

# Welcome To Cardigan Health Centre

Feidr Fair, Cardigan,  
Ceredigion, SA43 1EB

## CROESO I GANOLFAN IECHYD ABERTEIFI

Telephone: 01239 612021  
Fax: 01239 613373  
[www.cardiganhealthcentre.com](http://www.cardiganhealthcentre.com)

### General Practitioners

*Dr. Rhidian Thomas, Dr. Joy Bulter,  
Dr. Peter Counsell & Dr. Brian  
Russell*

### Advanced Nurse Practitioners

*Enfys Davies, Sue Davies*

### Opening Times

Our doors are open daily between 08:30 and 18:30 Monday to Friday. The telephones are answered from 08:00 until 18:30.

### Please use our services wisely

We are short of clinical staff and have limited capacity. Please be patient with the reception staff who will do their best to help you. We operate a triage system to make sure that those who are most unwell are seen first. For this system to work we need you to give enough information to the receptionist so that the triage doctor can decide who is the best person to help you.

### Please call us when...

You or one of your family needs to see a doctor or a nurse because of a new or existing health problem which cannot be dealt with by the pharmacist first.

### Please don't call us when...

It is a life threatening emergency such as:

**Chest pain**  
**Collapse**  
**Choking**  
**Blood loss**

CALL **999** INSTEAD

### Choose Pharmacy First

This is a new service designed to help relieve pressure from GPs and provide better treatment for patient for common ailments. It is available daily from **ALL** the Cardigan pharmacies.

There is **NO CHARGE** for the service **including** the medication.

It is faster and more convenient to see your pharmacist for common complaints including backache, constipation, eye infections, skin infections, sore throat, vaginal thrush and many others.

### Dental problems

Please don't call us – call your dentist, NHS Direct or 111 instead.

### Prescription Requests

We do not take telephone requests for repeat medication. Please use online prescription ordering as it is the most efficient system. You can sign up at reception (you will need to provide your email address).

**Please allow 72 hours working time between requesting your prescription and collecting it from the pharmacy.**

### Advanced Nurse and Paramedic Practitioners

We are fortunate to have these experienced clinicians working as part of the practice team. They are trained to assess patients, diagnose illness and prescribe treatments. They can also refer patients when needed for investigations and on to the hospital for further care as required.

### Sleeping tablets and morphine based painkillers

We are committed to reducing our use of these medications in line with the NHS Wales plan. We do not recommend sleeping tablets at all – even for short courses. We do not recommend morphine medications for chronic pain as they have been shown not to work and cause harm.

If you are already dependent on these medications we will not suddenly stop them as withdrawal can occur. We will assist you to gradually reduce, usually over a period of several months.

### Complaints

We apologise in advance for problems you may encounter due to severe pressure on our services. We want to resolve any problems quickly – please call the practice manager first before writing a letter.