



# **BELLEVUE GROUP PRACTICE**

## **PATIENT INFORMATION LEAFLET**

Bellevue Terrace, Newport,  
South Wales NP20 2WQ

Also at

**Bettws Health Centre**  
500 Monnow Way, Bettws,  
Newport, South Wales NP20 7TD  
**(Currently closed due to Covid-19 restrictions)**

***Tel: 01633 256337***

**Fax: 01633 222856**

**Website: [www.bellevuegp.com](http://www.bellevuegp.com)**

**Email: [Bellevue.Enquiries@wales.nhs.uk](mailto:Bellevue.Enquiries@wales.nhs.uk)**

**Out of Hours Service: 111**

August 2020



## Welcome to Bellevue Group Practice Croeso i Bellevue Group Practice

### About us

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#### GP Partners:

Dr John Crosbie	- Male
Dr Pamela Cribb	- Female
Dr Alison Bell	- Female
Dr Lucy Morris	- Female
Dr Amy Hampton	- Female
Dr Bethan Yeoman	- Female
Dr Rebecca Hughes	- Female
Dr Dee Clark	- Female
Dr Peter Macdonald	- Male

#### Salaried GPs:

Dr Elizabeth Metcalf	- Female
Dr Siobhan Wade	- Female
Dr Cheryl Anderson	- Female
Dr Mahmuda Rashid	- Female

#### We also have a GP in training:

Dr Josephine Brown	- Female
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#### Our nursing staff consists of:

##### Senior Practice Nurse Suzanne Watts and her team:

Janet Lewis, Denise Humble, Jayne Griffiths, Lisa McDonnell, Lydia Hallet, Alison Williams, Jayne Meredith and treatment room technicians.

Our Advanced Nurse Practitioners are Valerie Leyland and Neeta Joshi. Our Advanced Mental Health Nurse Practitioners are Deborah Taylor and Sarah Kniveton. Our practice pharmacists are Hayley James, Jodi Gillespie and Ayesha Ali.

Our Practice Manager is Gillian Campbell, and Deputy Practice Managers are James Sadler and Helen Rossiter, together with a team of secretarial, administration and reception staff who are based at the surgery.

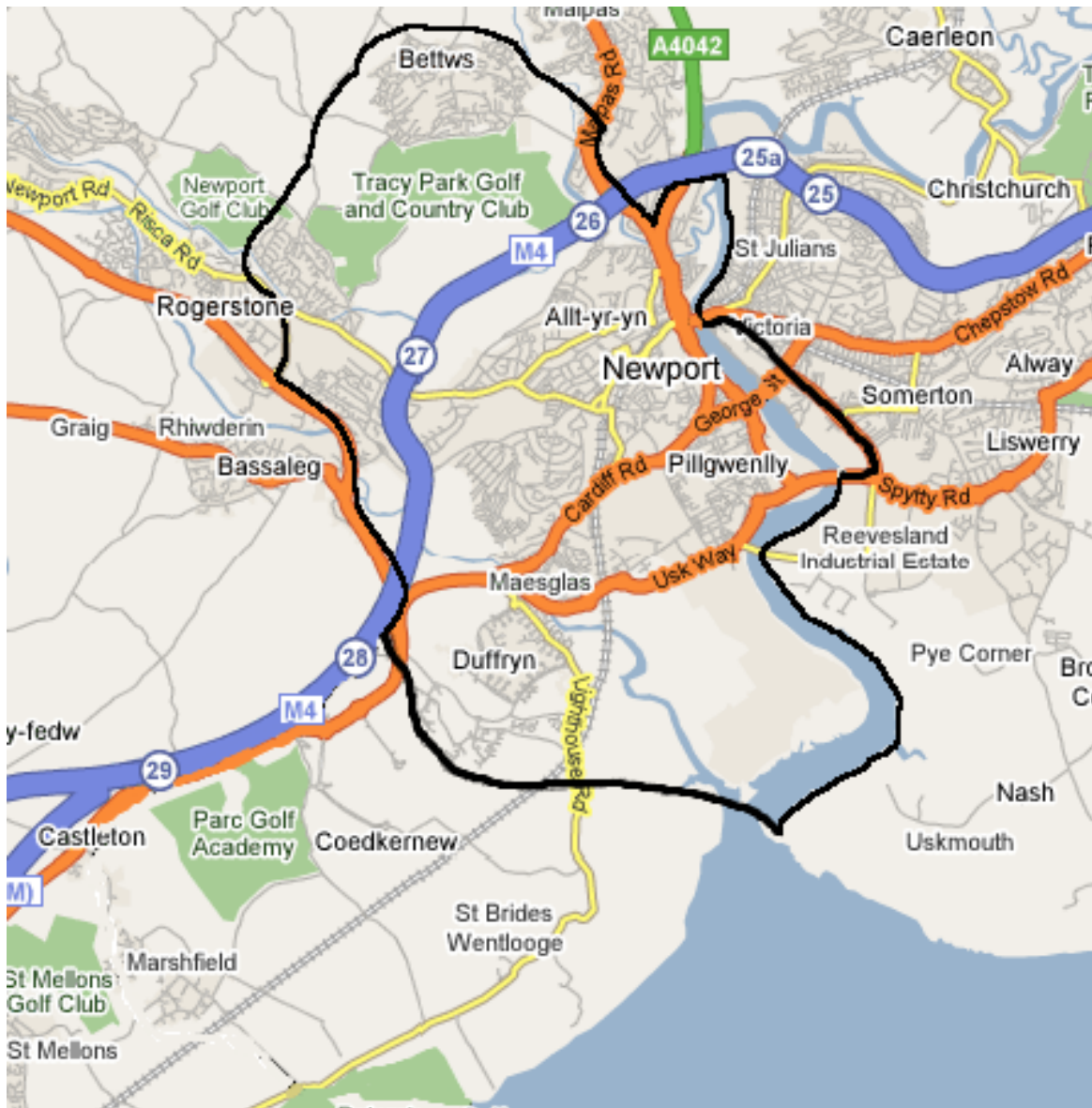
#### We also have the following attached staff:

