

HOW TO FIND US

USEFUL CONTACTS

The City Surgery

Telephone: 02920 437980

Fax: 02920 491986

NHS 111

Health advice is available 24 hours a day.

Telephone: 111

Website: <https://111.nhs.uk>

Contraception Services

Cardiff Royal Infirmary, Glossop Terrace

Cardiff, CF24 0SZ

Telephone: 02921 835208

Cardiff and Vale University Health Board

University Hospital Wales, Heath Park

Cardiff, CF14 4XW

Telephone: 02020 747747

Llandough Hospital

Penlan Road, Llandough, CF64 2XX

Telephone: 02920 711711

Integrated Sexual Health Clinic

For up to date clinic information visit:

www.cardiffandvaleuhb.wales.nhs.uk/sexual-health

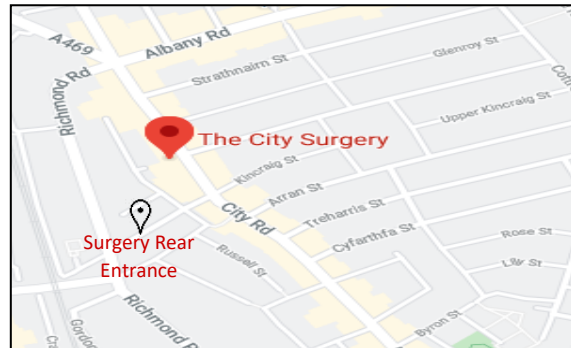
Access to Medical Records

Any person given access to your records will be subject to a duty of confidentiality

Data Protection and Confidentiality

The City Surgery is committed to complying with the principles of the Data Protection Act (May 2018). We collect, hold and share information about you for the purpose of providing Safe and Effective Healthcare. For further information please ask for a copy of our Privacy Notice.

THIS DOCUMENT IS AVAILABLE IN LARGE PRINT



ACCESS

The surgery is easily accessible for disabled patients with ground level entrance. Car parking is available on request. If access proves difficult for any of our patients we will be happy to consider any suggestion for improvement.

Access to the rear entrance is found via Northcote Lane.

Contact the surgery via telephone, website or email to request a consultation.

We offer same day consultations for children under 16 years of age with acute presentations.

FREEDOM OF INFORMATION

The City Surgery is committed to offering an open and transparent approach to the services we provide. Details of the information we hold is recorded within our Practice Publication Scheme.

If you have any questions regarding the above, please contact the practice manager.

THE CITY SURGERY

187 City Road, Roath

Cardiff, CF24 3WD

Telephone: 02920 437980

Fax: 02920 491986

Email: enquiries.w97056@wales.nhs.uk

www.thecitysurgery.co.uk

THE CITY SURGERY

The Practice is a non-limited partnership

PARTNERS

Dr Om Parkash Aggarwal

MB, BS (Gurjarat) 1967

MRCGP 1978 (M)

Dr Rajeev Aggarwal

MB, BS (London) 1994

DRCOG (M)

HOW CAN I ACCESS A GP OR NURSE?

We offer telephone and face to face appointments.

There are a number of ways in which to make an appointment:

- 1) on-line via booking link on our website at www.thecitysurgerycardiff.nhs.wales
- 2) Via email at enquiries.w97056@wales.nhs.uk (for non urgent issues)
- 3) Or by calling the surgery on 02920 437980. The phone lines open at 8am. For a same day telephone triage appointment you must ring before 11am, otherwise you will be placed on the following days triage list.

Please note, you have the right to request the clinician of your choice, however, please bear in mind that you may wait longer to see them.

The surgery working hours are Monday to Friday, 8:00am to 6:00pm. Our nurse practitioner, sister Sonia Kirby is available on Mondays, Wednesdays and Fridays.

HOUSE CALLS

If you wish to book a house call, please ring before 11:00am. House calls are determined on clinical needs basis only.

HOW TO REGISTER

New patients who live within the practice area are welcome to register with The City Surgery. Details on how to register are on the website.

OUT OF HOURS CARE

The surgery phone lines are open between 8:00 am and 6:30 pm, Monday through to Friday. If you require urgent healthcare outside these hours please contact tNHS direct on 111 or visit their website www.111.wales.nhs.uk.

ACCIDENT AND EMERGENCY

Cardiff and Vale University Health Board have introduced a new phone first triage system, called CAV 24/7 for people needing urgent care who previously walked into the emergency unit.

If you attend Accident and Emergency without an appointment you will be turned away. Please call 111 to be triaged.

Welcome to

THE CITY SURGERY

THE CITY SURGERY

Established in 1886, we are a Traditional Family Medicine Practice with a modern touch, offering a comprehensive range of medical care.

HEALTH PROMOTION

Well-woman, well-man, immunisation, ante-natal, heart disease prevention, asthma, and diabetes clinics are all offered to our patients by appointment.

ADDITIONAL SERVICES (by appointment)

- Smoking Cessation Clinic
- Sexual Health Advice
- Contraception Services
- Emergency Contraception
- Alcohol Advice
- Dietary Advice
- Counselling Services
- Phlebotomy Services
- Family Planning
- Maternity Medical Services
- Cervical Cytology

Please note minor surgery is undertaken through a shared agreement with neighbouring Practices.

REPEAT PRESCRIPTIONS

When requesting your repeat prescription please indicate which item(s) you require on the repeat section of your prescription. Requests can be hand delivered or posted to the surgery. Please allow at least two working days. If you enclose a Stamped Addressed Envelope with your request we will post your prescription to you. You can also request repeat prescriptions if you are registered for NHS Wales App – please refer to our website for more details.

THE PRACTICE STAFF

Practice Manager	Jikke Perry
Nurse Practitioner	Elizabeth Withney
Midwife	Sally Field
Health Visitor	TBA
Counsellor	TBA

TRAVEL CLINIC

Comprehensive holiday medical advice including vaccination advice, is available by appointment only.

PRIVATE SERVICES

Non– NHS services including but not limited too, insurance medicals, private letters, insurance claims . Further details on cost and time frames are available from the surgery or can be found on our website.

NON ATTENDANCE OF APPOINTMENTS

Appointments are strictly limited and failure to attend a pre-booked appointment could mean you are missing valuable tests or denying other patients the opportunity to be seen. If you are unable to attend your appointment please contact the surgery to make alternative arrangements.

CHANGE OF ADDRESS/NUMBER

It is important that you let us know if you move or change your telephone number. Failure to do so may result in you being removed from our practice list, or missing communications from the surgery. You can email us to inform of any changes.

CCTV

CCTV is installed at the Practice premises for the purpose of staff, patient, and premises security. Images from the camera are recorded.

SUGGESTIONS/COMMENTS/CONCERNS

If you have a suggestion, comment, or concern about the service you have received, please contact reception.

ZERO TOLERANCE

Any violent or aggressive behaviour will not be tolerated and will be reported to the police. You will also be removed from the Practice list.