



**HEREFORD ROAD
SURGERY**

**6 HEREFORD ROAD
ABERGAVENNY
MONMOUTHSHIRE
Telephone 01873 851155**

Website: www.herefordroad.co.uk

**Dr Paul Maslin
Dr Maria Stone
Dr J Mary Craig
Dr Ruksha Bhadresha
Dr Sarah Williams
Dr Ruth Corbally**

Welcome to Hereford Road Surgery

At Hereford Road Surgery we aim to treat all our patients promptly, courteously and in complete confidence. The doctors are supported by a full complement of nurses, receptionists, and administrative personnel whose aim is to provide the best possible service in a friendly and efficient manner. We feel it is important you know who you are speaking to, so our practice staff wear a name badge.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes, and asthma sufferers and for patients needing minor surgery. We also offer an on-site dispensing service.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you have any comments regarding our services in general, we would like to hear from you.

HOW TO REGISTER WITH THE PRACTICE

We are happy to register you as a patient at the Surgery if you live within our practice area. If in doubt as to whether you live within our area, please contact reception who should be able to help. You can only be registered as a patient at one GP Surgery so if you register with us, you will be de-registered from your current surgery and your previous medical notes will be passed to us.

Please come to reception and ask for an application form. It would assist us if you were able to bring photographic identification and your NHS number with you.

Please be aware that the registration process could take up to three working days to process routine registrations.

Please note, if you move out of our practice area you will be asked to register at a practice within your area.

TEMPORARY RESIDENTS

Every permanent resident in the UK is entitled to NHS treatment at a general practice. A British National living abroad can be treated privately by the GP and at this practice they will be charged for the consultation and the medication prescribed. These charges can be claimed back on insurance. Access to NHS treatment is dependent on your usual place of residence and not on your nationality, passport held or any other criteria.

Temporary residents that need advice about travel are recommended to attend their own GP surgery for this.

THE GENERAL PRACTITIONERS

Dr Paul Maslin (Partner) BM MRCGP DCH

Dr Maria Stone (Partner) MBBS BM

Dr J Mary Craig (Partner) MBChB BSc MRCGP DFRH

Dr Ruksha Bhadresha MBBS (Hons) MRCGP DFSRH

Dr Sarah Williams MBChB BsC MRCGP DFSRH DRCOG

Dr Ruth Corbally MB BCh BAO MRCGP DRCOG DCH

PRACTICE MANAGER

Lisa Valiant is responsible for managing the business side of the practice, including human resources, finance, patient safety, premises and equipment and information technology. She supports the Partners, GPs and other medical professionals with delivering patient services.

DEPUTY PRACTICE MANAGER

Janine Davies is responsible for the organisation and day to day running of the surgery. She is available to help with any difficulties or complaints there may be concerning the practice and its services.

DISPENSARY

The dispensary is run by **Rachael Bowsher, Kerry Lovell and Katrina Jones**, they are responsible for the ordering and dispensing of medication to our country patients (those more than one mile from a pharmacy), as well as supervising the repeat prescribing system for all the practice.

RECEPTIONISTS

Katrina Jones, Ebonie Davies, Kerry Lovell, Teresa Langley, Gill Whistance and Liz Egerton run the appointment system and take all telephone enquiries for home visits, medicals, reports, results etc.

MEDICAL SECRETARIES

Georgia Taylor and Emma Parker provide administrative support to the Practice processing hospital referrals, private letters and insurance reports.

PRACTICE NURSES

Emma Jones and Debbie Howells RGN deals with minor ailments, dressings, blood tests, immunisations, ear syringing, cervical smears, family planning advice, health education and travel advice.

TREATMENT ROOM NURSE

Erica Binley RGN deals with minor ailments, dressings, blood tests, immunisations, ecg's and health education.

HEALTH CARE ASSISTANT

Katie Marshall is trained to undertake blood tests, blood pressure monitoring, dressings and ear syringing as well as providing support for the Practice Nurses and Doctors as required.