District Nurses, Health Visitors, Midwives and Counsellor

#### **Practice Area**

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We range west of the River Usk down to Duffryn and north to the M4 extending to include Bettws.



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## How to find us

### Car

**Bellevue Surgery** is located near the Royal Gwent Hospital, Newport. From the city centre take the B4237 (Cardiff Road) past the hospital (on the right hand side). At the lights turn left down Mendalgief Road. Take the second turning left onto Bellevue Terrace and the surgery is located on the left hand side.

**Bettws Health Centre** is located in Bettws Shopping Centre. On entering Bettws on Bettws Lane take the second exit at the roundabout onto

Monnow Way. Follow this road until you reach the shopping centre. The Health Centre is located next to the library.

### **Bus**

Both Bellevue and Bettws are located near major bus routes through Newport. From the City Centre Bellevue can be reached on the number **30** (Cardiff Bus), **X18** (Stagecoach) and **15A** (Newport Bus). Bettws can be reached on the number **18 A/C** from Newport bus station. *For more information contact Traveline Cymru 0871 200 22 33.*

### **Car Parking**

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We offer free car parking to all our patients and visitors. We have designated disabled parking in Bellevue car park, and two spaces outside the main surgery entrance.

### **Patients with particular needs**

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Both surgeries have suitable access for disabled patients. All facilities are located on the ground floor. We also have two parking spaces outside Bellevue Surgery and in the main car park that are reserved for patients displaying a disabled sticker.

For patients with hearing difficulties we have a hearing loop in both surgeries. You can also email the surgery at [Bellevue.Enquiries@wales.nhs.uk](mailto:Bellevue.Enquiries@wales.nhs.uk) or provide your mobile number for us to text information to you.

Please let us know if you need assistance with any hearing, sight or any other specific requirement.

We can arrange interpretation services for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Please let us know if you require longer consultations to address any particular needs, involving communication when booking an appointment.

Patients can be accompanied at appointments by a carer/assistant.

The practice welcomes assistance dogs to the surgery. Dogs need to remain on a lead in close contact with the owner. Dogs must display a special identifying harness and collar tag.

## Registration Process

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You can register at the practice by completing a registration form found in reception. Please note that we only register patients who are entitled to receive NHS treatment and whose permanent address lies within our catchment area.

## Current Operating due to Coronavirus

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**Bellevue Group Practice** is open:

<b>Monday</b>	<b>7.30am – 6.30pm</b>
<b>Tuesday</b>	<b>8.00am – 6.30pm</b>
<b>Wednesday</b>	<b>8.00am – 7.00pm</b>
<b>Thursday &amp; Friday</b>	<b>8.00am – 6.30pm</b>

**Bettws Health Centre is currently closed due Covid-19 restrictions**

We are still operating and providing care for patients with any health concerns. However, open access surgery is not currently available.

