



**Bwrdd Iechyd Lleol
Local Health Board**
Gwynedd

Your Guide to Local Health Services 2007 - 2008

Do you have a health problem? This is a practical guide to point you in the right direction for health services in Gwynedd.

Gwynedd Local Health Board
☎ 01286 672451

www.gwyneddhealth.org



Gwynedd & Anglesey Out of Hours Medical Service

If you need **urgent** Out of Hours
Medical Care call:

 **0845 8501362**

Weekdays: 6.30pm - 8.00am

All day: Saturday, Sunday & Public Holidays

By Appointment Only

Treatment Centres are based at:

Emergency Department, Gwynedd Hospital - BANGOR

Bron y Garth Hospital - PENRHYNDEUDRAETH

Dolgellau Hospital - DOLGELLAU

Bryn Beryl Hospital - PWLLHELI

A Saturday morning and Bank Holiday Service is available at:

Tywyn Hospital - TYWYN

Penrhos Stanley Hospital - HOLYHEAD

Bro Ddyfi Community Hospital - MACHYNLLETH

Once you have dialled the Out of Hours number,

please DO NOT HANG UP.

Your call will be answered as soon as possible.

If you hang up and try again, your call will go back to the
end of the queue.



Bwrdd Iechyd Lleol
Local Health Board
Gwynedd

What is the Local Health Board?

The Local Health Board (LHB) was established on 1st April 2003 and was set up to develop health services based on the needs of the local community. To focus on identifying and meeting these local needs, we work in partnership with GPs, Dentists, Pharmacists and Opticians as well as NHS Trusts, the Local Authority and Voluntary Sector.

For further information about the LHB, phone 01286 674236 or visit the website: www.gwyneddhealth.org

Accidents and Emergencies

In the event of a serious injury, accident or medical emergency, you need to call 999 without delay. Remember, the Ambulance Service is stretched. Unnecessary calls place an extra burden on Ambulance crews.

NHS Direct Wales 0845 46 47

NHS Direct Wales is a 24-hour nurse-led Helpline providing confidential healthcare advice and information on:

- what to do if you're feeling ill;
- health concerns for you and your family;
- local health services;
- self-help and support organisations.

Internet address - www.nhsdirect.wales.nhs.uk

Need to know how to register with a doctor?

Contact the doctor of your choice in your area (see pages 5-7) to see if they are able to accept you. If the doctor of your choice cannot accept you, try other doctors in your

area. If you are finding it difficult to register with a doctor in your area, then write to the following address: Patient Data Department, Business Services Centre, 5 Llys Helyg, Ffordd y Llyn, Parc Menai, Bangor, LL57 4EZ.

Need a doctor outside normal surgery hours?

See inside cover.

Need to know how to register with an NHS dentist?

Phone the Dental Helpline on 0845 60 10 128 who will provide you with information on dentists accepting NHS patients (see pages 10-11).

Need to see a dentist urgently?

During working hours, 8.00am to 6.30pm Monday to Friday, ring your own dentist if you are a registered NHS or private patient. If you are not registered, or if you need a dentist urgently between 6.30pm and 8.00am or at weekends or Bank Holidays, telephone the Dental Helpline on 0845 60 10 128.

Need an optician?

You do not need to be registered with an optician in order to have an eyesight test, you can just ask for an appointment. A full list of opticians in Gwynedd is on pages 12-13 of this leaflet.

Need to get a prescription dispensed outside normal opening hours?

Most pharmacies (chemists) are open for all or part of Saturdays and some have a rota system for Sundays, Bank Holidays and weekday evenings (usually for 30 minutes - 1 hour beyond normal opening hours). Your local pharmacy (see pages 8-10) will have a notice in their window directing you to those pharmacies available during these periods. Alternatively, contact NHS Direct Wales for information.

Doctors' Surgeries

Names in **BOLD** are female Doctors.

Names in **GREEN** are Welsh speaking Doctors.

Names in **BOLD GREEN** are Welsh speaking female Doctors.

If you can't keep your booked surgery appointment, please telephone and cancel it. This will mean that another patient can fill your slot and get the help they need.

