

# The Laurels Surgery

Flint Health and  
Wellbeing Centre  
Earl Street  
Flint  
Flintshire  
CH6 5ER  
Tel: 03000 859470



Reception Telephones Open: Monday – Friday 8:00AM-6:30PM

Reception Desk Open: Monday – Friday 8:30AM-6:00PM

Doors Open: Monday-Friday 8:00AM - 6:00PM

**Tel: 03000 859 470**

Website Address: [www.thelaurelsurgery.co.uk](http://www.thelaurelsurgery.co.uk)

Contact Us via our online form on our website



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Betsi Cadwaladr  
University Health Board

# Welcome to the Practice

I'd like to take this opportunity to warmly welcome you to our surgery.

Our practice has been managed by Betsi Cadwaladr University Health Board since 1st April 2020 and is based within the Flint Health & Wellness Centre, which forms part of the North Flintshire Cluster. We work closely with other local GP practices in the area to ensure you receive the best possible care.

We are committed to providing high-quality, patient-centered healthcare and aim to offer you as much flexibility and choice as possible. As a patient here, you will have access to a wide range of healthcare professionals, including GPs, advanced nurse practitioners, practice nurses, a health care advanced practitioner, an audiologist, and mental health therapists.

If you would like to register with us, please visit reception during our opening hours to collect a registration pack. Please provide your NHS number on your registration form.

We would like to offer all new patients a health check with our Assistant Practitioner. To book an appointment, please ask at the reception desk.

We look forward to supporting you with your healthcare needs.

Warm regards,

*ASaleemi*

Ms. Ayshea Saleemi  
Practice Manager

Warm regards,

*Dr Morton*

Dr Michael Morton  
Clinical Lead

Warm regards,

*Sr Fairlie*

Sr V Fairlie  
Nurse Lead



# Contents

<b>Page 1</b>	- Welcome to the Practice
<b>Page 2</b>	- Contents
<b>Page 3</b>	- Accessibility
<b>Page 4</b>	- Meet the Team
<b>Page 5</b>	- Practice Roles
<b>Page 6</b>	- Additional Support
<b>Page 7</b>	- Appointments
<b>Page 8</b>	- Appointments
<b>Page 9</b>	- Common Queries
<b>Page 10</b>	- Repeat Prescriptions
<b>Page 11</b>	- When we are closed (Advice, Dental Support, Emergencies)
<b>Page 12</b>	- NHS Wales App - Getting Started
<b>Page 13</b>	- Common Ailments Scheme - When to see a pharmacist
<b>Page 14</b>	- Minor Injuries Unit
<b>Page 15</b>	- Wales General Ophthalmic Service - Eye Care
<b>Page 16</b>	- Support getting to Appointments
<b>Page 17</b>	- Social Care
<b>Page 18</b>	- Mind & Wellbeing Support - Links to support services
<b>Page 19</b>	- Lifestyle Support - Weight & Smoking
<b>Page 20</b>	- Lifestyle Support - Drinking & Drugs
<b>Page 21</b>	- Patient Feedback - Compliments, Complaints & Advocacy
<b>Page 22</b>	- Patient Feedback - Compliments, Complaints & Advocacy
<b>Page 23</b>	- Zero Tolerance Policy
<b>Page 24</b>	- Your Rights & Responsibilities
<b>Page 25</b>	- Confidentiality Policy
<b>Page 26</b>	- Data Protection Policy
<b>Page 27</b>	- Privacy Notice
<b>Page 28</b>	- Privacy Notice
<b>Page 29</b>	- Practice Fees (Not covered by NHS)
<b>Page 30</b>	- Catchment Area & Keeping your details up-to-date



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# Accessibility

## Building

The building features two floors connected by a lift, level surfaces throughout, and automatic entrance doors. Please be aware that certain internal fire doors are not automated, in compliance with fire safety and security standards and can be heavy. If you require assistance, please let Reception know. A wheelchair can also be provided upon request.

## Toilets

The building provides male and female toilets, accessible facilities for individuals with mobility needs, and baby changing amenities.

## Breast Feeding

You are welcome to breastfeed anywhere on our premises. If you would prefer a private space, please ask a member of staff.

## Loop Hearing

A induction loop is available at the reception desk.

## Wales Interpretation & Translation Service (WITS) & Language Line

Both services are available upon request and as required.

## Communication

- Should you wish for someone else to talk on your behalf, please let the practice know.
- Should you have communication/sensory differences, please let the practice know.

If you experience any difficulty or challenges using our service or facilities, please contact the reception team or Practice Manager.

**Alternative formats of this leaflet are available upon request.**



# Meet the Team

**Practice Manager**  
Ayshea Saleemi

**Clinical Lead**  
Dr Michael Morton

**Nurse Lead**  
Victoria Fairlie

## Admin Team

Trisha Evans  
Carol Jones  
Gwen Jones  
Lucy Douglas  
William Taylor

## General Practitioners

Dr Michael Morton  
*MBChB*  
Dr Suganya Prabhakar  
*MBBS, MRCOG, MRCGP*  
Dr Jaroslaw Albinak  
*MBChB, MBBS, MRCGP*  
Dr Ffion Prothero  
*MBChB*  
Dr Jyoti Sachdev  
*MBChB*

## Advanced Nurse Practitioners

Victoria Fairlie  
*RN, ANP*  
Donna Williams  
*RN, ANP*

## Reception Team

**Reception Lead**  
Sharon Ashbrook

Sarah Smith  
Nigel Moxon  
Emma Roscoe  
K. S.  
Ruth Baker  
Tracy Harrison  
Racheal Lloyd  
Linda Vernon

## Locum General Practitioners

Dr Venu Prasad  
*MBChB*  
Dr Peter Collin  
*MBChB*  
Dr Anant Mittal  
*MBChB*  
Dr Kanthi Pydah  
*MBChB*

## Practice Nurses

Jackie Scott  
*RN*  
Rachael Alexander  
*RN*  
Jillian Wright  
*RN*

## Assistant Practitioner

Susan Edwards  
*AP*

The practice undertakes teaching and training of healthcare professionals and students. Please let the clinician know if you do not wish to have a student in attendance. The Practice will always try to book your appointment with your preferred clinician however due to part time working & during absences, this may not always be possible.