To help minimise the risk of spreading the virus, we are asking patients to instead telephone the surgery on 01633 256337 to request a GP/Nurse appointment. The receptionist will take your details and you will be added to a triage list for the nurse to review.

You will then receive a phone call from the relevant clinician, or a call back informing you of when the clinician will be contacting you. We are unable to provide an exact time of your expected call back, but please ensure you are able to hear and answer your phone promptly.

We are able conduct many consultations over the phone without the need to see the patient in person. However, the clinician may ask you to attend the surgery for an allotted appointment time if appropriate. Please bear in mind to reduce time spent waiting in the surgery you will only be permitted to enter the building up to 5 minutes before you allotted appointment time, anyone arriving earlier than this will be asked to wait outside.

**\*\*\*PLEASE DO NOT ATTEND THE SURGERY WITHOUT BEING ALLOCATED AN APPOINTMENT\*\*\***

## **Blood Tests**

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Blood tests are still be conducted where appropriate. If a GP or hospital has asked for a blood test, you will need to contact the surgery and request a call back from the blood nurse to arrange a suitable appointment.

## **Medical Services**

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Clinics are run for diabetes, asthma, chronic heart disease, hypertension, minor surgery, ante natal, post natal, child health and immunisations, counselling and smoking cessation. We carry out foreign travel immunisations including yellow fever, near patient testing, influenza and pneumococcal vaccinations.

**Please note some of these clinics may be suspended due to Coronavirus restrictions, please speak to a member of staff if you have any queries.**

## **Fit Notes**

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The Practice Nurses CANNOT issue Fit Notes.

If you need a repeat Fit Note, these can usually be completed by the Doctor over the telephone. The Fit Note can be back dated a few days if necessary.

## **Test Results**

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Patients may telephone the Surgery during office hours to obtain test results.

## **Complaints**

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We operate an in-house complaints procedure to deal with complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

You can make complaints by writing to the Practice Manager or Deputy Practice Manager who will investigate and answer the issues raised. If you have difficulty in writing we will be pleased to help you. We will keep you informed of the process of your complaint.

## Prescriptions

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Whenever possible, please allow 48 hours for your prescription request to be processed using the slip on your prescription form. It may be sent by post by enclosing a stamped self-addressed envelope or forwarded to a local pharmacy. Please note we **do not** take prescriptions over the telephone.

## How to Order Repeat Prescriptions

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- Keep the white half of the prescription safe to use as a 're-order form', when you need more of your regular medication.
- The EASIEST way to obtain your medication is to make an arrangement with a local chemist. When you are running low on your medication, tick the medications you require.
- Request on the white re-order form and hand it in at the chemist. They will arrange for us to send them the prescription and will dispense your medication, so you simply have to pick it up from the chemist, without visiting the surgery.

The pharmacist can also give advice on your medications, how they should be taken and any potential side effects.

- You can also order your prescription using My Health Online. You need to register as an online user at the surgery where you will be given your unique password.
- We are now able to accept prescription requests via email, please see our website for further details.

Alternatively you can obtain a repeat prescription from the surgery and mark it to be sent to a chemist of your choice. To do this, tick the medications you require on the white re-order form. Drop it in the box in reception for repeat prescription requests, **at least 2 working days before you need the medication.**

You can also post requests for repeat medication to us. Please include a stamped addressed envelope if you want us to send the prescription back to you. Remember this will take longer for the prescription to get to you. For safety, **we do not accept repeat prescription requests over the telephone.**

- When you have used up all the authorisations of your repeat medication it will look like this:

*Atenolol 12/12,*

And there will be a message on the white re-order form that you need to see a doctor before the next prescription. Please ask the receptionist to make you a routine appointment. Any repeat medication that is not requested for 6/12 months, will automatically be taken off your repeat prescriptions.

## **Mental Health**

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We have two Advanced Mental Health Nurse Practitioners as part of our team at the practice. They are able to see patients for mental health matters including medication reviews.

## **Community (District) Nurses**

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We have a team of nurses attached to the practice who provide nursing to patients at home. The District Nurses may be contacted on **01633 214661**.

## **Health Visitors**

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We have a team of health visitors attached to the practice who provide support to parents and also monitor the growth, wellbeing and development of children. The Health Visitors may be contacted on **01633 254566** or **01633 414 679**.