ARFON

Drs **Evans**, Tillson, **Owen**, **Moyse**, Naunton-Morgan & **Jones**

Bodnant, Menai Avenue, Bangor, LL57 2HH

☎ 01248 364429

Drs Price & **Dobell**

Bangor Medical Centre, Bryn Hydd, Holyhead Road, Bangor, LL57 2EE

☎ 01248 372373

Drs Vaughan, Jones, **Kraaijeveld**, **Miles**, **Cakiroglu** & **Jones**

Bron Derw Medical Centre, Glynne Road, Bangor, LL57 1AH

☎ 01248 370900

Dr **Mortimer**, **Robinson** & **Oldale**

Glanfa, Orme Road, Bangor, LL57 1AY

☎ 01248 370540



Dr Kurian

Deiniol Surgery, Garth Road, Bangor, LL57 2SE

☎ 01248 362055

Drs **Mithan**, **Heinersdorff**, **Jones** & **Woodvine**

11 Victoria Place, Bethesda, LL57 3AG

☎ 01248 600212

Drs **Parry-Jones**, **Owens**, **Holland**, **Puw**, **Munteanu** & **Vaughan-Hughes**

Bron Seiont, Segontium Tce, Caernarfon, LL55 2PH

☎ 01286 672236

Drs **Davies, Owen, Williams & Evans**
3/5 Market Street, Caernarfon, LL55 1RT
☎ 01286 673224

Drs **Parry, Williams, Parry, Oddy, Maxwell** & Roberts
The Surgery, Cae Heti, High Street,
Llanberis, LL55 4SU
☎ 01286 870634

Dr **Jones**
Dolwenith, Snowdon Street, Penygroes, LL54 6NG
☎ 01286 880202

Dr **Parry**
Corwen House, Market Place, Penygroes, LL54 6NN
☎ 01286 880336

Dr **Thompson**
Bodnant, Water Street, Penygroes, LL54 6LU
☎ 01286 880203

Drs Jones and **Crabtree**
Llys Meddyg, Victoria Road, Penygroes, LL54 6HD
☎ 01286 880207

Drs **Roberts, Llwyd & Jones**
Liverpool House, Waunfawr, LL55 4YY
☎ 01286 650223

Drs **White, Jones, McCann, Thomas & Barnor**
1 Felinheli Terrace, Y Felinheli, LL56 4JF
☎ 01248 670423

DWYFOR

Drs Langley, **Parry-Smith**, Smits, Evans & **Morris**
Meddygfa Rhydbach, Botwnnog, LL53 8RE
☎ 01758 730266

Drs Webb, **Edwards & Morgan**
Health Centre, Criccieth, LL52 0RR
☎ 01766 523451



Drs **Harris, Williams & Rhys**
Isfryn, Ffordd Dewi Sant, Nefyn, LL53 6EA
☎ 01758 720202

Drs **Williams, Robyns-Owen, Williams, Jones & Griffiths**
Treflan, Lower Cardiff Road, Pwllheli, LL53 5NF
☎ 01758 701458

Dr Donnelly
Madoc Surgery, High Street, Porthmadog, LL49 9HD
☎ 01766 512284

Dr **AJ Niesser** & Dr AA Niesser
Y Feddygfa Wen, Porthmadog, LL49 9NU
☎ 01766 514207

MEIRIONNYDD

Drs **Evans, Daplyn, Clarke, Edwards & Metcalfe**
Bron Meirion, Penrhyndeudraeth, LL48 6AL
☎ 0844 477 2493

Drs **Evans, Jones, Parry & Jones**
Health Services Centre, Blaenau Ffestiniog, LL41 3DW
☎ 01766 830205

Drs **Davies, Lazarus, Dafydd & Griffiths**
Surgery, The Health Centre, Bala, LL23 7BA
☎ 01678 520308

Drs Bradley, **Edwards & Martin**
Caerffynnon, Dolgellau, LL40 1LY
☎ 01341 422431

Drs Whitehead, Hickey, **Short & Bradley**
Minfor, Park Road, Barmouth, LL42 1PL
☎ 01341 280521

Drs Taylor, Farrell, Flannery & Walker
Health Centre, Pier Road, Tywyn, LL36 0AT
☎ 01654 710238

Pharmacies (Chemists)



Your pharmacist can advise what “over the counter” remedies you can take for minor problems such as coughs, colds, sore throats, indigestion, constipation, diarrhoea, headaches, muscle aches and sprains. Pharmacists can now also provide the emergency hormonal contraceptive or “morning after pill”. Most pharmacies now have a separate space where you can discuss any concerns with the pharmacist in private. Remember that you don’t need an appointment – just walk in.