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# Practice Roles

The **Practice Manager (PM)** is responsible for overseeing the day-to-day operations of the practice to ensure it runs smoothly and efficiently. Their role includes managing staff, budgets, and resources, as well as ensuring the surgery complies with NHS policies and regulations. They support the delivery of high-quality patient care by coordinating services, implementing procedures, and working closely with GPs and other healthcare professionals.

A **Clinical Lead** is a GP who combines patient care with leadership responsibilities. They guide the clinical team, uphold care standards, focusing on clinical improvements and service development.

**General Practitioners (GP)** are sometimes the first point of contact when you are unwell. Patients can expect a GP to: carry out a health assessment and identify any medical issues, diagnose various conditions based on symptoms and medical history; prescribe medications, recommend lifestyle changes; refer if necessary to specialists for investigation; monitor patients' progress and adjust treatment plans.

**Advanced Nurse Practitioners (ANP)** have received extra training and experience, which allows them to assess, diagnose and treat a wide range of health conditions and can carry out many of the same tasks as a doctor.

**Practice Nurses (PN)** will carry out Chronic Disease Management, conduct health checks and assessments, including vaccinations available on the NHS. They offer advice and education on health promotion, disease prevention and healthy lifestyle choices.

**Assistant Practitioners (AP)** are experienced members of the health care team who have undertaken additional training. They work closely with the nurses and doctors and will undertake tasks such as supporting long term conditions, offering advice on health living, and carrying out clinical tasks.

**Receptionists & Administrators** play a vital role as the first point of contact for patients. They are responsible for welcoming patients, booking appointments, processing repeat medication, managing phone and in-person enquiries, and handling administrative tasks such as updating patient records. They support the practice manager and the clinical team, maintain confidentiality, and help patients access the care they need efficiently and respectfully.

**All additional support services are subject to availability**



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# Additional Support

**Audiologists in Primary Care** assess and manage hearing and tinnitus concerns for patients aged 5 years and older, as well as a common cause of positional vertigo called benign paroxysmal positional vertigo (BPPV) for patients aged 16 years and older. The Audiologist works closely with medical staff in the surgery to treat routine ear and auditory complaints, and will also refer to Audiology and Ear, Nose and Throat services when additional specialist care is needed.

**Mental Health Occupational Therapists** help patients manage the impact of mental health issues on their daily lives and work. They provide short-term therapy such as CBT-based approaches, stress management, and coping strategies. They support return-to-work planning, liaise with employers when appropriate, and signpost to wider services. Their role is to promote recovery, improve wellbeing, and help patients stay in or return to work where possible.

**Mental Health Practitioners** act as a first point of contact for patients with mental health concerns. They assess needs, provide brief interventions, and offer advice on managing conditions like anxiety or depression. They can review or adjust medication, deliver short-term therapy, and connect patients with community or specialist mental health services. Their role bridges the gap between primary care and specialist support, ensuring quicker access to the right help.

The **CAMHS GP In-reach Service** supports young people between the ages of 7-18 in providing early intervention support for mild to moderate mental health difficulties. This service is based within the GP practice and they assess needs, provide therapeutic and short-term intervention and signposting. The service also improves access to appropriate services to meet the needs of the young person and family. For further information you can access the following: <https://bcuhb.nhs.wales/services/hospital-services/child-and-adolescent-mental-health-service-camhs/camhs-where-you-live/camhs-in-flintshire/getting-help-early/gp-in-reach/>



**Child Immunisations Nurses** give routine vaccinations to babies, children, and young people according to the national schedule. They check medical histories, explain vaccines to parents or carers, and make sure consent is in place. They monitor for and manage any immediate reactions, keep accurate vaccination records, and provide advice on side effects and follow-up doses. Their role helps protect children and the wider community from preventable diseases.

All additional support services are subject to availability



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# Appointments

## General Practitioner

- Pre-bookable - Appointments are made available up to 4 weeks in advance for non-urgent queries & follow-ups.
- Book on the Day - A limited number of appointments are made available daily.
- Telephone Consultation - Available when no examination is necessary.
- Unwell Adult - A limited number of appointments are made available daily and are subject to clinical triage.
- Child - Appointments are made available daily specifically for children only.

Once all appointments have been filled for the day, GPs/ANPs will triage any additional unwell patients.

## Home Visits

- Home visits are reserved for the genuinely house bound or for situations where the Doctor feels that assessment at home is required.
- Requests must be made before 11am.

## Advanced Nurse Practitioner

- Pre-bookable - Appointments are made available up to 4 weeks in advance for non-urgent queries & follow-ups.
- Book on the Day - A limited number of appointments are made available daily.

## Practice Nurse & Assistant Practitioner

- Appointments are made available up to 4 weeks in advance.

# Appointments

## Audiologist

- Patients can self-refer to this service.
- Appointments are available up to 4 weeks in advance.
- Please note this is not an ear wax removal service.