PHARMACIST

Alex Coles is our practice Pharmacist; he offers patient facing appointments for medication reviews as well as providing support for the dispensary and Doctors as required.

DISTRICT NURSES

The team of District Nurses specialise in providing nursing care and support to housebound patients, those chronically sick, disabled or terminally ill.

COMMUNITY MIDWIVES

The Midwives provide most of the antenatal care.
Clinics are held on alternate Fridays 09.00 – 11.15 pm

HEALTH VISITORS

The Health Visitors are available to give advice on family health, working predominantly with the under-fives. The Health Visitors can be contacted on **01873 735588**.

COMMUNITY PSYCHIATRIC NURSE/COUNSELLOR

CPN/Counsellors are attached to the practice and work closely with the doctors.

PSYCHOLOGICAL HEALTH PRACTITIONER

Anushka Mirando is our Psychological Health Practitioner attached to the practice and works closely with the doctors offering 45-minute appointments for mild to moderate mental health concerns. Please contact reception for more information.

FAMILY PLANNING

Contraceptive care is provided by all the doctors during surgery hours. Patients need to make an appropriate appointment with the doctor.

HEALTH PROMOTION

Our clinics include:

- Diabetes
- Asthma/COPD
- Coronary Heart Disease

MINOR SURGERY

Minor operations (including joint injections) can be done in our treatment room. Please discuss this with your doctor who will be happy to advise you and then arrange for you to be given an appointment if appropriate.

NON-NHS EXAMINATIONS

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, holiday cancellation forms, medical reports and fitness to travel certificates, private prescriptions, passport signing and some vaccination services. Our fees for these services, which are in line with BMA approved national guidelines, are displayed in the surgery.

POSTNATAL CLINICS

Please make a routine appointment

TRAVEL IMMUNISATIONS/VACCINATIONS

Please make an appointment at least four weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is displayed in the surgery.

WELL PERSON CLINICS

The Practice Nurse will offer smoking and lifestyle advice as well as checking your general health e.g., blood pressure etc.

WELL WOMAN CLINICS

This clinic is provided by our Practice Nurse for smears and discussion of women's health issues.

PATIENTS WITH PARTICULAR NEEDS

Hereford Road Surgery has full wheelchair and disabled access. Patient services are provided on the ground floor, including appropriate wash-room conveniences. We have a lift for access to the upstairs consulting rooms.

For patients with hearing problems there is a hearing loop available at reception. We can also arrange interpretation and translation services in person or by phone for patients who do not speak English.

OPENING TIMES

Opening Hours	Morning	Afternoon
Reception		
Monday	8.00am	6.30pm
Tuesday	8.00am	6.30pm
Wednesday	8.00am	6.30pm
Thursday	8.00am	6.30pm
Friday	8.00am	6.30pm

Opening Hours	Morning	Afternoon
Surgery		
Monday	8.30am - 11.30am	2.30pm - 6.00pm
Tuesday	8.30am - 11.30am	3.00pm - 6.00pm
Wednesday	8.00am - 11.30am	4.00pm - 6.00pm
Thursday	8.30am - 11.30am	2.00pm - 6.00pm
Friday	8.30am - 11.30am	3.00pm - 6.00pm

APPOINTMENTS

Routine 10 minute appointments are offered with the doctor of your choice or nursing team and may be made by telephone, online or at the reception desk up to 6 weeks ahead. Routine appointments are accommodated as soon as possible although you may

have to wait, urgent appointments are available on the day for patients who are acutely unwell and children under 16. Telephone calls to the surgery are aimed to be answered within 2 minutes of the introductory message ending.

Appointments can also be booked via the NHS Wales App <https://app.nhs.wales/login>>NHS

Or by completing a request form on the website
www.herefordroad.co.uk

An email service is available for **non-urgent** routine contact including the ability to request a non-urgent appointment or call back.

