

New patient registration  
When registering with the surgery, you will be asked to make an appointment to have a simple health check with Melanie Mckenna our practice nurse.

Complaints Procedure  
We hope you will not have cause to complain, but if there are any problems, please contact Caroline Hughes the Practice Manager who will try to resolve them quickly and amicably. If you remain unhappy after everything has been done to try to resolve your concern, you have the right to approach the Ombudsman  
Tel: 0345 015 4033 or write to: Millbank Tower, Millbank, London SW1P 4QP or E-Mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Confidentiality  
All members of the practice team are very clear in their duty towards patients. The practice places great emphasis on its duty of care

### Out of Hours

Should you require to speak with a doctor or need medical advice during the following hours:

Monday to Friday - 6.30pm to 8.am  
Saturday and Sunday - at any time  
Bank Holidays - at any time

You will need to 'phone the surgery number 01745 812689.  
This will transfer your call to the Out of Hours Service which is based at Glan Clwyd Hospital.  
Their team will assess and deal with your requirements.

### Helpful Numbers

Denbigh Infirmary  
03000 850 0019

Health Visitor  
Eurian Mitchelmore  
01745 818135

Midwife  
Glynwen Lewis  
03000 850 019

BERLLAN SURGERY  
24 VALE STREET  
DENBIGH  
DENBIGHSHIRE  
LL16 3 BE  
TELEPHONE: 01745 812689  
FAX NUMBER: 01745 812221  
[www.berllansurgery.co.uk](http://www.berllansurgery.co.uk)

Welcome to Berllan  
Surgery

Patient Information Leaflet



**We currently open during the following hours:**

**Monday to Friday from 8.00am to 6.30pm not closed for lunch**

#### **Appointments**

**Surgeries are by appointment only as per the listed times above.**

**You can make appointments over the phone or online through [www.berllansurgery.co.uk](http://www.berllansurgery.co.uk) [www.myhealthonline-emisweb.wales.nhs.uk](http://www.myhealthonline-emisweb.wales.nhs.uk)**

**Please allow plenty of notice and book one appointment per person. You may ask the receptionist for a longer appointment if you feel you need more time. Urgent appointments are available on the same day otherwise routine appointments are bookable in advance.**

**Please inform the receptionist if you require telephone advice from the Doctor or Nurse.**

**Cancellations- Please inform us as soon as possible if you are unable to keep your appointment, so that we may offer it to someone else, thank you.**

**For any email enquiries you may have please send to [enquiries@w91624.wales.nhs.uk](mailto:enquiries@w91624.wales.nhs.uk)**

## STAFF

### Doctors

**Dr Paul Smith MBChB, BSc (Hons), MRCP**

**Dr Catherine Lamb MBChB, BSc (Hons), MRCP**

### Nurse

**Nurse Melanie Mckenna RGN**

### Practise Manager

**Caroline Hughes is our practise manager who looks after the day to day running of the practise. She will be happy to help with any non-medical problems, any comments on our existing services and if applicable, how we can improve our services to our patients.**

### Dispensary

**Caroline Hughes also manages the dispensary. She is assisted by three fully qualified dispensers, Jodie Williams, Joanna Morgan, and Sian Blease-Dudley.**

### Administration Staff

**Joanna Morgan is our senior administrator. She is assisted by Rebecca Mcdonough, Alison Savage and Amanda Hickinbottom. Our team will be able to help you with all of your enquiries. All of our staff follow the new GDPR legislation.**

### Repeat Prescriptions

**Patients on long-term medication can order repeat prescriptions in a number of ways:**

**BY HAND - drop off your repeat slip at reception with the required items clearly marked.**

**BY TELEPHONE - on 01745 812689**

**ONLINE - [www.berllansurgery.co.uk](http://www.berllansurgery.co.uk) - carry out the instructions on the website or alternatively [www.myhealthonline-emisweb.wales.nhs.uk](http://www.myhealthonline-emisweb.wales.nhs.uk)**

**IF YOU ARE A DISPENSING PATIENT, PLEASE ALLOW AT LEAST 48 HOURS BETWEEN REQUESTING AND COLLECTING YOUR MEDICATION  
If you are picking up from a designated chemist, please allow 72 hours.**

