

# The Rogerstone Practice

Chapelwood Primary Care Centre, Western Valley Road, Rogerstone, Newport, NP10 9DU

Practice Telephone Number – 01633 890800

Practice Fax Number – 01633 890810

Website address – [www.therogerstonepractice.co.uk](http://www.therogerstonepractice.co.uk)

## Practice Leaflet

### Names of Partners and Clinical Staff

#### Partners:

Dr B Gallagher (M)	MB, BCh, DGM, MRCGP
Dr V Hurle (F)	MB, BCh, DCH, DRCOG, DFFP, DOccMed, MRCGP
Dr J Andrews (F)	MB, BCh, DRCOG, MRCGP
Dr J Hughes (F)	MB, BCh, DRCOG, DFSRH, MRCGP
Dr S Clements (M)	MB, MCh, MCEM, MRCGP
Dr A Burton (F)	MB, MCh, MRCGP
Dr H Thomas (F)	MB, BCh, MRCP, MRCGP

#### Nurses:

Mrs Diane George	RGN, BSc (Hons), PGCE
Mrs Mary Jones	RGN, BSc (Hons)
Mrs Linda Scott	RGN, BSc (Hons)
Mrs Sian Reynolds	RGN, BSc (Hons)
Mrs Louise Hurley	RGN
Mrs Tracey Williams	RGN

#### Health Care Assistant:

Mrs Emma Plumley	NVQ3 Healthcare
Mrs Andrea Morgan	Phlebotomist

#### Attached Trust Staff:

District Nurses	(01495 745656)
Health Visitors	(01633 890 820)
Midwives	(01633 234 234)

### Training

Postgraduate Registrar Vocational Training (providing training for future General Practitioners for those who are already Doctors).

Undergraduate Medical Student Training (providing training for future Doctors). Associated with Cardiff University.

## Registering as a Patient and Practice Area

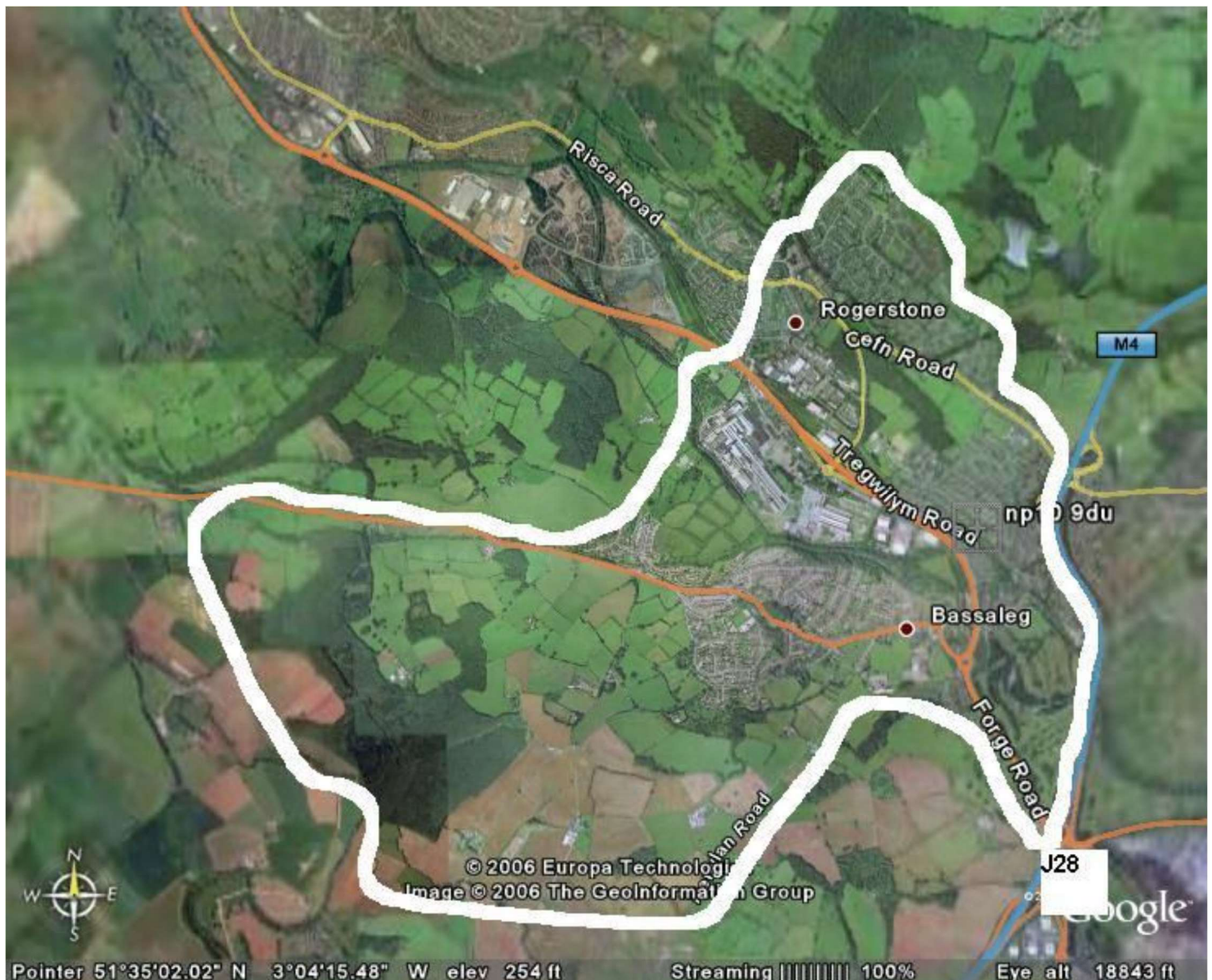
### Registering as a patient:

Please speak to the Receptionist, who will inform you about the Practice and advise on completion and submission of forms.

If you wish to register or see a preferred practitioner, please also let our staff know at the time of registering or booking an appointment.

### Practice Area:

Bassaleg, Rhiwderin and part of Rogerstone.



### Patient Information:

The practice does not discriminate on the grounds of: Race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

## The Services at the Practice include

These General Medical Services are provided by the whole team of GP's, Practice Nurses (PN's), Health Care Assistants (HCA), District Nurses (DN's) and Health Visitors (HV's)

- Anti-Coagulant Monitoring (PN, HA, DN)
- Cervical Screening (smear tests for women) (PN)
- Child Health Surveillance (development checks for the under 5's) (HV)
- Childhood Immunisation and Pre-School Booster (PN, HV)
- Contraceptive coil fitting (GP)
- Contraception Service – nurse clinics (PN, DN, HV) and doctors
- Flu Vaccines (PN, DN, HV)
- Health Checks (age related)
- Maternity Medical Service (ante-natal clinic)
- Minor Surgery – injections, incision/excision
- Near patient testing – ECG, spirometry. (PN, HCA)
- Vaccination and Immunisation (non NHS travel vaccines will be charged for)

## Access

### **Reception Opening Times:**

Monday	8.00am – 6.00am
Tuesday	8.00am – 7.00am
Wednesday	8.00am – 6.00am
Thursday	8.00am – 6.00am
Friday	7.30am – 6.00am

### **Morning Access to Same Day Clinic – Monday to Friday**

This gives patients access to an appropriate clinician, within 24 hours, for urgent conditions. Same day appointments are bookable by contacting the surgery by telephone between 8.00am and 10.00am if you feel you have an urgent condition that cannot wait for a routine appointment. Please be prepared to give brief details of the reason why you are calling.

Please note that with effect from November 2018 we will be introducing a nurse triage system when patients will be allocated an appointment with a triage nurse who will assess your symptoms/concerns. Treatment will then be provided either by the nurse or one of the doctors. This will ensure each patient always sees the most appropriate clinician within an appropriate period of time.