ARFON

Boots the Chemists Ltd
276 High Street, Bangor,
LL57 1PA
☎ 01248 362822 🚌

L Rowland & Co Ltd
29 Holyhead Road, Upper Bangor,
LL57 2EU
☎ 01248 353382

Tesco Stores Limited
Caernarfon Road, Bangor,
LL57 4SU
☎ 01248 287447

Boots The Chemists Ltd
1-3 Pool Lane, Caernarfon,
LL55 2AL
☎ 01286 673089 🚌

L Rowland & Co Ltd
Compton House, Llanberis,
LL55 4EU
☎ 01286 870264

L Rowland & Co Ltd
(Mesach Roberts) Bron Derw
Medical Centre, Glynne
Road, Bangor, LL57 1AH
☎ 01248 353332

Morrisons
Pharmacy Dept, Holyhead
Road, Bangor, LL57 2EU
☎ 01248 351131

Alliance Pharmacy
27 High Street
Bethesda, LL57 3AE
☎ 01248 600331

Castle Pharmacy
Castle Square,
Caernarfon, LL55 1AB
☎ 01286 672352 🚌

G L & S Williams
The Pharmacy
37 Water Street,
Penygroes, LL54 6LT
☎ 01286 880323 🚌

DWYFOR

L Rowland & Co Ltd (W L Jones)
60 High Street, Pwllheli, LL53 5RR
☎ 01758 701765 🚌

L Rowland & Co Ltd (D G
Evans), Y Maes,
Pwllheli, LL53 5HA
☎ 01758 612656 🚌

L Rowland & Co Ltd (W L Jones)
Cardiff Road, Pwllheli, LL53 5NF
 01758 614677 

J A Davies,
32 High Street, Criccieth,
LL53 7DY
 01766 522198 

L Rowland & Co Ltd
127 High Street, Porthmadog,
LL49 9LR
 01766 512745

L Rowland & Co Ltd
Old Post Office,
68 High Street
Porthmadog, LL49 9AD
 01766 513921

Fferyllwyr Llŷn
H L Taylor Pharmacy,
Glasfryn, Llanbedrog, Pwllheli,
LL53 7PA
 01758 740229 

Fferyllwyr Llŷn
R J Jones Pharmacy
High Street, Nefyn
LL53 6HD
 01758 720214 

L Rowland & Co Ltd (W L Jones)
High Street, Abersoch, Pwllheli,
LL52 0BT
 01758 712436 

MEIRIONNYDD

L Rowland & Co Ltd,
Cambria Pharmacy,
Penrhyndeudraeth, LL48 6AL
 01766 770542

L Rowland & Co Ltd,
4 Ty Gwyn, Trawsfynydd,
LL41 4RW
 01766 540463

K M Jones & F A Jones
24 High Street,
Blaenau Ffestiniog,
LL41 3AA
 01766 830437 

A Martin (D Powys Davies)
26 High Street,
Blaenau Ffestiniog,
LL41 3AA
 01766 830298 

L Rowland & Co Ltd (H A Lewis)
3 Eldon Row, Dolgellau,
LL40 1PS
 01341 422404 

Boots The Chemist Ltd
Queen's Square, Dolgellau,
LL40 1AF
 01341 422471 

 - Delivery service available

MEIRIONNYDD PHARMACIES CONTINUED

S P Rajput
Medical Hall,
Aberdovey, LL34 0EB
☎ 01654 767227 🚚

L Rowland & Co Ltd
The Medical Hall, High
Street, Harlech, LL46 2YA
☎ 01766 780254

L Rowland & Co Ltd
11 High Street, Tywyn, LL36 9BA
☎ 01654 710246

L Rowland & Co Ltd (R J
Edwards) 42 High Street,
Bala, LL23 7AB
☎ 01678 520250

L Rowland & Co Ltd
1 High Street, Barmouth, LL42 1DL
☎ 01341 280589

🚚 - Delivery service available



Dentists

Names in **Green** are Welsh-speaking Dentists

ARFON

Mr C Hobbins &
Mr A M Havens (Orthodontists)
Elmhurst, Garth Road,
Bangor, LL57 2RT
☎ 01248 362592

