistant will type their reply so you can read it on your display. You can use NGT to communicate with the practice.

Details of the service can be found at:

Next Generation Text Website

[**https://www.relayuk.bt.com**](https://www.relayuk.bt.com)

**Common Ailment Scheme (Wales)**

Under the common ailment scheme patients who have minor ailments can visit their local pharmacy instead of attending the doctors’ surgery. More information can be found on this website –

<https://www.wmic.wales.nhs.uk/common-ailments-service/>

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**Practice Staff**

**Doctors**

Dr Helen Locking

Dr Richard Beynon

Dr Andrew Gemmell

Dr Suzannah Herbert

**Nurses**

Nurse Julie Roberts

Nurse Clare Daniel

**Health Care Assistant**

Linzi Crocker

**Practice Manager**

Sheila Robins

**Patient Care Advisors**

Lisa Barnett

Sarah Gray

Arjun Chouhan

Stephanie Howard

**Cluster Paramedic**

Keith Richards

**Clinics**

Chronic disease clinics – nurses

Antenatal – midwife every Thursday afternoon

Travel advice / immunisations – nurses

Cervical screening / family planning – nurses

Blood pressure check – nurses and Linzi

**Prescriptions – ways to order**

Through your local pharmacy

Come into the surgery - face to face

Email [enquiries.w98024@wales.nhs.uk](mailto:enquiries.w98024@wales.nhs.uk)

Use the NHS Wales App https://app.nhs.wales/login

**Home Visit**

If you are not well enough to come to the surgery, ring us and ask for a doctor to come to your home 01792 643001

**If you are not happy with us, we want you** **to tell us** 

Making a complaint means telling us about something you think is wrong or you are not happy with when visiting the doctor or nurse.

We want to look after you well and we want to sort out your problems or concerns as quickly as possible. We can arrange for someone to talk to you straight away about what has made you unhappy. 

If you do not want to talk to anyone, you can make a formal complaint.

A formal complaint can be made in writing to the Practice Manager, Mrs Sheila Robins  If you are unable to do this or you find it difficult to make a formal complaint on your own, you can ask someone else to help you or to do this for you. This can be one of your family or friends.

**What happens if you make a formal complaint?**

The practice will:

* Tell you that your complaint form has been received after 2 days
* We will find out what happened within 28 days
* If we need more time to find out what happened, we will tell you
* We will see if you are happy to talk about your problem or complaint

We will make sure that we are sorry if we have done something wrong



we will then make it right 

To make a complaint please write to:

Mrs Sheila Robins

Brunswick Health Centre

139/140 St Helens Road

Swansea.

SA1 4DE

01792 643001

[Enquiries.w98024@wales.nhs.uk](mailto:Enquiries.w98024@wales.nhs.uk)

**For more accessible information on our services and clinics, and what to expect when you visit us, please go to our website**

[**www.brunswickhealthcentre.co.uk**](http://www.brunswickhealthcentre.co.uk)