

Patients With A Disability

Argyle Street Surgery, St Oswald's Surgery and St Clements Surgery are fully compliant with the Disability Discrimination Act (DDA) and have marked Disabled parking, dropped kerbs and ramps, toilets for the disabled and mobile hearing loops; all practices have seating in the waiting room for patients with walking and sitting difficulties.

Carers

At Argyle Street Surgery we have a Carers Corner in the waiting room which is regularly updated by local Carers organisations and gives lots of information about support groups, events and publications. Our website offers information and links too.

Useful Contact Numbers:

Chemists:

Lloyds, Argyle St, Pembroke Dock	01646 682960
Lloyds, Pembroke	01646 682865
Mendus, Pembroke	01646 682370
Boots, Pembroke Dock	01646 622429
Neyland Pharmacy	01646 600366

Age Concern	01437 769972
Carers Outreach	01437 767762
Country Cars	0800 7831584
Crossroads	01437 764639
Patient Hospital Transport	08448 700888
Hywel Dda Community Health Council	01267 236326
Hywel Dda University Health Board	01437 771220
Social Services	01437 764551
Town Rider (Pembroke & Pembroke Dock)	0800 783 1584
West Wales General Hospital, Carmarthen	01267 235151
Withybush General Hospital, Haverfordwest	01437 764545

Practice fax numbers:

Argyle St, Pembroke Dock	01646 681087
St Oswalds, Pembroke	01646 621347
St Clements, Neyland	01646 600418

For unregistered dental patients:

Dental registration	01437 834409
Emergency Dental Treatment	0845 46 47

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Incorporating

Argyle Street Surgery, Pembroke Dock T 01646 624198

St Oswald's Surgery, Pembroke

St Clements Surgery, Neyland

T 01646 600238

Medical Group

www.argylemedicalgroup.co.uk

Welcome to the Argyle Medical Group

We make an effort every day to be as prompt, polite and helpful as possible. If we can't help we will always try to explain why and if you are anxious or unwell we will try to be patient. In return we expect you to show consideration to our staff and doctors and to other patients.

Opening Times

Argyle Street Surgery

Argyle Street,
Pembroke Dock, SA72 6HL
Monday to Friday 8am to
6.30pm.

St Oswalds Surgery

The Parade,
Pembroke, SA71 4LD
Monday, Wednesday &
Friday 8am to 6.30pm
Tuesday & Thursday 8am to
1pm

St Clements Surgery

St Clements Road,
Neyland, SA73 1SH
Monday, Tuesday & Friday
8am to 12.30pm,
1.30pm to 6.30pm
Wednesday & Thursday 8am
to 12.30pm

Out Of Hours

You can telephone the surgery number or contact the Out of Hours service by telephoning **01437 769811**

Making an Appointment to see a Doctor or Nurse Practitioner

You can access same-day appointments by telephoning from 8am in the morning, Monday to Friday.

The surgery can be very busy, particularly on a Monday morning and following Bank Holidays so if your problem is not urgent it would be advisable to telephone later in the week. If all our same-day appointments are taken we may ask you to ring us back the following day or sometimes we may offer you an appointment the next morning.

Forward booked appointments are available with our Nursing and Health Care Assistant team and can be booked by telephone from 10.30am or at the reception desk. We do offer some limited forward booked appointments with the GPs and Nurse Practitioners, but you may not be able to see the GP or NP of your choice. GPs can you also offer you one of their own 'follow-up' appointments, if they wish to see you again about a specific problem.

Home Visits

Home visit requests should reach the surgery by 12noon. Home visits are usually for housebound and seriously ill patients; if you are able you may be asked to attend a surgery appointment.

District Nurses

The District Nursing team offer skilled nursing to housebound patients and nursing/ residential homes which includes care and assessment of wounds (including drains and stoma), management of acute and chronic diseases, palliative and terminal care, continence assessment and management, post operative care and anti-coagulation. The team also assist with care at home to prevent hospital admission and assist early discharge, and carry out assessments for aids to daily living.

Tel: 01646 687072 – Pembroke & Pembroke Dock

Tel: 01646 600582 – Neyland

Midwives

Community Midwives are responsible for ante-natal and post-natal care, parent-craft, home visits and home births, offering support and care throughout pregnancy and the immediate post-natal period.

Weekly ante-natal clinics, for which you will need to book an appointment:

Argyle Street – Tuesday 9am

Argyle Street – Thursday 2pm

St Oswalds – Thursday & Friday 9am

St Clements For Neyland patients there is a clinic at Charles St. Surgery, Tuesday 9am

Contact number: 01646 683629

Health Visitors

Health Visitors are qualified nurses, with special training and experience in child health and education. Health Visitors not only visit families with babies and young children but aim to promote the health of the whole community.

Clinics are held as follows:

Walk-in well baby

Argyle Street Surgery – Wednesday 9.00am to 12noon

St Oswald's Surgery – Tuesday 9.00am to 12noon

Baby developmental Clinic (appointment needed)

Argyle Street Wed – AM Appointment will be made by your Health Visitor

St Oswald's Tues – AM Appointment will be made by your Health Visitor

St Clement's by arrangement

Walk-in Immunisation Clinic

Argyle Street Wed 9.00am – 12noon

St Oswald's Tues 9.00am – 12noon

St Clement's Tues 9.00am – 10.00am

Health Visitor Team:

Please telephone 01646 686467 or 01437 770009

Repeat Prescription – please note that there is a Nationally agreed turnaround time for prescriptions in Wales of 2 working days.

Repeat prescriptions submitted at reception, by post or by email (log on to the website for this facility) can be collected 48 hours or 2 working days later or sent to a chemist of your choice in Pembroke, Pembroke Dock or Neyland.

Complaints

In the first instance complaints should be in writing and addressed to the Practice Manager. If your complaint is of a clinical nature, the practice has a GP Partner dedicated to dealing with clinical issues. We will respond to your complaint within a reasonable time frame and if for some reason we cannot, we will contact you with an explanation. The practice has a complaints procedure that can be obtained from the surgery reception.

Organisations who may also be able to help you with a complaint:

Hywel Dda University Health Board – 01437 771220

Community Health Council – 01267 236326

Privacy & Access To Records

The practice is registered under the Data Protection Act and all clinical and administration staff are bound by a practice confidentiality clause. Patient information is always treated in the strictest confidence.

You can apply in writing to the practice and have access to your medical records; they can be obtained too but only with your written consent by a solicitor or insurance company. There is a variable charge for this service.

If you need a doctor to write a clinical letter on your behalf or to fill in an insurance claim form there will be a minimum charge of £15.00, payable in advance.

Medicals and Insurance claims

Any work related to private medicals, insurance claims, benefit enquiries, DVLA forms etc is not part of our core NHS work and will usually attract a charge.