## Mental Health Practitioner / Occupational Therapy

- Patients can self-refer to this service.
- Appointments are available up to 4 weeks in advance.
- Available to patients not under the mental health service.

## CAMHS Outreach Service

### (Child and Adolescent Mental Health Service)

- Available to patients not under the mental health service.
- See a GP for referral into this service.

## Physiotherapist

- For new muscle, bone & joint issues, contact reception for a referral to be seen by the urgent primary care team in Mold.
- For ongoing musculoskeletal issues, ask reception for a self-referral form, or contact: **03000 859048** or [bcu.physioeteameast@wales.nhs.uk](mailto:bcu.physioeteameast@wales.nhs.uk)

## Phlebotomy (Blood Tests)

- Once your clinician has provided your blood form(s), call: **Tel: 03000 580047**
- Alternatively, book online at: <https://bcuhb.nhs.wales/services/bloodtest/>

## Chaperones

Sometimes, medical assessments may involve intimate examinations. If you would like a chaperone present, please ask – we'll do our best to accommodate, though this may occasionally require rescheduling.

Blood Appointments  
Booking Site



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# Common Queries

## Request a fit note

- For new fit notes, see a GP.
- For a follow up fit note, fill out our online form via:  
<https://accurx.nhs.uk/patient-initiated/w91055> or contact reception.

## Blood/Urinary Test Results

Routine blood tests results are usually available within 2-5 working days. Tests looking for infections or more specialised tests can take longer. To enquire about tests results, please contact the surgery after 2pm.

## Radiology/Scan Test Results

It can take several weeks for radiology results to be sent to the requesting clinician. However, results with any abnormalities are prioritised by the radiology department.

Contact the requesting department for your results.

## Giving out Test Results

Our reception team are not qualified to provide in depth information on test results. They can however, tell you what the GP has commented against your result. The practice will only contact you if your results needs a follow up action. For example, you need to see a GP, nurse or repeat a test. The practice will not contact you if your result is normal. If your test was arranged by another service, you will need to contact that service for your results.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

Online Contact Form  
Scan to use:



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# How to order a repeat Prescription

If you take medicine regularly, you'll usually have a repeat prescription. This means you can order your medicine without having to see a GP every time.

It's important to request the prescription up to 3 working days before you need your medicine. You will also need to allow your designated pharmacy time to process and ready your items.

There are 3 ways to order a repeat prescription from your GP surgery:

- Using your NHS WALES APP account.
- Ordering at reception desk (or put your repeat slip into the prescription box at the reception desk / post box if we are closed).
- Contacting your designated pharmacy.

We do not accept requests for repeat medication over the telephone.

## Annual Medication Reviews

- You can expect to have your repeat medication reviewed by a clinician annually around your birthday month. This may be done by reviewing your medical records without the need for an appointment. If a clinician needs to review you, we will invite you for an appointment.
- If you have a long-term health condition such as asthma or diabetes, we will invite you for a review with a clinician to monitor your condition around your birthday month.
- Any medication not ordered for over 6 months will be reviewed by a clinician before issuing again.
- Any high-risk medication will be reviewed by a GP prior to issuing.
- Let the practice know if you no longer wish to take a particular medication or are having side effects.

## New Medication

Often new medication is not added to your repeat list. Please contact the reception team to re-order the medication.

## Emergency supply of repeat medication

If you run out of your repeat medication you may be able to get an emergency supply from your regular pharmacy if they deem it necessary and safe to do so.

# When the practice is closed & health advice

Call **111** if you are unwell and unable to wait until the practice reopens or visit the **111 website** for more information: <https://111.nhs.uk/>



For mental health support, call **111**, option **2**.  
For Dental Support, call **111**, option **1**.

Call **999** or go to **A&E** if you have any of these symptoms:

- Signs of a heart attack  
chest pain, pressure, heaviness, tightness, squeezing across the chest
- Signs of a stroke  
face drooping on one side, cannot hold both arms up, difficulty speaking
- Sudden confusion (delirium)  
cannot be sure of own name or age
- Suicide Attempt  
by taking something or self-harming
- Severe difficulty or Breathing  
not being able to get words out, choking or gasping
- Choking  
on liquids or solids right now
- Heavy Bleeding  
spraying, pouring or enough to make a puddle
- Unable to stay awake  
being sleepier than normal, cannot keep eyes open longer than a few seconds
- Blue, grey, pale or blotchy skin, tongue or lips  
on brown or black skin, grey or blue palms or soles of feet
- Limp and floppy  
their head falls to the side, backwards or forwards
- Signs of a severe infection (sepsis)  
temporarily acting confused, weak, breathlessness
- Severe Injuries  
after a serious accident or assault
- Seizures (fit)  
shaking or jerking because of a fit, or unconscious (cannot be woken up)
- Sudden rapid swelling  
of the lips, mouth, throat or tongue

British Sign Language speakers can make a BSL Video call to 999.

Deaf People can use 18000 to contact 999 using text relay.



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# Getting Started with the NHS Wales App

The NHS Wales App is the quick and easy way to take control of your health and wellbeing, because better health starts with you.

1. Download the NHS Wales App, or visit **app.nhs.wales** on an internet browser.
2. Create your NHS Login Account.
3. Login via your NHS Login Account and manage your health, from anywhere.
4. If you need any help or support using the NHS Wales App, visit: **apphelp.nhs.wales**



Need support using digital devices? Contact:  
**Digital Flintshire Hub**



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# Common Ailments Scheme

Adults and children living in Wales can receive free advice and treatment without having to see a GP. Contact your local pharmacy and ask to use the “Common Ailments Service”.

