



MEDDYGFEYDD UPLANDS A MUMBLWS
UPLANDS & MUMBLES SURGERIES

Practice Information

Uplands Surgery
48 Sketty Road
Uplands
Swansea
SA2 0LJ

Mumbles Surgery
49 Queens Road
Mumbles
Swansea
SA3 4AW

Tel: 01792 298554

Enquiries.W98049@wales.nhs.uk

Prescriptions.W98049@wales.nhs.uk

www.uplandsmumbles.wales.nhs.uk

Please ask at reception if you
require a large print version of this
leaflet.

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The Doctors

Dr. Bethan Morgan MB BS (London), FRCGP

Dr Morgan graduated at The London Medical School; London in 1991 became a Partner of the Uplands & Mumbles Surgery in 1995. Special interest in Woman's Health and Child Health. Dr Morgan is also a GP registrar tutor.

Mae Dr Morgan yn siarad cymraeg.

Dr Charlotte E. V. Jones MB BS (London 1997) MRCGP (Dist 2002), DFRH

Dr Jones graduated at St. George's Medical School, London in 1997.

Became a partner of the Uplands & Mumbles Surgery in 2002

Special Interests in Woman's health

Active member of the Local Medical Committee

Dr Jamie Richmond MBBCh, MRCGP

Dr Richmond studied medicine at University of Wales, Cardiff and graduated in 2007. He was a GP registrar at the Uplands & Mumbles surgery between August 2011 and August 2012 and became a Partner at the practice on 1st January 2013.

Dr. Alun L. Jones MBBS (London 2001) MRCS (Eng 2005) MRCGP 2014

Dr Jones studied medicine at University of London and graduated in 2001. He was a GP registrar at the Uplands & Mumbles Practice before being appointed as a Partner in October 2015.

Dr Laurence Kerrigan BSc, MBBCh, MRCGP

Dr Kerrigan studied Biomedical Science at Cardiff University prior to studying medicine, also at Cardiff University. Dr Kerrigan graduated in 2013. During University, he was captain of the University Lacrosse team and he also represented Wales in the sport. Dr Kerrigan became a Partner at the surgery in 2019.

Dr Nassri Al Akil MB BS, MRCGP (2024)

Dr Nassri Al Akil became a partner at the surgery in April 2025.

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Dr Musab Ahamed

Dr Ahamed is a salaried GP at the surgery.

Dr Lauren Wolfe

Dr Wolfe is a salaried GP at the surgery.

Practice Staff

Management

Practice manager Mrs Sian Costello

Deputy manager Miss Mandy John

Senior receptionist - Mumbles - Mrs Melanie Cox

Senior receptionist - Uplands - Mrs Nicola Robinson

Receptionists / Admin Assistants

Sophie Kinsey

Liam Falvey

Jessica Sandry

Helen Grimshaw

Joe Potter

Gemma Jones-Davies

Harry Evans

Robyn McDonald

Fern Parkhouse

Nicola Evans

Mae Sophie a Gemma yn siarad cymraeg.

Practice Nurses / Healthcare Support Workers

Lynn Jones Mae Lynn yn siarad cymraeg.

Sophie Mainwaring

Sharon Falvey

Sally Rodon

Lili O'Connor (Healthcare support Worker)

We have a team of four qualified practice nurses. Our nurses are able to provide the following services: - Cervical smears, dressings, child immunisations, contraceptive advice, vaccinations and immunisations, travel advice.

The nurses also run specialist clinics for asthma, diabetes, hypertension and heart disease.

Appointments with the nurses are available between: -

Monday – Friday 8.30-12.00 and 14.00-16.30

We also have a Healthcare support worker who provides the following services: - INR testing; some vaccinations e.g. flu, pneumonia; Blood pressure readings; ECG's.

District Nurses

We have a team of District Nurses attached to the practice. They provide nursing care to housebound patients in their home. The District Nurses can be contacted on: 01792 343360

Surgery Opening Times

The Surgery is open for collection of prescriptions, making appointments with the nurses, enquiries, etc between the hours of 8.30am and 6pm Monday to Friday.

After 6pm, the on-call GP is available for emergency calls from 6-6.30pm.

