

Patient Information

Riverside Medical Practice

BLACKWOOD ROAD
PONTLLANFRAITH
GWENT
NP12 2YU

TEL: 01495 227131

(please note all calls are recorded)

FAX: 01495 220361

E-MAIL: Practice.Manager.W93012@wales.nhs.uk

Website: <https://www.pontllanfraithhealthcentre.co.uk/>



Doctors

Dr Abdul Hafeez Farooq (MALE) MBBS, MRCS, MRCGP

Dr Sibghat Majeed (MALE) MBBS, DCH, MRCGP

Dr Nitu Singh (FEMALE) MBBS, MRCGP, DFFP

Dr Syed Ahmed (MALE) MBBS, MSc, MRCGP, DGM, DRCOG

Practice Staff

Alexia Saunders – Practice Manager

Francesca Pritchard – Advanced Nurse Practitioner

Susan Lawrence – Practice Nurse

Jayne Howells – Practice Nurse

Wendy Smith – Health Care Assistant/Senior Administrator

Melanie Williams – Administrator

Nadia Goodway – Receptionist

Dale Read – Receptionist

Sarah Griffiths – Receptionist

Shaunie Summerhayes – Receptionist

Gillian James – Receptionist

Courtney Davies – Receptionist

Practice Opening Hours

Monday – Friday

8am – 6:30pm

Out of Hours

Between the hours of 6.30pm and 8.00am Weekdays and all-day Saturday & Sunday, the surgery is closed.

During this time, please contact NHS Direct Wales. For life-threatening emergencies please telephone **999**

NHS Direct Wales

Tel: 111 or 0845 46 47

Website: <https://www.nhsdirect.wales.nhs.uk/>

Appointments

All appointments (**emergency and routine**) can be booked by ringing the practice **between 8am – 10:30am** on **01495 227131** or by visiting the practice and requesting at the desk. Appointments may be with a GP or another Allied Health Professional (as appropriate).

Advanced pre-bookable appointments can also be made for the GP, Advanced Nurse Practitioner, Practice Pharmacist, Practice Nurse, Health Care Assistant and Phlebotomist. This will enable us to offer you an appointment at a time more suitable to your requirements. You can either call the practice or visit or visit the practice and requesting at the desk. Patients can also book their own pre-bookable appointments online via the '[NHS app](#)'. You will need to register for this service on your smartphone or tablet.

Pre-bookable appointments get booked quickly, so please book as early as possible.

eConsult

The practice offers 'eConsult'. How does eConsult work?

eConsult lets patient's of the practice consult with a GP online by completing a quick form that is sent and reviewed by the practice. The eConsult service also directs the patient to self-help, pharmacy advice and local self-referral services. The patient can also request administration services, ie. request MED3/Sick Notes, copies of medical records etc. Patients will receive a response with 48 hours.

Website: <https://www.pontllanfraithhealthcentre.co.uk/>

Minor Illness Clinic

We offer a minor illness clinic with an Advanced Nurse Practitioner and a Practice Nurse. The Advanced Nurse Practitioner are able to prescribe medication if appropriate. Appointments are 'on the day' only by telephoning the surgery between 8am – 10:30am.

Home Visit Requests

For Home Visit requests, please ring **before 10:30am**
(Home visits are at the discretion of the doctor and no transport is not a reason for a home visit request)

Nurse/HCA/Phlebotomy Appointment Times

Monday – Friday 8am – 1pm
1:30pm – 6pm
(pre-bookable)

All consultations are by appointment only. Please make an appointment in person or over the telephone by speaking to a receptionist. Patients are seen in order of their appointment times and not their arrival time. The services we provide should not be abused, if you make an appointment, it is your responsibility to keep it. If you cannot attend your appointment for any reason, please let us know as soon as possible, so that we can then offer the appointment to someone else.

If you are late for your appointment, your appointment will be classed as a 'Did Not Attend' (DNA) and you will need to re-book. The practice has a strict DNA policy and frequent missed appointments will result in you being removed from the practice list.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Where appropriate we issue prescriptions at 56 day intervals.

Please note that 72 hours notice is required before prescriptions can be collected. Please allow longer during busy periods and/or Bank Holidays.