Please ask at the reception desk for details.

We also have a free App which you can download
SurgeryApp

ARRIVING LATE AND CANCELLING AN APPOINTMENT

Unfortunately, if you arrive late for your appointment you may be asked to rebook as this impacts on the clinicians clinic and also other patients waiting to be seen. If you cannot keep your appointment with the Doctor or Nurse, please call the surgery number in good time. Or if you have made the appointment online you can cancel it online. This enables us to offer your appointment to someone else. If patients fail to cancel their appointment, this not only wastes valuable Doctor and Nursing time, but also means everyone waits longer to be seen.

EMERGENCIES

In extremely serious situations requiring probable hospital admission e.g., suspected heart attack, severe breathing difficulties,

severe bleeding or an unconscious patient, dial 999 for an ambulance.

WEEKEND AND NIGHT COVER

Please restrict these calls for genuine emergencies only. In an out of hours emergency, when the surgery is closed, either contact the usual surgery number, **01873 851155**, which will inform you of the out-of-hours telephone number or ring **111** direct.

Alternatively, you may wish to contact **NHS 111 online** where you can get help for your symptoms **<https://111.nhs.uk>**

The commissioning of Out of Hours services is the responsibility of Aneurin Bevan University Health Board - whose contact details are:

Aneurin Bevan University Health Board Headquarters

St Cadoc's Hospital Lodge Road Caerleon Newport

NP18 3XQ Telephone: 01873 732732

<http://www.aneurinbevanhb.wales.nhs.uk/>

Out of hours cover is currently provided by Gwent Healthcare Trust Out of Hours Service.

Patients may on occasion, be asked to attend the GP Primary Care Unit situated in the grounds of Nevill Hall Hospital.

You can use this service to obtain medicines urgently or contact your local pharmacy.

Please ask if you would like a copy of this booklet in large print.

PRACTICE CHARTER

RESPONSIBILITIES OF THE PRACTICE

- We aim to treat our patients with courtesy and respect at all times.
- The Practice will not discriminate against patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.
- At the reception desk you will be welcomed, acknowledged and dealt with promptly
- The telephone will be answered promptly
- Urgent medical conditions will be seen on the same day
- You will be visited at home if the Doctor considers you are too ill to be brought to the surgery. On occasions you may be referred directly to hospital.
- We will explain the likely effects of drugs and review your long-term medication needs on a regular basis
- You have the right to ask for a second opinion
- We respect your right to privacy and keep all your information confidential and secure
- All staff are aware of the need for confidentiality. Breach of confidentiality is recognised as grounds for disciplinary action.
- You can speak to a receptionist in private, if requested
- Information held on the computer system is protected under the Data Protection Act 1984
- Under the Data Protection Act you are entitled to access your clinical records or any other personal information held about you and you should contact the practice to make enquiries on how to obtain this information.

PRACTICE CHARTER

RESPONSIBILITIES OF THE PATIENT

- We ask that you treat the Doctors, Nurses and all Practice Staff with courtesy and respect. Any threatening, abusive or violent behaviour to staff or other patients will not be tolerated. If an incident does occur the practice will immediately call the police and use the NHS Regulations to immediately remove the patient from the practice list. This may lead to inconvenience for the patient in accessing medical care in the future.
- Please remember that the Doctor or Nurse of your choice may not always be available due to holidays and other practice commitments
- Please do everything you can to keep appointments. Tell us as soon as you can if you are unable to attend.
- Please tell us if you want a chaperone to accompany you during an examination
- The less time a doctor spends travelling the more time is available for seeing patients in the surgery. Please do not ask for a home visit unless it is absolutely necessary.
- Please do not call out of hours except in real emergencies. Where possible it is best to wait for the next surgery.
- If you are seriously unhappy with us or the services we provide please contact the Practice Manager, Mrs Lisa Valiant, for details of the Practice complaints procedure.

You have the right to leave our list and register with another practice.