	Uplands	Mumbles
Monday	8.00am - 6.30pm	8.00am - 6.00pm
Tuesday	8.00am - 6.30pm	8.00am - 6.00pm
Wednesday	8.00am - 6.30pm	8.00am - 6.00pm
Thursday	8.00am - 6.30pm	8.00am - 6.00pm
Friday	8.00am - 6.30pm	8.00am-12.30pm *Mumbles surgery is closed on Friday afternoons
Saturday	Closed	Closed
Sunday	Closed	Closed

Registration

We have an open list and welcome requests for registration from patients living in or moving to the practice area.

You can register by completing a form and questionnaire available from reception and on our website to print.

All patients over 16 are advised to have a New Patient Health Check when registering.

Patients currently on repeat medication are requested to schedule a New Patient Health Check with a Practice Nurse/Health Care Support Worker. This appointment can be arranged when submitting the completed registration form. Please ensure you provide an updated repeat medication slip from your previous surgery for the Nurse to conduct the necessary check.

For any queries or assistance, please contact our reception team.

Change of personal details

Please notify the surgery if you change your surname, address or telephone number.

Appointments

For all appointment requests, or health advice, please call the surgery on 01792 298554.

Our reception team will take a brief outline of your problem to assess whether a GP is the most appropriate clinician to see. They will guide you to the right service or book you an appropriate appointment with a clinician.

Our GPs work using a mixture of pre-booked appointments and on the day triage. This means that the most appropriate appointment for you may be the next available pre-bookable slot with a GP, Nurse or Pharmacist.

To help our GPs triage safely and effectively, we kindly ask that patients provide the reception team with a short summary of the issue. One of our GPs may return your call to decide whether your concern can be managed over the phone or whether you need to be seen in the surgery. If a face-to-face appointment is needed, the doctor will arrange this for you.

Alternatively, you can submit your request online via [AskMyGP](#), available Mon-Fri 8-10am for appointment requests or health advice. A member of the surgery team will contact you via your preferred method (where appropriate) to arrange an appointment or to discuss your request further.

**To access AskMyGP and for further information on this service, please visit our Practice Website.*

Please make a separate appointment for each person.

We have a policy of seeing sick or distressed children as quickly as possible and sometimes ahead of other people waiting. We would ask patients to be sympathetic to this approach.

If you are unable to keep an appointment, please telephone to cancel so that someone else may take it.

Appointment Times

Core appointment times are between 8.30-11.30 and 14.00-17.20

*Mumbles Surgery is closed on Friday afternoons.

Please note: As our Practice covers two sites: Uplands Surgery and Mumbles Surgery. Depending on clinician availability, you may be asked to attend an appointment at either site. We appreciate your flexibility and aim to offer you the most appropriate and convenient appointment available.

General Enquiries

Our general enquiries email is designated for non-urgent enquiries. Kindly note that our response time may extend up to 5 working days. For non-urgent clinical queries, we kindly request you to provide detailed information along with an up-to-date contact number to facilitate appropriate review.

Our Reception Team have been trained in Care Navigation which allows them to signpost you to other services if appropriate.

It is possible that in response to your enquiry, we may suggest self-care, alternative services better suited to your needs or direct you to contact 111 for further advice. Additionally, you might be offered the next available non-urgent appointment with a suitable clinician, this may be the Doctor, Nurse, Health care assistant or in-house pharmacist.

Please be aware that we may respond to your query via email or text message by default, unless you specify an alternative preference.

Should you have an urgent query, we urge you to contact the surgery directly at 01792 298554 or utilise the AskMyGp service during our service opening hours. For concerns that are worsening, please do not hesitate to reach out to us during our regular opening hours, or contact 111 for assistance, as they are available 24/7.

If you've been instructed to forward information or images pertaining to a pre-existing query, kindly ensure that your personal details are clearly stated for accurate follow-up.

Out of Hours Service – 111

What are out of hours services?

Out of hours services are the non-emergency health services provided when your GP surgery is closed in the evening, at night and on weekends. They are for patients who need to see a doctor urgently and who cannot wait until the surgery next re-opens.

The out of hours service will operate during the following times:

Monday – Thursday 18.30 – 8.00

Weekends – from 18.30 Friday until 8.00 Monday

The service will also be available on Bank Holidays.

