



"Your Health, Our Priority • Tailored healthcare in a convenient, relaxed environment"

# Patient Guide



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**PMG**



# About Us.

## Introduction



Welcome to Pembrokeshire Medical Group, an independent private general practice and wellness clinic proudly based at Wintern House Health and Wellness in the heart of Fishguard. Founded and led by experienced local General Practitioners Dr. Chris Marshall and Dr. Sarah Yelland, our practice was established to bring accessible, high-standard, and unhurried private healthcare directly to the community across West Wales.



## Our Philosophy

We recognize that true health and wellbeing require time, listening, and personalised attention rather than a rushed 10-minute appointment. Our philosophy centers on providing extended, compassionate consultations that allow for thorough clinical evaluations, meaningful health discussions, and tailored care plans designed around your individual lifestyle and goals.

Operating within a calm, modern, and discreet environment at Wintern House, we complement existing NHS primary care services by widening choice, reducing waiting times, and providing flexible access to expert private medical care. From comprehensive health MOTs, preventive lifestyle medicine, and specialized women's health to joint injections, minor procedures, and comprehensive on-site clinic testing facilities, our dedicated team is here for you. At Pembrokeshire Medical Group, your health is our priority, and we are committed to helping you achieve sustainable, long-term wellbeing close to home.

# Service Overview



## Our Services & Treatments

At Pembrokeshire Medical Group, we provide a comprehensive range of private primary care, diagnostic, and wellness services delivered by experienced clinicians in a calm, modern environment. Our consultations are intentionally extended compared to industry averages, ensuring you have the time and attention needed for thorough clinical care.



### GP Consultations (Face-to-Face & Virtual)

Comprehensive appointments for acute medical concerns, complex problems, second opinions, and holistic health assessments. Chronic conditions (such as hypertension, asthma, and diabetes) are thoroughly reviewed and managed during your regular consultations rather than separate disease clinics.



### Specialised Women's Health

Expert, sensitive care covering menopause management, hormonal health evaluations, family planning, and comprehensive contraceptive services, including IUS and implant fittings.



### Comprehensive In-Clinic Diagnostics & Testing

Equipped with robust on-site testing facilities, we offer rapid and convenient in-clinic phlebotomy (blood tests), ECG testing, and spirometry to support swift diagnoses and clinical peace of mind.



### Minor Procedures

Clinical treatments including therapeutic joint injections, weight loss support services



### Health MOTs & Preventative Wellness

Proactive health medicals, customised wellness evaluations, and specialised lifestyle medicine focusing on nutrition, preventative care, and long-term vitality to identify health risks early.





# Patient Information



## Hours of Operation

Our practice is open from 9 AM to 5 PM on Monday, Tuesday, Saturday, and Sunday. Early morning, evening, and weekend appointments are available by appointment only. Our administrative hours are from 8:30 AM to 5 PM, Monday, Tuesday, Saturday and Sunday.



## Out-of-Hours Care

Pembrokeshire Medical Group does not provide emergency services. Please follow the out-of-hours guidelines provided by your NHS GP.



## Appointments

You can schedule appointments online, by phone, or by email.



## Consultation Length

Our consultations are longer than the industry average to ensure high-quality care.



## Practice Policies

We do not have separate clinics for asthma, diabetes, or hypertension. These conditions are addressed during regular appointments.

We offer specialist menopause care, family planning and contraceptive services including IUS and Implants.

We also offer travel health services including travel vaccinations (excluding Yellow Fever), advice and antimalarial prescriptions.



## Practice Policies

We do not prescribe controlled drugs



## Test Results

Most test results are available within 2-4 days. Some specialised tests may take longer.



## Repeat Prescriptions

You can request repeat prescriptions via our email address, please note there is an administrative charge of £25 for repeat prescriptions.



## Fees and Payments

Our fee schedule is available on our website. Fees for procedures may vary. We require your informed consent and payment before performing any tests or procedures.

We accept credit/debit cards, cash, and cheques (with prior agreement). Companies will be invoiced separately, with payment due within 30 days.





## SECTION 4 - COMPLAINTS PROCEDURE



### Our Commitment to You

At Pembrokeshire Medical Group, we strive to provide the highest quality healthcare. However, we understand that sometimes things may not go as planned. If you have a concern or complaint about the service you've received, we encourage you to share it with us. Your feedback is invaluable in helping us improve our services.



### How to Make a Complaint

Informal Resolution:

**Discuss with Staff:** In many cases, issues can be resolved informally by speaking directly to the staff member involved.

**Speak to a Manager:** If the issue persists, please contact the practice manager to discuss your concerns.



### Formal Complaint:

- **Written Complaint:** Please submit your complaint in writing to or email it to [laPembrokeshire Medical Group, Wintern House, High Street, Fishguard, Pembrokeshire, SA65 9AT](mailto:laPembrokeshire@pembrokeshiremedical.com) or [enquiries@pembrokeshiremedical.com](mailto:enquiries@pembrokeshiremedical.com)
- **Verbal Complaint:** If you prefer to make a verbal complaint, please contact the practice manager to schedule a meeting.





# What Happens Next



## Acknowledgment:

Your complaint will be acknowledged within 2 working days.



## Investigation:

A thorough investigation will be conducted to understand the circumstances. You may be contacted for further information.



## Response:

You will receive a written response within 28 working days outlining the findings of the investigation and any actions taken or planned.



## Resolution:

We aim to resolve your complaint to your satisfaction.

If necessary, we may offer an apology, compensation, or changes to our services.

## Additional Support

If you are dissatisfied with the outcome of our internal complaints process, you may contact the following organizations:

- Healthcare Inspectorate Wales: email - [hiw@gov.wales](mailto:hiw@gov.wales)
- Website: <https://www.hiw.org.uk/provide-feedback-about-healthcare-service>
- Independent Healthcare Sector Complaints Adjudication Service (ISCAS): 020 7536 6091



Caring for our Community,  
Every Step of the Way

## Your Feedback Matters

We welcome your feedback, both positive and negative. Please feel free to share your suggestions for improving our services by completing a suggestion form available at the clinic. By working together, we can improve the quality of healthcare we provide.



## Your privacy matters.

We handle personal  
information with care,  
clarity and respect.

# CONFIDENTIALITY

The clinic needs to collect personal information about people with whom it deals in order to carry out its business and provide its services.

The lawful and proper treatment of personal information by Pembroke Medical Group is extremely important to the success of our business and in order to maintain the confidence of our service users and employees. We ensure that the clinic treats personal information lawfully and correctly.

We support fully and comply with the principles of the Act, which are summarised below:



Personal data shall be processed fairly and lawfully.



Personal data shall be obtained and processed for specific lawful purposes and will only be used for the purpose for which it was collected.



Personal data held must be adequate, relevant and not excessive.



Personal data must be accurate and kept up to date, and every reasonable step will be taken to ensure any personal data that is inaccurate is erased or rectified without delay.



Personal data shall not be kept for longer than necessary.



Personal data shall be processed in a manner that ensures appropriate security of the personal data.



Pembroke Medical Group is registered with the information Commissioner's Office (ICO).

The Data Protection Officer for Pembroke Medical Group is Dr Chris Marshall.