For more information on your local pharmacies, opening times and how they can support you, visit:

<https://111.wales.nhs.uk/localservices/?s=Pharmacy&pc=n&sort=default>

Below is a list of conditions covered by this service:

Acne	Impacted or excessive ear wax
Acne & Rosacea (Topical treatments only)	Indigestion
Allergic Rhinitis	Ingrowing Toenail
Athletes Foot	Upper/Lower Urinary Tract Infection
Back Pain	Mouth Ulcers
Chicken Pox	Nappy Rash
Cold Sores	Otitis Externa - Outer ear canal infection
Colic	Otitis Media - Inner ear canal infection
Conjunctivitis - Bacterial	Piles/Haemorrhoids
Constipation	Pyrexia (Temperature)
Contraception - Emergency	Scabies
Cough	Sinusitis
Dermatitis	Skin Infection (Impetigo/Cellulitis/Paraonychia)
Diarrhoea	Skin Reactions (Urticaria/Hives/Bites/Stings/etc)
Dry Skin/Eyes	Sore Eyes/Throat
Eye Infections	Teething
Fungal/Candidal Infections (Excluding Toenails)	Threadworm
Gout Exacerbation	Thrush - Oral/Vaginal
Hay Fever	Tonsillitis
Head Lice	Verruca
Herpes Zoster (Shingles) (If on face, see GP/ANP)	Viral Infection

Common Ailments  
Scheme Website



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# Minor Injury Unit

**Minor Injury Units (MIUs)** are staffed by experienced emergency practitioners who are supported by health care assistants and there are no doctors in MIU. Patients that attend one of the units will be assessed and treated as quickly as possible. Injuries include:

- Minor injuries in adults
- Minor injuries in children
- Human/ Animal Bites
- Minor burns
- Minor head injuries/ scalp laceration
- Ear/ nose foreign bodies
- Limb injuries
- Minor eye injuries
- Insect stings

Minor Injury Units are a walk-in service where no appointment is required. However, NHS 111 Wales is still the first port of call. If you are still unsure, it is better to telephone the MIU who can help direct you to the right place.

**Holywell Hospital, Halkyn Road, Holywell, CH8 7TZ**

Open: 8am to 8pm, 7 days a week

Telephone number: 03000 856 739

**Mold Community Hospital, Ashgrove, Mold, CH7 1XG**

Open: 8am to 6pm, Monday to Saturday

Please note: X-ray department is closed on Saturdays and Bank Holidays

Telephone number: 03000 850 006

X-ray department opening times: Monday to Friday, 9am to 4pm



# Wales General Ophthalmic Service

The WGOS service is here to help anyone who is worried about their sight or the sight of a relative or friend. If you or someone you know has an eye problem – whether it’s an emergency or your sight is gradually getting worse -- you should see a high street optometrist (also known as an optician) straight away. In many cases it won’t cost you anything and could save your sight.

## **Emergencies or eye problems requiring urgent attention**

If you have any concerns at all about your eyes, see a High Street optometrist (also known as an optician) straightaway.

Patients with an acute problem with their eye or vision can be seen for the following issues & may be eligible for free eye treatment:

- Minor eye injury
- Red Eye
- Painful Eye
- Foreign Body
- Sudden loss/change in vision
- New onset flashes/floaters

You can find an optometrist on most High Streets in Wales. If you have a sight problem, you can go to your existing optometrist (if you have one) or just phone or walk into any opticians that is convenient for you to get to.

Follow this link for more information: <https://www.nhs.wales/sa/eye-care-wales/wgos/member-of-the-public/>

Wales General  
Ophthalmic Service  
Website



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# Support getting to Appointments

Flintshire offers several community and patient transport options for those who need assistance getting to medical appointments. The Flintshire Ring and Ride Service provides a door-to-door service for residents who cannot access public transport, covering GP, hospital, dental, and optician appointments within the county. Bookings require at least 24 hours' notice, and a small annual membership fee applies.

<https://www.flintshire.gov.uk/en/Resident/Streetscene/Public-Transport/Community-Transport.aspx#ServicestoMedicalAppointments>

Additionally, services like Welsh Ambulance Patient Transport, Welsh Border Community Transport, and Estuary Community Transport support eligible patients with non-emergency travel needs. For older or less mobile individuals, Age UK also collaborates with local providers to offer accessible transport, including wheelchair-friendly vehicles and escorted trips. These services help ensure patients can attend essential appointments safely and conveniently

## Estuary Cars

Call on: [01352 710149](tel:01352710149)

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



## Non-Emergency Patient Transport Service (NEPTS) - 03000 1232303

[www.ambulance.nhs.wales/services/non-emergency-patient-transport-service-nepts](http://www.ambulance.nhs.wales/services/non-emergency-patient-transport-service-nepts)



**\*For Outpatient appointments only**

## Welsh Border Community Transport

<https://welshborderct.co.uk>

Call on: [01244 544474](tel:01244544474) or email: [info@welshborderct.co.uk](mailto:info@welshborderct.co.uk)

8:30AM - 4:30PM - Mon - Fri



Flintshire  
Community  
Transport  
Website:



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# Social Care

Social Prescribers are here to help you improve your health and wellbeing by connecting you to local support and activities. Instead of just focusing on medicine, they look at the bigger picture – things that affect your life and health.