The surgery is not open on Weekends.

What to do out of hours:

If you need medical advice that cannot wait until the surgery next reopens call 111

If you have a severe injury, difficulty breathing, chest pains, severe bleeding or suspected broken bones you should call 999

Home Visits

The doctors will arrange a home visit for a patient where the Medical Condition of the patient is so severe that they are unable to attend surgery.

Please telephone the surgery, if possible, as soon as possible to arrange a home visit. You will be asked for details of the patient's problem to allow the doctor to assess the urgency.

Patients requesting a home visit may be contacted by the duty doctor to assess the urgency of the situation and offer advice. Occasionally in severe cases such as a collapse or a suspected heart attack, the GP may advise to contact 999 or attend A&E.

We do not consider lack of transport sufficient reason to request a home visit. A relative, friend or taxi can often bring the patient to surgery to attend an appointment.

Other Services and Clinics

Minor Operations – Dr Alun Jones

Cortisone injections – Dr Alun Jones, Dr Laurence Kerrigan, Dr Nassri Al Akil

Ring Pessary insertion/removal – Dr Bethan Morgan & Dr Charlotte Jones

Antenatal Clinics

Run by the district midwife, these appointments can be booked directly with the midwife service. The clinics run on a Wednesday Morning on alternate sites.

If you are newly pregnant, you don't need to visit your GP surgery. You can now self-refer online or by calling the midwife service on: 01639 862103.

For the online form, please visit our Services page on our Practice Website.

Role of the Midwife

A midwife is a qualified nurse who has undertaken further training to provide and promote normal midwifery.

The Midwife is jointly responsible with the doctor for the care of patients during pregnancy, labour and after confinement. She helps with the maternity clinics at both surgeries.

She will prepare you for motherhood and promote good health for yourself and your baby by advising you on the effects of drinking, smoking and good diet whilst you are pregnant.

The midwife will guide you through your pregnancy and endeavours to detect any anomalies and make relevant referrals if necessary.

The midwife provides you with your options for delivery and will deliver your baby providing it is a normal birth.

Following the birth she will visit you on your first day at home. When your baby is five days old she will carry out the Guthrie test and at ten days old she will discharge yourself and your baby from their care. Extra visits may be arranged according to need.

Health Visitors

Siwan Stanton, Jane Warchal & Joanne Jones

The health visitor is a qualified nurse with special training and experience in child health, health promotion and health education.

Every child under five years of age has a named Health Visitor, who is responsible for monitoring growth the child's growth, well-being and development.

Contacting the Health Visitor Team

The Health Visitor team can be contacted through the surgery reception. Please leave a message with your contact details and a member of the Health Visiting team will get back to you.

If your request is urgent, please consider whether it would be more appropriate to contact your GP instead.

How the Health Visitor can help

Health visitors can provide information and support on a wide range of issues, including:

Sleep problems

Dietary problems and feeding advice

Bed wetting

Speech problems

Hearing and vision problems

Developmental and Behavioural problems

They can also advise on the childhood immunisations and vaccination programme.

Baby Clinics

Run by the Health Visitor, Practice Nurse and Doctor.

Uplands: Tuesday 13.45 – 16.00

Mumbles: Thursday 13.45 – 16.00 (alternate weeks).

These clinics are for immunisation and monitoring the development of children up to the age of five. Appointments are sent by the Health Authority's computerised recall system, but open access is also available.

Do not bring ill children to these clinics, they should be seen in normal surgery

Repeat Prescriptions

A substantial amount of time in General Practice is taken up with the preparation, authorisation and distribution of repeat prescriptions. The doctors of this practice will take great care adding a drug to the list of repeat prescriptions and in monitoring these prescriptions.

Normally each drug will be prescribed in quantities sufficient for 28 days. The GP has a duty to regularly review and amend the repeat medication list when

needed and patients will be asked to make an appointment to see their usual doctor or practice nurse for appropriate review.

Repeat prescriptions cannot be ordered over the telephone via enquiries or appointments.

All routine prescription requests take 72 hours (3 working days) to process and can be ordered by one of the following methods.

NHS Wales App

Please register for the new NHS Wales App.

