

Practice Leaflet – Practice 2, Keir Hardie Health Park

Local Primary Care Services

Details of Primary Care Services in Merthyr Tydfil may be obtained from:

Cwm Taf University Health Board
Navigation Park
Abercynon
Mountain Ash
CF45 4SN
Tel: 01443 744800



Areas Covered by the practice: Ponsticill, Dowlais, Pant, Penydarren, Gurnos, Galon Uchaf, Cefn Coed, Trefechan, Twynyrodyn, Heolgerrig, Swansea Road, Twyncarmel, Castle Park, Merthyr Town, Ynysfach, Abercanaid, Pentrebach.

Information Leaflet



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Keir Hardie Health Park
Aberdare Road
Merthyr Tydfil
CF48 1BZ
Tel: 01685 351492

<https://practice2keirhardiehealthpark.nhs.wales>
Patientenquiries.W95647@wales.nhs.uk

Practice Staff

Practice Manager

Mandy Mahoney

Practice Nurse

Janette Morgan

Healthcare Support Worker

Clare Hall

Practice Receptionists/ Administrators

Clare Hall

Gaynor Stevenson

Judith Cullen

Hayley Howells

District Nurse

District nurses are attached to the practice for home nursing care.

Health Visitors

Delyth Jones and Jade Higgins

Health visitors are available to support parents and young children and can usually be contacted by telephone for advice and guidance. They also attend the practice regularly during baby clinic sessions, which are held every Tuesday morning. For further information or to arrange contact, please speak to our reception team.

Why does the NHS collect information about you

Your doctor and the team of health professionals caring for you keep records about your health and any treatment or care you receive from the NHS. This information will either be written down (manual records), or held on computer (electronic records).

You may also be receiving care from organisations outside the NHS (like social services). If so we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary, your information will be handled in the strictest confidence and will be subject to the principles of confidentiality.

We keep all health information confidential. It is important the NHS keep accurate information to give the best care. This information may be used for management and audit purposes, however it is usually available to and used by those involved in your care. This is sometimes a legal obligation

USEFUL TELEPHONE NUMBERS

Hospitals and Services

Prince Charles.....01685 721721
Royal Glamorgan.....01443 443443
University Hospital of Wales.....02920 747747
Llandough.....02920 711711
Velindre.....02920 615888
NHS Direct (24 hour service).....0845 46 47

111

Out of Hours Service.....0300 1235060
Ysbyty Cwm Cynon.....01443 715251

District Nurse01443 444069

Health Visitor.....01685 351312

Midwife....01685 728519 first appointment phone between 9am – 10am

Other Numbers

Business Service Centre.....01495 332000
Cwm Taf Health Board.....01443 744800
Social Services.....01685 724507
Emergency Dental Treatment.....01443 680168
Child Line.....0800 11 11
Rape & Sexual Abuse Support.....01685 370310
Register Births, Deaths, Marriages.....01685 723318
Citizens Advice.....01685 379997

Surgery Hours

Keir Hardie Health Park

Monday	8.00 – 6.30
Tuesday	8.00 – 6.30
Wednesday	8.00 – 6.30
Thursday	8.00 – 6.30
Friday	8.00 – 6.30

The reception desk is closed 8.00 - 8.30 and 6.00 - 6.30, please be advised that you can still contact us on the telephone at this time.

Chronic disease clinics at Practice 2

Asthma, Diabetic, Chronic Obstructive Pulmonary Disease (COPD)

Hypertension, Coronary Heart Disease (CHD), Epilepsy

Mental Health and Cancer care

Family Planning Clinic & Cervical Cytology

Cervical screening (smear tests) are carried out by our Practice Nurse and are available by appointment only. We also offer contraceptive services provided by the GP or Practice Nurse. These clinics are also by appointment only. Please contact reception to book or for further information.

Baby Clinic and Immunisation

Tuesday 09.30-11.00

Our clinics are run by a team including the GP, Health Visitor and Practice Nurse.

New Patient Registration

How to Register

Please collect a registration form from reception. Once completed, you will be booked for a new patient health check. If possible, please bring a printed list of your current medications from your previous GP to your appointment, along with your completed forms..

Appointments

Appointments can be booked by telephone or by submitting an online request. We offer urgent same-day appointments for problems that require attention on the day, as well as pre-bookable routine appointments, which can be booked up to 6 weeks in advance for non-urgent concerns.

If you need medical help when the surgery is closed, please contact the Out of Hours service via NHS 111.

For urgent mental health support, call NHS 111 and select Option 2.

In a medical emergency, such as chest pain, symptoms of a stroke, severe bleeding, or loss of consciousness, call 999 immediately or attend A&E.