They can help with:

- Joining exercise classes or walking groups
- Finding support for stress, anxiety, or loneliness
- Accessing housing, equipment and adaptations
- Benefits, or debt advice
- Cost of living issues including fuel poverty
- Connecting you to stop smoking services and other healthy lifestyle programs

How does it work? You'll have a friendly chat about what matters to you. Together, you'll make a plan and get linked to the right local services. Contact SPoA via the information below:

Single Point of Access - SPoA

Tŷ Dewi Sant, St. Davids Park, Ewloe, CH5 3FF

Telephone: 01352 702000

E-mail: [SSDUTY@flintshire.gov.uk](mailto:SSDUTY@flintshire.gov.uk)

[www.flintshire.gov.uk/en/Resident/Social-Services/Social-Services.aspx](http://www.flintshire.gov.uk/en/Resident/Social-Services/Social-Services.aspx)



For additional information, visit: [www.dewis.wales](http://www.dewis.wales)

Citizens Advice Bureau: <https://flintshirecab.org.uk/>

or call [0800 702 2020](tel:08007022020)

Dewis Wales



Citizens Advice



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# Mind & Wellbeing Support

Your mind & wellbeing is just as important as your physical health. Feeling stressed, anxious, or low can affect your overall wellbeing and daily life. Support is available to help you feel better, including talking therapies, social prescribing, local support groups, and self-help resources. Below is a list of some support services:

- [www.mind.org.uk](http://www.mind.org.uk) - Mind North East Wales
- [www.callhelpline.org.uk](http://www.callhelpline.org.uk) - C.A.L.L Mental Health Helpline for Wales
- [www.cruse.org.uk](http://www.cruse.org.uk) - Cruse Bereavement Care
- [www.samaritans.org](http://www.samaritans.org) - The Samaritans
- [www.papyrus-uk.org](http://www.papyrus-uk.org) - PAPYRUS - Prevention of Child Suicide Helpline
- [www.ncmh.info](http://www.ncmh.info) - National Centre for Mental Health
- [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk) - Mental Health Foundation
- [www.parabl.org.uk](http://www.parabl.org.uk) - Parable
- [www.veteranswales.co.uk](http://www.veteranswales.co.uk) - Veterans Wales
- [www.newcis.org.uk](http://www.newcis.org.uk) - North East Wales Carers Information Service
- [www.youngminds.org.uk](http://www.youngminds.org.uk) - YoungMinds Support
- [www.neurodivergencewales.org](http://www.neurodivergencewales.org) - Neurodivergence Support
- [www.neurodivergencewales.org/en/integrated-autism-service/](http://www.neurodivergencewales.org/en/integrated-autism-service/) or call 01352 702090
- <https://kim-inspire.org.uk/> - Kim Inspire
- NHS Wales 111 - Call **111** & select option **2** Mental Health Support

Please see “Additional Support” page (Page 6) for services that may be available in the surgery.

# Lifestyle Support from your NHS

## Would you like to lose weight in a healthy way and keep it off for good?

We offer a range of services for adults in North Wales who need to lose weight for health reasons. Please use the [BMI calculator](#) (*link below*) and read the information on our programmes below to discover which options will be suitable for you.

<https://www.nhs.uk/health-assessment-tools/calculate-your-body-mass-index/calculate-bmi-for-adults>

You can refer yourself by completing the [self-referral form](#) -

<https://www.smartsurvey.co.uk/s/YOIHM1/>. They also accept referrals from health professionals. Based on your information, you'll be offered the most appropriate options for your needs.

To access this service, call **03000 846995** or visit:

<https://bcuhb.nhs.wales/health-advice/help-with-my-weight/>

## You're four times more likely to quit smoking with free help from the NHS

The Help Me Quit stop smoking service offers both face to face and telephone support to patients requiring help to give up smoking. We provide advice, guidance and support along with free nicotine replacement products. We also have the option for stop smoking medications as well.

The service has a weekly clinic on a Thursday morning. We can also offer flexible telephone support appointments as well. Leave your name & Number with the community desk at the Flint Health & Wellbeing Centre. Or for further information and a Stop Smoking Advisor will be in touch or contact **08088 082234** or visit:

<https://bcuhb.nhs.wales/health-advice/alcohol-drugs-and-smoking/help-me-quit/>

BMI Calculator



Drugs, Alcohol,  
Smoking Advice



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# Lifestyle support from your NHS

**Cutting back on your drinking can have a huge positive impact on how you look and feel – often in just a few days.**

It can help you feel happier, healthier and more energetic, help you sleep better, and reduce your chances of serious illnesses like cancer, liver disease and heart disease.

Stopping drinking, or reducing the amount you drink, also reduces your risk of being involved in an accident or being a victim of or involved in crime.

To access this service, visit:

<https://bcuhb.nhs.wales/health-advice/alcohol-drugs-and-smoking/rethinking-our-drinking/>

**If you are worried about your drug or alcohol use or that of a loved one or friend, a good place to start is by contacting the DAN 24/7 Drug and Alcohol Helpline for Wales.**

The free and confidential, bilingual helpline provides a range of services, including:

- Initial discussion to establish an individual's needs
- Signposting to local and regional drug and alcohol services
- Information on drugs and alcohol and their effects
- Information and contact details for local GPs, needle exchanges and other health services
- A wide range of brief interventions including harm reduction and overdose management

To access this service, visit:

<https://bcuhb.nhs.wales/health-advice/alcohol-drugs-and-smoking/wales-drug-and-alcohol-helpline/>

Drugs, Alcohol,  
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# Patient Feedback Compliments, Complaints and Advocacy

We would always advise in the first instance to raise a **compliment** or a **complaint** at the time with those who are providing the care or treatment, for example, with the Practice Manager or a senior member of staff who is available. If you are using other services, the compliment or complaint would need to be raised with the ward or department who is dealing with your care. If you feel you are unable to do this:

The **Patient Advice and Liaison Service (PALS)** supports patients in the following ways, accepting **compliments & concerns**:

Listens to comments, suggestions, compliments and queries

- Offers impartial advice and support
- Make contact with our staff
- Provide information on other organisations which can provide information or advice
- Use your feedback to improve services
- Keep your information confidential unless there is an exceptional reason - for example to protect children, yourself or another person

Our concerns & issues handling procedure places the person making the complaint, their families, and carers, at the heart of the process. We will address complaints effectively, resolve them as early as we can, and learn from them so that we can improve services for everyone.

