*Canolfan Feddygol Bron Derw Medical Centre*

How to make an appointment:

**IMMEDIATE CARE SERVICE**

* Our immediate care service for Bron Derw patients needing immediate care on the day starts at 8.30am to 12pm then 1.30pm to 4.00pm. Patients will be seen by any of the clinicians working those sessions. Please note this is a nurse led clinic.
* **Urgent after 4pm**

Please contact reception by telephone and your request will be triaged by a clinician via telephone. You will be asked the reason for your request and the clinician will determine when you will be seen.

**ROUTINE & ADVANCED**

* Please contact Reception by telephone; we are able to offer appointments up to 6 weeks in advance.
* Use My Health Online – if you are not currently registered, please ask at the Reception Desk for the registration paperwork.

My Health Online enables you to make appointments and request repeat prescriptions online.Proof of ID will be required to verify the application request.

* E-mail Enquiries.W94034@wales.nhs.uk ensuring you include your name, date of birth and up to date contact number.

You can expect a response to your enquiry within 5 days.

Please use My Health Online and e-mail for **routine and advanced** appointments only. For urgent need, please attend the immediate care service.

**How to contact the Practice to request a routine and non-urgent call-back:**

Contact the Reception by telephone, provide a brief explanation and a message will be passed to the appropriate team member.

* E-mail Enquiries.W94034@wales.nhs.uk ensuring you include your name, date of birth, up to date contact number and a brief explanation for your request.

You can expect a response to your enquiry within 5 days.