Due to new guidelines, we will not take repeat prescriptions over the telephone. Please complete the 'repeat prescription request form', ensure you indicate the required items clearly, and post it in the repeat prescription box.

Should you lose or misplace your form, please indicate which items are required on a piece of paper with your name, address and date of birth.

Patients who are registered for 'My NHS app' can also order repeat prescriptions online.

Emergencies & Minor Injuries

If you have a serious, life threatening problem such as acute chest pain, severe breathing difficulties, severe bleeding, severe abdominal pain, signs of a stroke or sudden collapse call an ambulance by telephoning **999**

There is no casualty or minor injuries department at the surgery. If you need stitches or suspect a broken bone, please go directly to the nearest Accident and Emergency Department.

Royal Gwent Hospital - Tel: 01633 234234

Nevill Hall Hospital – Tel: 01873 732732

Ysbyty Ystrad Fawr Hospital – Tel: 01443 802200 (not 24 hrs)

Grange University Hospital – Tel: 01633 493100

Disabled Access

The surgery is a single-story building and with easy access for wheelchair users, wide automatic door & disabled toilet. The FREE carpark is immediately outside the surgery entrance with allocated disabled car parking spaces.

Clinics & Advice

Our Practice Nurses and Health Care Assistants (where appropriately trained) are available every day by pre-bookable appointment.

We are able to provide advice on:

- Lifestyle.
- Blood Pressure.
- Cholesterol.
- Diet.
- Exercise.
- Alcohol.
- Referral to smoking cessation (Help Me Quit).
- Menstrual Disorders and Contraceptive Advice.

This above list is not exhaustive, please contact the surgery to discuss.

Appointments are also available for;

- Asthma.
- Chronic Obstructive Pulmonary Disease (COPD).
- Diabetes.
- Dressings.
- Contraception.
- Well Person Checks.
- Smears.
- Minor Surgery.
- Vaccines (Shingles, Flu, HPV, etc).
- Foreign Travel Vaccinations; *(please allow plenty of time for travel vaccinations. Some vaccinations are charged privately).*

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with chronic conditions, (heart, lung or kidney disease, diabetes and residents of nursing and residential homes). Children within certain age groups and/or with some health conditions are also eligible for a flu vaccination. Details of 'flu vaccination' clinics will be made available as the season approaches. If you are housebound, a home visit will be arranged to undertake this facility.

Wellbeing Service

A Psychological Health Practitioner (PHP) is available at the practice, you do not need a doctor to refer you, this is a self-referral service. All appointments are pre-bookable up to 2 weeks ahead.

Other Allied Healthcare Professionals

We have a number of Healthcare Professionals working from the practice to support additional services. All appointments are pre-bookable up to 2 weeks ahead.

- Physiotherapist.
- Diabetic Specialist.

Midwife, Antenatal & Postnatal Care

The Community Midwife conducts antenatal clinics in the surgery. The midwife will support you throughout your antenatal care, labour and early postnatal period, providing shared care with your GP and the hospital you have chosen for your delivery. The hospital clinic is led by a Consultant Obstetrician who will arrange appropriate blood tests, scans and further investigations as necessary and providing further care according to the local guidelines.

Ysbyty Ystrad Fawr (YYF) - Local Birthing Centre
Tel: 01443 802436

Health Visitor

Routine Child Health Surveillance is carried out by the Doctor in conjunction with the Health Visitor, who will become involved with you and the baby post-delivery.

The health visitor will give you general advice for your baby on feeding, weight checks, immunisations and any other concerns you may have.

The Health Visitor – Tel: 01495 226739

District Nurses

District Nurses look after patients who are housebound and need nursing care. They are responsible for post-operative wound care and regular dressings.

Pontllanfraith Health Centre District Nurses - Tel: 01495 229561

New Patient Registrations

The practice welcomes new patients onto the list. You will need to complete a GMS1 form (one form for every member of the household wishing to join the practice), and reside within the practice catchment area. Following registration, all patients (over 16) are invited to a 'new patient screening', where we will take a summary of personal health and family health history.

Patients are asked to sign a 'Acceptable Behaviour' disclaimer on joining the practice. This is to protect both the GPs, staff & patients.

Temporary Patients

We are happy to see patients who may need medical attention, are temporarily residing in the area, and have family members registered with the practice. Please telephone the surgery. You will be required to complete a 'Temporary Resident' form.