<https://bcuhb.nhs.wales/patients-visitors/support-concerns-and-complaints-who-to-contact/>



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# Patient Feedback Compliments, Complaints and Advocacy

## **PALS Office Opening Hours:**

- Monday, Tuesday, Thursday and Friday: 10am-4pm
- Wednesday: 10am-12.30pm

The PALS Hubs opening times may vary at short notice. We recommend calling ahead to confirm availability before visiting any of our hospital sites.

**In person:** A PALS office is located in the main entrance at Glan Clwyd Hospital, Wrexham Maelor and Ysbyty Gwynedd.

- **Telephone: 03000 851 234**
- **Email: [BCU.PALS@wales.nhs.uk](mailto:BCU.PALS@wales.nhs.uk)**

## **Advocacy**

BCUHB supports and encourages the use of advocates within all services and all staff are required to actively promote this. Details of advocacy services are provided in the BCUHB Complaints and PALS leaflet available from the BCUHB internet site, Complaints/PALS page on the website, or directly from the Patient and Carer Experience Department. All services are required to display the publicity materials on accessing PALS and the complaints process.

PALS QR Code Link  
Scan to visit:



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# Zero Tolerance Policy

At our practice, we are committed to providing a safe, respectful, and supportive environment for both patients and staff. We have a legal and moral duty to protect the health, safety, and wellbeing of our team, including their mental health.

We follow NHS guidance on zero tolerance. Any abuse, threats, or assaults towards staff are unacceptable and will not be tolerated. This includes:

- Verbal abuse, aggressive tone, or foul language
- Threatening behaviour or physical assault
- Malicious allegations or offensive gestures
- Persistent unreasonable demands or disruptive behaviour
- Entering staff-only areas without permission
- Contacting staff via personal channels (e.g. social media)
- Violence or threats
- Excessive noise or shouting
- Racial, sexual, or offensive remarks
- Drug or alcohol misuse on premises
- Theft or willful damage
- Persistent derogatory comments (including online)
- Unrealistic demands that disrupt service delivery

## Incidents

All serious incidents will be reported to the police. Staff should never be left distressed following patient interactions. The above list is not exhaustive. Any behaviour that compromises staff wellbeing or disrupts the practice may lead to action. Unacceptable behaviour may result in a warning or removal from the practice list. In rare cases, where trust breaks down due to serious or persistent misconduct, the practice may end the professional relationship. This may occur immediately in serious cases or after a formal warning.

## Service Expectations

- Patients must access services appropriately (e.g. using the digital consultation system).
- Requests for specific clinicians may not always be accommodated due to demand.
- Routine issues should not be presented as emergencies.
- Prescription tampering is illegal and will be reported.
- Patients unhappy with the service are encouraged to use our complaints procedure or register with another practice. There is no need for unpleasant behaviour when support options are available.

# Your Rights & Responsibilities

## Patient Rights

- **Access to NHS Services:** You have the right to receive necessary healthcare free at the point of use.
- **Choice:** You can choose your GP practice and, where possible, your preferred GP.
- **Respect and Dignity:** You should be treated with courtesy, dignity, and respect at all times.
- **Information and Communication:** You have the right to clear information about your condition, treatment options, and risks.
- **Consent:** You can make informed decisions about your care, including the right to refuse treatment.
- **Confidentiality:** Your medical records are private, and you have the right to access and request corrections.
- **Emergency Care:** You are entitled to urgent and emergency care when needed.
- **Feedback and Complaints:** You can provide feedback or make complaints, and expect them to be taken seriously.
- **Safety and Transparency:** You have the right to be informed if something goes wrong in your care and to receive an apology.
- **Involvement in Care:** You can participate in decisions about your treatment and care planning.

## Patient Responsibilities

- **Provide Accurate Information:** Ensure your personal and medical details are up to date.
- **Attend Appointments:** Arrive on time and cancel in advance if you cannot attend.
- **Respect for Staff:** Treat all practice staff with courtesy and respect.
- **Medication Adherence:** Follow medical advice and take prescribed medications as directed.
- **Use Services Appropriately:** Only request emergency or out-of-hours services when truly necessary.
- **Engage in Your Care:** Ask questions if unsure and share relevant health changes with your GP.
- **Feedback:** Share constructive feedback to help improve services.
- **Zero Tolerance:** Abusive, discriminatory, or violent behaviour will not be tolerated and may result in removal from the practice list.

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Information QR  
Code Link  
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# Confidentiality Policy

## Patient Confidentiality

Confidentiality is very important to us; we respect your rights to keep things private, confidential, and secure. Therefore, the practice is registered and complies with the GDPR regulations.

## Confidentiality & Patient Records

All information about you is kept in the strictest confidence. The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances only:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.
- Anonymised patient information will also be used at a local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish for anonymous information to be used in such a way, please let us know.