Oasis Dental Care
Unit 1E Cibyn Industrial
Estate, Llanberis Road,
Caernarfon, LL55 2BG
☎ 01286 673260

Mr D Roberts & **Mr G Buse**
63 High Street,
Bangor, LL57 1NS
☎ 01248 353456

Mr A J Snape
& Mr L Williams
102 High Street,
Bangor, LL57 1NS
☎ 01248 352526

**Mr B H Humphreys &
Mrs K A Humphreys**
35 Castle Square,
Caernarfon, LL55 2NN
☎ 01286 673174

Mr J M Lowe
33 Bangor Street,
Caernarfon, LL55 1AR
☎ 01286 673337

Mr A J Sinclair
10 Church Street,
Caernarfon, LL55 1SW
☎ 01286 672601

Mr B V Owen
39 Chapel Street,
Caernarfon, LL55 2PS
☎ 01286 672914

DWYFOR

Mr M Daly
Coach House,
Llanaelhaearn,
LL54 5AG
☎ 01758 750500

Ms J M Harrington
8-9 Mitre Terrace,
Pwllheli, LL53 5HE
☎ 01758 614704

Mr C J Lotter
19 Cae Du, Abersoch,
Pwllheli, LL53 7EN
☎ 01758 713955

Mr I Edwards
15 Snowdon Street,
Porthmadog, LL49 9BT
☎ 01766 515151

Mrs E V Griffith
6 Penlan Street,
Pwllheli, LL53 5DH
☎ 01758 613341

Ms A Duraj & Mr K Tsoumanis
Glan Dwr, 17 Mona Terrace
Criccieth, LL52 0HG
☎ 01766 522455

MEIRIONNYDD

Mr J G Swain
Cader Road, Dolgellau,
LL40 1RJ
☎ 01341 421021

Mr M B B Edge,
Mr J W Jones
6 Church Street,
Penrhyndeudraeth,
LL48 6AG
☎ 01766 770376

Mr M Ramzan
Dental Surgery,
King Edward Street,
Barmouth, LL42 1NY
☎ 01341 281052

Oasis Dental Care
Unit 2A, Snowdonia Business
Park, Penrhyndeudraeth
LL48 6LD
☎ 01766 772967

Mr S J Langston
Ms K J Pearce
Dental Surgery
Neptune Road
Tywyn, LL36 9HA
☎ 01654 710607



Opticians

ARFON

Alton Murphy
197 High Street,
Bangor, LL57 1NY
☎ 01248 355549

Boots Opticians
242 High Street,
Bangor, LL57 1PA
☎ 01248 361136

Specsavers Opticians
18 Deiniol Centre,
Bangor, LL57 2UR
☎ 01248 371000

Rayner Opticians
39 Pool Street,
Caernarfon, LL55 2AE
☎ 01286 672967

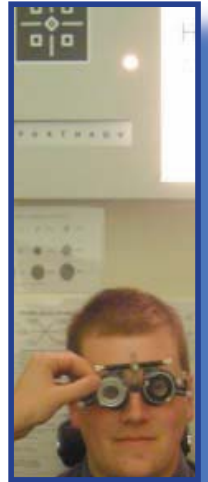
P Harrop
43 Pool Street
Caernarfon, LL55 2AE
☎ 01286 673631

M W Williams
310 High Street,
Bangor, LL57 1YA
☎ 01248 354949

Rayner Opticians
23 Deiniol Centre,
Bangor, LL57 1NW
☎ 01248 353458

Allport & Pickford
222 High Street
Bangor, LL57 1NY
☎ 01248 361568

Barnet Pepper
28 Pool Street,
Caernarfon, LL55 2AE
☎ 01286 672717



DWYFOR

Geoff Thompson
87 High Street,
Pwllheli, LL53 5RR
☎ 01758 612584

Alton Murphy
128 High Street,
Porthmadog, LL49 9NW
☎ 01766 512078

Geoff Thompson
27 High Street,
Porthmadog, LL49 9LR
☎ 01766 514446

Alton Murphy
57 High Street,
Pwllheli, LL53 5RR
☎ 01758 612321

P C Rook
28 Snowdon Street,
Porthmadog, LL49 9NM
☎ 01766 512469

MEIRIONNYDD

Alton Murphy
25 High Street,
Blaenau Ffestiniog,
LL41 3SN
☎ 01766 831530

Geoff Thompson
Manchester House,
Church Street,
Barmouth, LL42 1LU
☎ 01341 280685