HOME VISITS

Please telephone the surgery before 10.00am when requesting a home visit. If you can give a brief explanation of the problem to the receptionist, it will help the doctor to assess the urgency of the situation. Please say if you think the visit is urgent. The doctor may telephone you prior to the visit.

DISPENSING

We are a dispensing practice and can dispense medication to all of our patients who live more than one mile from a pharmacy. Acute prescriptions can be collected immediately after your consultation with the Doctor.

REPEAT PRESCRIPTIONS

If you are on regular medication, you can have a repeat prescription without having to see the doctor every time. We offer several methods for you to obtain your repeat medication:

At the Surgery - Tick the items you require on the order slip printed with your previous prescription and hand in at reception.

By post - If you prefer to have your prescription posted to you, please enclose a stamped addressed envelope.

Via the NHS Wales App <https://app.nhs.wales/login>NHS SurgeryApp>

If you have any difficulty collecting your prescriptions from the surgery, please contact your local pharmacy.

Please allow at least 48 hours (two working days) before coming to collect your prescription.

IDENTIFICATION OF CARERS

Do you look after someone who is ill, frail, disabled or mentally ill? We are interested in identifying all carers, especially those people who maybe caring without help or support. As a carer you are entitled to have your needs assessed. If you are a carer please inform reception.

SUGGESTIONS AND COMPLAINTS

We always try to provide you with the best services possible, but there may be times when you feel this has not happened. We operate a complaints procedure in accordance with the NHS Putting Things Right. A copy of the Practice's complaints leaflet offers guidance on the most effective way to make your complaint. Please note that this procedure does not deal with matters of legal liability or compensation. If you use this procedure, it will not affect your right to complain to the NHS Organisation or the Public Services Ombudsman for Wales. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please contact our Practice Manager, **Mrs Lisa Valiant** either by telephone **01873 851155** or email lisa.valiant@wales.nhs.uk Our policy is to acknowledge the receipt of a complaint within 2 working days and to seek to resolve any concerns within 30 working days - you will be advised if more time is needed.

PATIENT CONFIDENTIALITY

We 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 maintained at all times 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 team.

PRACTICE CHARTER STANDARDS

These are the local standards set within this Practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything. A copy of the Practice Charter is detailed at the center of this Leaflet.

VIOLENT OR ABUSIVE BEHAVIOUR

Any patient demonstrating violent or abusive behaviour towards the Practice Staff or patients will not be tolerated and will be reported to the police. The Practice adopts a Zero Tolerance Policy and reserves the right to remove violent patients from our Practice list immediately.

USEFUL TELEPHONE NUMBERS**Chemists**

Boots	01873 853207
Shackleton (Nevill Street)	01873 853219
Shackleton (Brecon Road)	01873 854310
Raglan	01291 690737
Allied (Waitrose)	01873 850702
Monmouthshire Pharmacy Information Helpline	01495 765066

Hospitals

Maindiff Court	01873 735500
Nevill Hall	01873 732732
Royal Gwent/St Woolos	01633 234234
University Hospital of Wales	02920 747747
Velindre	02920 615888

USEFUL TELEPHONE NUMBERS

Community Services	
Aneurin Bevan University Health Board	01873 732732
Citizens Advice Bureau	0800 702 2020
Community Health Council	01633 838516
Dental Service Emergency Out of Hours	111
Dental Service Information about Registering	01633 744387
District Nurses	01495 745656
DSS	01633 644644
Gwent Association of Voluntary Organisations	0800 470 1378
Midwives	01633 493530
NHS Direct Wales call 24 hours	111
Out of Hours Services	111
Registrar Births/Deaths/Marriages	01873 735435
Samaritans	0330 094 5717
Social Services	01873 735885

INFORMATION IN DIFFERENT FORMATS

Please ask us if you would like a copy of this leaflet in Welsh, in Braille, on audio cassette, on a disk or in large print

