

How to make a routine appointment

- Online via the NHS Wales App
- By Telephone 01656 754200
- Email Bronygarn.surgery@wales.nhs.uk
- You are able to choose your preferred doctor

How to request an urgent appointment

GPs are available 24 hours a day, seven days a week. If you need to see a GP outside normal surgery hours you can still phone your GP surgery where you'll be directed to phone the GP out-of-hours service on 111. The out-of-hours service runs from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays.

If you need urgent medical attention but it's not a life-threatening situation, you should first call 111. If you think life is at risk, you should call 999.

NHS 111 will assess you and give you the option to speak to a nurse, doctor, or paramedic if appropriate.

You'll then be advised where you need to go for treatment.

This could be an urgent treatment centre, an out-of-hours GP service, your local GP in normal hours, or the nearest A&E if necessary. The nearest Emergency Department is Princess of Wales Hospital, Bridgend, CF31 1RQ. The nearest Minor Injuries Unit is Neath Port Talbot Hospital, Baglan, SA12 7BX.



Urgent & Emergency Appointments

The Practice offers all patients a comprehensive and efficient service to ensure the correct treatment is offered by the relevant healthcare professional, in the most appropriate place, at the clinically appropriate timescale.

Due to our current demand, we have reviewed the way that we book our Urgent & Emergency slots. These slots are unfortunately limited, so the safest and fairest way to ensure our most vulnerable and unwell patients are seen as a priority is to triage every patient requesting these types of appointments.

Our reception team have been trained to ask specific questions to all patients requesting appointments for acute presentations. The questions will be asked by Reception Team to help determine which clinician would be most suitable at the most appropriate time. Dependant on assessment, face to face or telephone consultation may be offered on the same day, or you will be re-directed to alternative services. Appointments can be provided on another day for either face to face or by telephone. Home visits may be arranged for our house bound patients.

How to request a home visit

Home visits are for patients too ill or too disabled to attend the surgery and are at the discretion of the Practice.

Requests should be made before 11.00 a.m.

It is a great help to the Doctors if the degree of urgency of a home visit is indicated as this allows Doctors to prioritise their visits.



How to Join The Practice

To join the practice you must live within our catchment area of CF34. When joining the Practice, you will need to complete our registration form. All new patients will be given an appointment for a new patient check with the Practice Nurse. Please provide a copy of your latest repeat medication list so that these can be added onto our system.

Repeat Prescription Ordering

Please allow 2 working days for us to process your prescription. Your chosen pharmacy will also require 48 hours after they receive the prescription.

The easiest way to order your repeat prescription is via My Health Online or the NHS App. Forms can be found on our website: www.bronygarnsurgery.com

Additional Services we provide

- Phlebotomy
- Chronic Disease Health Checks
- Wound and dressing checks
- Coil and implant clinics
- Cervical Smears
- Suture removal
- Minor operations clinics
- Joint injections
- Baby clinics
- Travel immunisation clinics

About Bron-Y-Garn Surgery

Bron-Y-Garn Surgery is a long established 4 partner training GP Practice. We have approximately 7000 patients and a multidisciplinary team of 10 Clinical and 7 Administrative Staff. Bron-Y-Garn is under the domain of Cwm Taf Morgannwg Health Board. Our Practice is easily accessible and user-friendly for disabled and wheelchair-bound patients.

Opening Hours

Monday to Friday 08:00-18:30

(Closed on Bank Holidays)

Contact Information

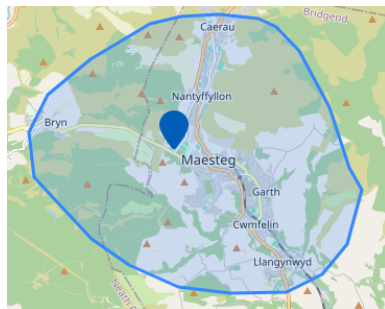
Telephone: 01656 754200

Email: Bronygarn.surgery@wales.nhs.uk

www.bronygarnsurgery.com

Catchment Area

The Llynfi Valley and outlying farms with a postcode of CF34



Compliments and Complaints

We like to receive compliments, we also want to know if we can improve our service. If you have any concerns please ask to speak to the Practice Manager. We aim to respond to all complaints within 30 days.

Zero Tolerance

We operate a zero tolerance policy. If a patient is violent or abusive to a member of Bron-Y-Garn Staff their actions may be reported to the police. They will be removed from the practice list and will only be seen in a recognised violent patient center.

Patient Responsibility

It is the responsibility of the patient to ensure that they provide an up-to-date email address and telephone number. If you are unable to attend an appointment please contact us so that it can be offered to somebody else.

General Data Protection Regulation

Under GDPR all patients have a right to access their data and any supplementary information held by Bron-Y-Garn Surgery.

Social Media

Please follow us on social media where we post regular updates.



Bron Y Garn Surgery, Maesteg



[bronygarnsurgery](https://www.instagram.com/bronygarnsurgery)



[@bronygarn](https://twitter.com/bronygarn)



BRON-Y-GARN
SURGERY • MEDDYGFA • MAESTEG



Dr. Mathew Morgan

MB BCh (2002) MRCP

Dr. William Redmond

MB BCh (2004) MRCP DipSEM (UK)

Dr. Richard Christie

MB BCh (2014) MRCP Certificate in

Management of

Substance Abuse (Part 1 & 2)

Dr. Julia Housden-Slann

MB BCh (2012) BSc Pharmacology (2011)

MRCP (2017) DFRH (2016)

Address

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