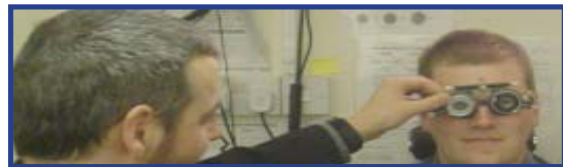
Partridge Opticians
Plas yn Dre Street,
Dolgellau, LL40 1AD
☎ 01341 423773

Rayner Opticians
4 Eldon Square,
Dolgellau, LL40 1RD
☎ 01341 422489

Geoff Thompson
Bryngolau, High Street,
Tywyn, LL36 9BS
☎ 01654 711001

D Clacher
Bala Health Centre
Bala, LL23 7BA
☎ 01678 520308

R J Optical
Market Hall, College Green
Tywyn, LL36 9BJ
☎ 01654 712732



Community Health Councils

If you would like independent advice and support with making a complaint about an NHS Service or treatment you have received, you can contact your local Community Health Council, which is an independent organisation funded by the Welsh Assembly to be the patient's voice in the NHS. They provide independent advice and information and a confidential complaint advocacy service. You can contact your nearest office at:

- Arfon and Dwyfor - North Gwynedd Community Health Council, 4 Pepper Lane, Caernarfon, Gwynedd, LL55 1RG
☎ 01286 674961
- Bangor / Bethesda area - Anglesey Community Health Council, Glanhwfa Road, Llangefni, Anglesey, LL77 7EN
☎ 01248 723283
- Meirionnydd - Meirionnydd Community Health Council, Arran House, Arran Road, Dolgellau, Gwynedd, LL40 1HW
☎ 01341 422236



Calon Lân Gwynedd

The Calon Lân Cardiac Rehabilitation Project is now in its fifth year. It is a community based Gwynedd team funded by the Welsh Assembly Government's Inequalities in Health Fund.

The project serves specified communities within Gwynedd:

Arfon

- Caernarfon
- Bangor
- Deiniolen
- Bethesda
- Dyffryn Nantlle

Dwyfor

- Porthmadog
- Pwllheli
- Rural Lleyn

Meirionnydd

- Barmouth
- Corris/Mawddwy
- Tywyn
- Blaenau Ffestiniog

As well as seeing patients with Coronary Heart Disease in their own homes, the project is responsible for organising primary prevention activities in the listed communities. This involves addressing healthy eating/diet, exercise and smoking. Targets have been set to screen a certain number of high risk patients each year, in the hope that these people can be prevented from having heart attacks if they address some of their lifestyle habits.

Anyone wishing to know more about this project should contact:

Calon Lân Co-ordinator on  01286 674256
or e-mail calonlan@iechydgwynedd.org

Other Services

Breast Test Wales and Cervical Screening Wales

If you are a woman, in the target age group (age 50–64) for Breast Screening, or in the target age group (age 20–65) for Cervical Screening, you will receive an invitation every three years. For more information visit: www.velindre-tr.nhs.uk

Social Care

Social Care or Social Services as it is sometimes called is provided by local councils. They may be able to provide help and support to adults, children and families.

For further information call: Arfon: 01286 682646

Dwyfor: 01758 613131

Meirionnydd: 01341 422341

Expert Patients Programme

The Expert Patients Programme (EPP) is an NHS initiative to help people living with long term conditions to maintain their health and improve their quality of life through a lay led self management course. The course involves six weekly sessions, each lasting two and a half hours (including breaks). It is very varied. There are brief talks, discussions and freethinking sessions which help people learn important skills to:

- Manage their symptoms
- Develop coping skills
- Deal with stress & depression
- Manage pain and relax
- Eat healthily
- Plan for the future

For more information please contact the EPP Team on:

 **01286 674236** or email epp@gwyneddhealth.org

or visit www.eppwales.org



Get Involved!

What you think of your NHS is important. We can't make changes for the better without your help. We need to know what works, what doesn't and how best to fix problems for you and your family. Luckily, there are more ways than ever before to make your voice heard to help improve your local health service.

IF YOU ARE INTERESTED, YOU COULD:

- Attend one of the monthly Board Meetings, which are open to the public (see our website and local press for further details).
- Respond to consultations on service changes by attending public meetings or commenting on plans.
- Take part in a patient survey, if asked to do so – your views really count.
- Tell the Local Health Board your views on improving NHS services – we welcome feedback and in particular how services can be improved.