**Further information  
available upon request**



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# Data Protection Policy

## Freedom of Information Act

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. To request information, contact:

**[BCU.IGrequests@wales.nhs.uk](mailto:BCU.IGrequests@wales.nhs.uk)**

## For more information

Please visit the BCU Freedom of Information website:

**<https://bcuhb.nhs.wales/use-of-site/freedom-of-information/>**

## Access to Records

In accordance with the **Data Protection Act 2018** and Access to Health Records Act, patients may request to see their medical records. To request copies of records, please ask reception for a Subject Access Request form. No information will be released without the patient's consent unless we are legally obliged to do so. Additional copies of records may incur a charge.

Freedom of  
Information QR  
Code Link  
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# Privacy Notice

The Laurels Surgery has a legal duty to explain how we use any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

## What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medication, test results, x-rays and any other relevant information to enable us to deliver effective medical care.

## How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required law, if you give consent or if it justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases when the law allows.

NHS Wales also uses relevant information about your health to help improve NHS Wales' services and public health. Information will only be used or passed on to others involved in your care if they need it. Whenever your information is used for your care it will be handled in the strictest confidence. NHS Wales will not normally disclose your personal information without your concern unless it is in your best interests or required by law. Furthermore should you identify any inaccuracies, you have the right to have the inaccurate data corrected.

## Primary Care Clusters: Access to your Medical Information

Groups of GP Practices have been set up across Wales to ensure patients' needs are met in the best possible way. These are known as 'Primary Care Clusters'. GPs will work alongside Nurses, Pharmacists and other health professionals, such as Physiotherapists, sharing their workload. This will promote greater continuity of care for you as a patient, and ensure better access to services. It will also mean that, in future, you may be able to receive services that would have previously been delivered in a hospital.

## How will my information be kept secure and confidential?

Your information is held on a secure computer system and access to it is strictly controlled, monitored and audited. The GP Practices within the Cluster have signed an agreement, to confirm that their staff will follow strict controls when accessing your information.

All staff receive regular training to ensure your information is kept securely and confidentially in line with data protection legislation.



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# Privacy Notice

## Who will be able to access my medical information?

Within each Cluster, healthcare professionals involved in your care will have access to your medical record. Pharmacists may access your records, when for example, undertaking prescription reviews or answering any queries regarding your medication. Receptionists also have access to carry out tasks such as; processing prescriptions, delivering test results and directing you to an appropriate health professional. All staff accessing your record will be employed by a practice within this GP Cluster or by the Local Health Board.

## When is my information shared?

We will only share your information with staff working in the Cluster (this includes Health Board staff working in the community) who are treating you or supporting your care. We will not disclose your information to anyone else without your permission unless, there is an exceptional circumstance (i.e. life or death situation) or where the law requires it.

## Benefits of sharing your information within a Cluster

- You will have quicker access to a health professional
- You won't need to repeat your medical history to the staff caring for you
- You will continue to be involved in any decisions about your care
- You will have a wider range of locations available for consultations
- You will have a wider range of services available

## Your information, Your rights – what you need to know

If you have concerns about the way your information is used you should discuss these with the healthcare professional responsible for your care. If you would like to know more about how your personal information is used please visit the NHS Direct Wales website at

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

## Freedom of Information Act (2000)

The above act gives individuals the right to access all types of recorded information. Please ask for more information.

## Photography & Video/Audio Recording

Photography and recordings are not allowed on BCU premises without the express permission of the Practice Manager



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# Practice Fees (Not covered by NHS)

*Prices are subject to change*

<b>Certificates &amp; Letters</b>	'To whom it may concern' letters	£25
	Holiday Cancellation Form	£30
	Private Sick Note	£30
	Holiday Cancellation Form	£30
	<i>(Short certificate of incapacity without examination for patient to claim under accident or sickness insurance)</i>	
	GP Report for Insurance Applicants	£104
	GP Supplementary Reports	£27

<b>Insurance Reports, Forms (not requiring medical)</b>	Short tailored extract from medical records	£60
	Report on a pro forma, no examination	£90
	Written report without examination	£104
	<i>(Detailed opinion &amp; statement on the condition of the patient)</i>	
	Computer Print-out of Patient's Records	£10
	Solicitor's Copy of Patient Notes - First Copy	Free
	Solicitor's Copies - Subsequent Copies	£125

<b>Medicals</b>	Short Medical - 20 minutes	£104
	<i>e.g. ML5, HGV/PSV in existing license holder, in good health, Taxi Medical</i>	
	Long Medical - 40 minutes	£104
	<i>e.g. Adoption/Foster medical, HGV/PSV new license holder, or existing with complex health</i>	

<b>Vaccinations</b>	Typhoid, Polio and Hepatitis A	Free
	Hepatitis B - Full Course (Adult)	£120
	Hepatitis B - Full Course (Child)	£90
	Hepatitis B - Booster (Adult)	£40
	Hepatitis B - Booster (Child)	£30
	Rabies - Full Course	£180
	ACWY (Meningitis)	£180
	Japanese B Encephalitis - Full Course	£65
	Tick-borne Encephalitis	£65

<b>Private Consultations</b>	Clinical Consultation	£50
	Issuing of Private Prescriptions	£12
	<i>(including private prescriptions)</i>	