Sick Notes (Med3 Requests)

If you are off work for less than seven days, you are responsible for your own self-certification by completing an SC1 which are available from reception or by visiting <https://www.gov.uk/statutory-sick-pay>

Employers are legally bound to accept these certificates. If nonetheless, they insist on medical evidence during this period, doctors can issue a private certificate, and a fee will be charged which must be paid on collection of the certificate. 72 hours' notice is required for sickness certificates. You may be asked to see GP. The sick note can be back dated but not pre-dated. All requests for MED3's are via E-Consult which is available on the practice website.

Private (Non-NHS) Examinations/documents

The National Health Service provides most healthcare to the majority of people free of charge, but there are exceptions. GPs are self-employed and are contracted to provide NHS general medical services for their patients.

Sometimes, GPs are asked to provide additional services which fall outside their contract and in these circumstances, they are entitled to make a charge for providing them.

Examples of non-NHS services for which GPs can charge their NHS patients are:

- Accident/sickness insurance certificates
- Taxi/HGV DVLA medical assessments
- Private medical insurance reports
- Statements of fact relating to general health
- Holiday cancellation claim forms
- Referral for private care forms
- Private sick notes

Examples of non-NHS services for which GPs can charge other institutions are:

- Medical reports for an insurance company
- Some reports for the Department of Work and Pensions
- Examinations of occupational health

Please note that we do not provide a service stating that a patient is 'fit to fly' or fit to engage in certain activities, for example skydiving or scuba diving. Patients should consult with a specialist in aviation or sports medicine for specialist advice regarding this sort of activity.

Our fees will be advised once we have received the private report request. To avoid misunderstanding you are advised to check the cost before you ask the receptionist to make arrangements. Our current turnaround for these reports is up to 6 weeks. GPs reserve the right to decline a private request.

All private fees are to be paid in CASH and prior to the appointment or completion of the form/letter.

Ambulance Transport (Routine)

Patients are responsible for booking their own transport.

Ambulance Transport – Tel: 0800 328 2332

Private Health Care

We are happy to refer patients who wish to see a private specialist.

Suggestions & Complaints

Things go wrong even in the best run organisations. We hope there will not be a need for any complaints, however if you feel something is going wrong, or could be done better, we want to know.

We are always keen to improve the service we provide and welcome suggestions in writing for consideration by the partners. All patients will be treated equally and fairly without any discrimination - irrespective of their age, ethnic origin, religious or cultural beliefs, gender or sexual orientation.

If you have a problem or issue you would like to raise, this should be made in writing to Alexia Saunders, Practice Manager, where we will be happy to discuss.

We will acknowledge your complaint within 48 hours. Investigation and a reply will be carried out within 30 days. If this timescale is not possible, you will be notified. Our complaints procedure is displayed in the surgery and on the practice website.

Patients Confidentiality & Data Protection

Staff at the practice will ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is always maintained by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Chaperone Policy

The practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff. Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and it is not delayed in any way. Where this is not possible, we will endeavor to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like to see a copy of our chaperone policy or have any questions or comments regarding this, please contact the manager.

Obligation of Patients

As a registered patient it is your responsibility to;

- Always let us know of any changes to your personal details (Name, address or telephone number), without delay.
- Endeavour to keep booked appointments and always tell us as soon as possible if you cannot do so. Failure to cancel an appointment within 1 hour of the appointment time that is no longer needed could result in you being removed from the practice list.
- Phone for test results after sufficient time has elapsed to allow all your results to have returned (usually one week).
- Treat the doctors and staff with courtesy and respect at all times. Please be aware that we have a zero-tolerance policy regarding any individual who exhibits threatening or violent behaviour towards any individual - including other patients, GPs, nurses or staff. Such behaviour will result in the immediate removal of those individuals (including their immediate family members) from our practice list, and such incidents will always be reported to the police, and the Aneurin Bevan University Health Board (ABUHB) and NHS Wales Shared Services Partnership (NWSSP) will be notified.

Aneurin Bevan University Health Board (ABUHB)
Primary Care & Community Services Division
Llanarth House
Unit 1, Newbridge Gateway
Newbridge
NP11 5GH

Tel: 01495 241236

<http://www.aneurinbevanprimarycare.co.uk/contact-us>