## **Appointments**

To make an appointment, please speak to the Receptionist or telephone the practice. We will then advise you of appointments available and choice of Healthcare Professional. i.e. Doctor, Nurse, Healthcare Assistant.

Patients can also book appointments online. Please click the 'My Health Online' graphic on the home page of our website for registration instructions, or [click here](#).

## Doctors Consultation Times

Monday	8.30am – 11.00am	2.00pm – 5.50pm
Tuesday	8.30am – 12.30pm	2.00pm – 6.50pm
Wednesday	8.30am – 11.00am	2.00pm – 5.50pm
Thursday	8.30am – 11.00am	2.00pm – 5.50pm
Friday	7.30am – 11.00am	2.00pm – 5.50pm

## Nurse/Health Care Assistant Appointment Times

Monday	8.30am – 12.30pm	2.00pm – 5.30pm
Tuesday	8.30am – 12.30pm	2.00pm – 6.45pm
Wednesday	8.30am – 12.30pm	2.00pm – 5.30pm
Thursday	8.30am – 12.30pm	2.00pm – 5.30pm
Friday	7.30am – 12.30pm	2.00pm – 5.30pm

## Request for Home Visit

Requests for visits should be made before 10.00am on the same day by contacting the surgery. The Health Professional on duty will decide what is appropriate.

This service normally covers only terminally ill, housebound and elderly (frail and limited mobility).

## The 111 Service – Combines GP Out-of-Hours and NHS Direct Wales

The 111 service combines NHS Direct Wales and GP out-of-hours services. This can be used when the surgery is closed and is a free-to-call number to access urgent care, which is not life threatening (when you should call 999), and gives health advice if you are not sure what to do.

The NHS Direct Wales website at [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk) is available to provide information on local services, as well as comprehensive information on health issues. There are also 'symptom checkers' on a range of common health problems'.

## Repeat Prescriptions

Patients can obtain repeat medication authorised by the doctor by completing a repeat slip. NO TELEPHONE REQUESTS WILL BE ACCEPTED.

The request slip can be deposited in the mailbox which is sited in reception, when the surgery is closed there is a mailbox sited on the gate. For information on collection and delivery services, please speak to the receptionist or your local pharmacist. If you require your prescription to be returned by post, please attach a stamped addressed envelope to your repeat slip.

Excluding weekends and Bank Holidays, repeat prescriptions are available the day after the request, from 2.00pm Monday to Friday.

## Access for Disabled Patients

One disabled parking space is available outside the Main Entrance. There is also a permanent disabled ramp present.

## Overseas Patients

Please see our overseas patient's policy available at reception.

## Complaints and Concerns

If you have any concerns or complaints about the Practice and/or service, please ask to speak to Mrs Debbie Harry – Complaints Officer.

## Rights and Responsibilities

Our aim is to provide a service in a polite and courteous manner.

Please treat your surgery staff with due courtesy and respect. At The Rogerstone Practice we operate a zero tolerance policy on patients who are violent, threatening or abusive (this includes swearing) and we may take action to have them removed from the practice list.

Please make sure you attend for your appointments. If for any reason you are unable to attend, please telephone us immediately (**01633 890800**), so we can make the appointment available to other patients.

## Personal Health Information

The practice uses personal health information for the provision and administration of patient care.

## The Aneurin Bevan University Health Board

Newport Local Health Board can advise on availability of any service, provided locally, which are not provided by the practice. Their telephone number is: **01495 241200**. Their address is **Aneurin Bevan Health Board, Lanarth House, Unit 1 Newbridge Gateway, Bridge Street, Newbridge, NP11 5GH**.

## 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). These records are then used to guide and manage the care you receive.

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 of confidence and will be subject to the principles of confidentiality contained in the General Data Protection Regulations 2018.