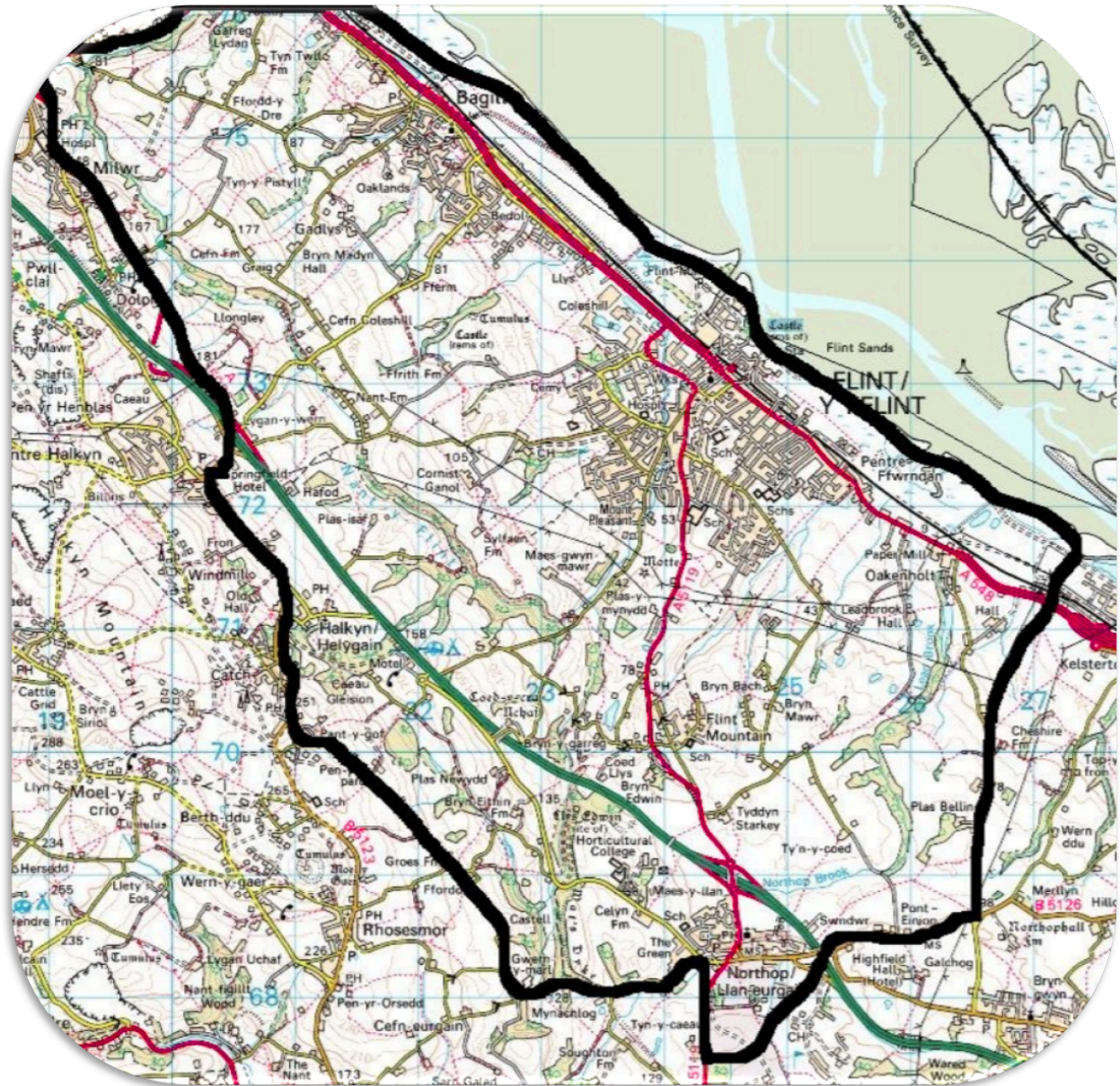
The Practice prioritises NHS work and may not be able to support your request for private work.



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# Catchment Area



## Contact Details:

If you change name, address or telephone number, please let our receptionists know by calling or writing to us. Alternatively you can complete the online contact us form (QR Code below). If you move outside the practice area you will need to find a doctor in your new area. There are instructions on what to do when you move to a new area on the back of your NHS medical card/letter.

Contact us Online via  
scanning:  
(Registered Patients  
Only)



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Website Address:

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

## Useful Numbers

### Hospitals

Glan Clwyd Hospital	03000 843 843
Wrexham Maelor	03000 847 847
Countess of Chester	01244 365 000
Robert Jones & Agnes Hunt Hospital	01691 404 000
Alder Hey Children's Hospital	01512 525 716
Clatterbridge	0151 678 5111
Heart & Chest Liverpool	0151 600 1616
Walton Centre	0151 525 3611
Holywell Minor Injuries	03000 850 008
Holywell Community Hospital	03000 850 008
Mold Community Hospital	03000 850 006
Deeside Community Hospital	03000 850 018

### Clinics

Pwll Glas Resource Centre	03000 850 007
Catherine Gladstone	03000 859 100
Wepre Houses	03000 859 740
Adult Social Services / SPoAA	03000 858 858
Children's Social Services	01352 701 000
Substance Misuse Service	03000 849 900
Blood Appointment Line	03000 850 047
Sexual Health Service	03000 847 662

### Chemists

Rowlands	01352 733 225
Boots	01352 732 312
Johns	01352 761 236
Cohens	01352 732 739

### Other Numbers

Hospital Transport	03001 322 303
Health & Advice / Out of Hours	111
Mental Health Support Line	111 - Option 2
Integrated Autism Service	01352 702 090
WITS Interpretation Service	02920 537 555
Language Line	0800 169 2879

Version 1.1  
15/4/26

Primary Care Contracting Office East  
Eryldon, Fford Campbell Road,  
Caenarfon, Gwynedd, LL55 1HU



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