Missed Appointments (Did Not Attend - DNA)

We understand that appointments may occasionally need to be cancelled or rearranged. If you are unable to attend, please let us know as soon as possible so that the appointment can be offered to another patient. Due to the high number of missed appointments, patients who fail to attend (**DNA**) **two appointments within a six-month period** without notifying the practice may receive a reminder letter or text message. Patients who continue to miss appointments without cancelling may be reviewed in line with practice policy and could be at risk of removal from the practice list. This approach is supported by local NHS guidance.



**Contact your practice
Online**

Contraception

We provide both routine and emergency contraception services. Advice and support are available from our GPs and Practice Nurses. Patients using certain contraceptive methods will be invited for regular reviews and annual check-ups where appropriate.

Carers

If you look after a relative, friend or neighbour who is ill, frail, disabled, or has additional support needs, please let our reception team know. We can record this on your medical record and help ensure you receive information about support services available to carers.

Disabled Access

The practice is fully accessible, with facilities designed to support patients with disabilities and mobility needs. Please let us know if you require any additional assistance during your visit.

Violence and Aggressive Behaviour

The practice is committed to providing a safe and respectful environment for patients, visitors and staff.

We operate a zero-tolerance policy towards violence, aggression, threatening behaviour, verbal abuse, harassment, discrimination, or damage to property. Any incident may result in removal from the practice list and, where appropriate, involvement of the police.

Repeat Prescriptions

Please allow 48 working hours for repeat prescription requests.

Prescription requests cannot be accepted by telephone.

Requests can be made:

- Via the NHS App
- Through our online services
- By returning your repeat prescription slip to the surgery
- Through your nominated community pharmacy

Please only request medications that you need.

Patients prescribed regular medication will be invited for a medication review at least annually to ensure their treatment remains safe and effective.

Some local pharmacies offer a prescription collection and delivery service. Patients should contact their pharmacy directly to arrange this.

Electronic Prescription Service (EPS)

Since **29 July 2026**, the practice has been using the **Electronic Prescription Service (EPS)**. This allows prescriptions to be sent securely and electronically to your nominated pharmacy, making it quicker and more convenient to receive your medication. Please let us know if you would like to nominate or change your chosen pharmacy.

Telephone Enquiries

Our telephone lines are busiest between 8:30am and 10:30am, and you may experience longer waiting times during these periods.

For routine enquiries, test results, and administrative matters, where possible please contact the surgery after the morning peak period. Test results are usually available between 2:00pm and 4:00pm.

Seasonal and Travel Vaccinations

Each year we offer seasonal flu vaccinations to eligible patients in line with national guidance. If you think you may be eligible, please speak to a member of our clinical team.

Travel health advice and vaccinations are available by appointment. Please contact the surgery well in advance of your travel date to discuss your requirements.

Home Visits

Home visits are available for patients who are housebound or too unwell to attend the surgery and where a GP considers a home visit clinically appropriate.

Requests for home visits should be made before 10:30am whenever possible. Urgent requests will be considered at any time.

Out of Hours Services

When the surgery is closed, urgent medical care is available through the NHS Out of Hours Service.

For urgent medical advice when the practice is closed, call NHS 111.

For urgent mental health support, call NHS 111 and select Option 2.

In a life-threatening emergency, such as chest pain, severe bleeding, breathing difficulties, or signs of a stroke, call 999 immediately or attend the nearest Emergency Department (A&E).

Online Services and the NHS App

Our online services and the NHS App allow you to:

- Order repeat prescriptions
- View parts of your medical record
- Access test results where available
- Submit administrative requests
- Request fit notes for ongoing conditions where appropriate
- Contact the practice regarding non-urgent medical concerns

For urgent medical problems, please contact the surgery by telephone.

Children Under 16

Patients under the age of 16 should, where possible, be accompanied by a parent, guardian or responsible adult when attending appointments.

Keeping Your Details Up to Date

Please tell us as soon as possible if you change your:

- Address
- Telephone number
- Email address
- Name

Keeping your details up to date helps us contact you when needed and ensures your medical records remain accurate.

Access to Your Medical Records

You have the right to access information held about you in your medical records. Requests can be made in accordance with UK data protection legislation.

Requests from third parties, such as solicitors or insurance companies, must be accompanied by your written consent.

For further information, please contact the Practice Manager.

Freedom of Information

The practice maintains a Freedom of Information Publication Scheme. Copies are available on request. Please contact the Practice Manager for further information.

Comments, Concerns and Complaints

We are committed to providing high-quality care and welcome feedback from our patients.

If you have a comment, concern or complaint about any aspect of our service, please contact the Practice Manager.

We will investigate your concerns fairly and aim to resolve any issues as quickly as possible.