How to make a complaint

If you wish to make a complaint about a service provided by the NHS, you should try to resolve it by speaking directly to the healthcare staff involved. If you do not feel able to do this, please write to:

For services provided by GPs, Dentists, Pharmacists and Opticians or the Local Health Board itself:

Mrs Grace Lewis-Parry, Chief Executive, Gwynedd Local Health Board, Erydon, Campbell Road, Caernarfon, Gwynedd, LL55 1HU

For services provided at Ysbyty Gwynedd or by North West Wales NHS Trust:

Mr Martin Jones, Chief Executive North West Wales NHS Trust, Ysbyty Gwynedd, Bangor, Gwynedd, LL57 2PW

For services provided at Bronglais Hospital or by Ceredigion & Mid Wales NHS Trust:

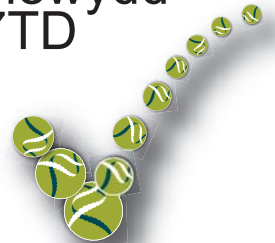
Patient Involvement Officer, Trust Management Offices, Bronglais Hospital, Aberystwyth, Ceredigion, SY23 1ER

For services provided at Glan Clwyd Hospital or by Conwy & Denbighshire NHS Trust:

The Patient Services Officer, Clinical Governance Support Unit, H M Stanley Hospital, St. Asaph, Denbighshire, LL17 0RS

For services provided at Wrexham Maelor Hospital or by North East Wales NHS Trust:

Complaints Manager, North East Wales NHS Trust, Wrexham Maelor Hospital, Croesnewydd Road, Wrexham LL13 7TD



The Patient Support Office

As a patient, carer or relative, you may need someone to turn to for “on the spot” help, advice and support. This is what the Patient Support Office can offer. We focus on improving NHS services by listening to your concerns, queries or suggestions and sorting out your problems. You can contact the Patient Support Office at:

Gwynedd Local Health Board, Eryldon, Campbell Road, Caernarfon, Gwynedd LL55 1HU.

☎ 01286 674236 (9.00am to 5.00pm Monday to Friday) or e-mail advice@gwyneddhealth.org

Do you have any thoughts or comments on how we could improve this leaflet? Would you like to see any additional information? Do you need any further copies of this leaflet, or need it in large print, Braille, audio cassette or interpreted into another language? If so please contact the Patient Support Office.

The online version of this guide is available on our website www.gwyneddhealth.org

Useful Telephone Numbers

YOUR GP PRACTICE
YOUR LOCAL PHARMACY
YOUR DENTIST
YOUR OPTICIAN
OUT OF HOURS MEDICAL SERVICE	0845 8501362
OUT OF HOURS DENTAL SERVICE	0845 6010128
NHS DIRECT WALES	0845 46 47
GWYNEDD HOSPITAL	01248 384384
BRON Y GARTH HOSPITAL	01766 772100
BRYN BERYL HOSPITAL	01758 701122
DOLGELLAU HOSPITAL	01341 422479
ERYRI HOSPITAL	01286 672481
FFESTINIOG MEMORIAL HOSPITAL	01766 831281
TYWYN HOSPITAL	01654 710411
SOCIAL SERVICES	see page 17
CALON LÂN (Cardiac Rehabilitation service)	01286 674214
CARERS OUTREACH (support & information for carers)	01248 370797
MANTELL GWYNEDD (Local Voluntary Services Council)	01286 672626
FAMILY PLANNING CLINICS (contraceptive services)	01286 684015
AGE CONCERN	01286 677711
RELATE (marriage guidance)	01248 352256
CHILDLINE (free 24 hours)	0800 1111
CHILDRENS' ADVOCACY SERVICE	07876 397294
SAMARITANS	01248 354646
CRUSE (bereavement line)	01248 372727
MENTAL HEALTH HELPLINE (information and advocacy)	01248 353343
MENTAL HEALTH USER FORUM	01248 716615
HAFAL (MENTAL HEALTH CARERS)	01766 513800
WOMEN'S AID (North Gwynedd)	01248 370877
WOMEN'S AID (South Gwynedd)	01766 830878
CITIZENS ADVICE BUREAU	0870 7502350