You can register by searching “NHS Wales App” online, on the Apple “App Store” or Android “Google Play store” or by visiting app.nhs.wales/login on your browser.

Any help will be available via the “help” option on the app or website.

Online Repeat Medication Request website form

[Complete an online request form on our website](#) this will prompt you to complete relevant details needed to complete your prescription request.

[Email request - prescriptions.w98049@wales.nhs.uk](mailto:prescriptions.w98049@wales.nhs.uk)

Please provide your name, date of birth and the names of the items requested. Please indicate which pharmacy you would like your prescription to be delivered to and if you would like it to be sent via EPS (Electronic Prescriptions). If collecting from the surgery, please indicate which site (Uplands or Mumbles).

Please note this email is for Repeat Prescription requests only. Any other medical issues will need to go through the Practice via telephone or AMGP.

Repeat Request Form (Computer slip)

On a current & valid repeat prescription slip properly completed by the patient or their representative.

Letter

On a letter clearly giving the patients Name, Address, Date of Birth, and requested medication with a contact number in case of queries.

It is the patients or the patient's representative who must take the responsibility for collecting the prescription and presenting the prescription to a chemist of their choice for dispensing.

The patient or their authorised representative may personally collect the prescription.

The patient may include a stamped addressed envelope with the repeat request.

You may include a nominated pharmacy for us to send the prescription to, and if you would like this to be sent via [EPS \(Electronic Prescriptions\)](#)

Some pharmacies will order repeat medication on behalf of the patient.

Please check with your local pharmacy if they offer this service.

Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) makes things easier. Your prescription no longer needs to be collected from the GP surgery and taken to your chosen pharmacy or dispenser. It will be sent electronically.

You won't have to go to the surgery just to pick up the prescription.

Your pharmacy or dispenser will still need time to get your items ready, just as they do now.

EPS is safe and secure. Your prescription can't get lost, as staff can always see on the system where it is.

If you would like to use the service, please contact your local pharmacy to sign up.

[Read more about EPS on our website.](#)

Suggestions and Complaints

Whilst we always try to provide the best service possible to all our patients.

We are always looking to improve our standards. If you have a complaint, criticism, suggestion – good or bad, please send in writing, addressed to the Practice Manager Mrs Sian Costello, or email sian.costello@wales.nhs.uk .

Your views are always welcome and valued in order to help us provide the best possible service.

Policy for removal of patients from practice list

Uplands & Mumbles Surgery aims to provide the best possible health care for their patients. However, there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list.

The purpose of this policy, therefore, is to define the practice guidelines for when it is reasonable to remove a patient from the practice list and to ensure that any concerns about removing patients from the list are dealt with fairly.

Situations which justify removal

Violence – where a patient:

- Is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.

- Causes physical damage to practice premises or other patient's property.

- Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.

- Gives abuse, verbally or physically.

- Is violent, uses or condones threatening behaviour to doctors (or any other members of the primary health care team) while visiting the patient's home. Such behaviour may involve the patient, a relative, a household member, or pets (such as unchained dogs).

Crime & Deception – Where a patient :-

- Fraudulently obtains drugs for non-medical

- Deliberately lies to the doctor or other member of the primary health care team (e.g. by giving a false name or false medical history) in order to obtain a service or benefit by deception.

- Attempts to use the doctor to conceal or aid any criminal activity.

- Steals from practice premises.

Distance

- Where the patient has moved out of the designated practice area and has failed to register with another GP.

Embarkation

- Where a patient has moved abroad for a period of 3 months or more.

Failure to attend pre-booked appointments

- Where a patient fails to attend pre-booked appointments on a number of occasions during a given period.

Irretrievable breakdown of the Doctor-Patient relationship

Where a patient's behaviour falls outside of that which is normally considered reasonable and leads to an irretrievable breakdown of the doctor-patient relationship.

Access to medical records

The practice is registered and complies with the Data Protection Act 1998.

Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

Practice Area

The practice will register patients residing only within the boundary highlighted by the dotted black line. [We have an interactive digital map on our website under the Patient Info tab.](#)

Zero Tolerance Policy

We have the right to work in a safe, friendly and non-threatening environment.

Violent, aggressive or abusive behaviour towards any member of staff will not be tolerated.

Any person who behaves in this way may be removed from the practice list.