## **Community Midwives**

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The community midwives provide all holistic antenatal and post antenatal care during pregnancy. All patients have a named midwife and contact telephone number.

## **Students**

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From time to time we have medical students who are intending to become General Practitioners who will be training at the practice.



## **Telephone Calls**

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All telephone calls are recorded for training and your protection.

## **Suggestions**

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If you have a suggestion please place it in the box located in the waiting room.

## **Change of Address**

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Please inform the practice immediately if you change your address or telephone number to enable us to keep our records up to date.

## **Further Information**

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If any further information is required about the services Bellevue Group Practice is able to offer there are additional information leaflets available in the surgery, just ask at the main reception desk.

## **Patient Responsibilities**

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You are partners in the care you receive and we ask you to accept your own responsibilities in return.

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

If you need a home visit, if possible please telephone before 10.30am. Transportation problems are not a valid reason for a home visit.

Only ask for emergency consultations or home visits when appropriate.

To help keep surgeries running as smoothly as possible please arrive on time for your appointment. Let us know as soon as you can if you cannot keep an appointment

## Aneurin Bevan University Health Board

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Aneurin Bevan University Health Board is responsible for ensuring you get all the services you need. They are based at:

**Llanarth House, Unit 1 Newbridge Gateway, Bridge Street,  
Newbridge, NP11 5GH**

You are able to raise a concern about the NHS to the Health Board under the Putting Things Right process. To contact them you can telephone 01495 745656;

Email – [Puttingthingsright.ABHB@wales.nhs.uk](mailto:Puttingthingsright.ABHB@wales.nhs.uk)

Or write to Judith Paget, Chief Executive, Aneurin Bevan University Health Board, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ

### **Why does the NHS collect information about you?**

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Your doctor and the team of health professionals caring for you take 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 an organisation outside of the NHS e.g. social services. If so we may need to share 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. Please see our privacy notice (available at reception on request) or alternatively it is available on our website [www.bellevuegp.com](http://www.bellevuegp.com).

### **Useful Telephone Numbers and Links**

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Out of Hours Service	<b>111</b>
NHS 111 Wales	<a href="http://www.111.wales.nhs.uk">www.111.wales.nhs.uk</a>
<i>Check your symptoms and get contact details for local NHS out-of-hours services</i>	
Royal Gwent Hospital, Newport	<b>01633 234 234</b>
St Woolos Hospital, Newport	<b>01633 234 234</b>
Nevill Hall Hospital, Abergavenny	<b>01873 732 732</b>
University Hospital of Wales, Cardiff	<b>029 2074 7747</b>

Gwent Dental Helpline	<b>01633 488 376</b>
Wales Smoking Cessation Service	<b>0800 085 2219</b>
G.A.P (Gwent Alcohol Project)	<b>01633 252 045</b> <b>01633 252 096</b>
Gwent Drugs Project	<b>01633 216 777</b> <b>01633 232 182</b>
FRANK (Drug advice for young people)	<b>0800 77 66 00</b> <a href="http://www.talktofrank.com">www.talktofrank.com</a>
Aneurin Bevan Community Health Council	<b>01495 745656</b>
The Samaritans	<b>08457 090 090</b> <a href="http://www.thesamaritans.org.uk">www.thesamaritans.org.uk</a>
Childline	<b>0800 11 11</b> <a href="http://www.childline.org.uk">www.childline.org.uk</a>
Women's Aid <i>For victims of Domestic Abuse</i>	<b>0808 2000 247</b>
Victim Support A charity for helping victims of crime	<b>0845 30 30 900</b>
M.I.N.D Confidential mental health helpline	<b>01633 671 900</b>
Age Concern	<b>01633 763 330</b> <a href="http://www.ageconcern.org.uk">www.ageconcern.org.uk</a>
For deaf patients and those with hearing difficulties telephone service	<b>0845 606 4647</b>
Carer's Contact	<b>01633 258 376</b>
Aneurin Bevan University Health Board	<b>01495 241246/294</b> <a href="http://www.wales.nhs.uk/sitesplus/866/home">www.wales.nhs.uk/sitesplus/866/home</a>
Health of Wales Information Service	<a href="http://www.wales.nhs.uk">www.wales.nhs.uk</a>

Newport City Council

[www.newport.gov.uk](http://www.newport.gov.uk)

Citizen's Advice Bureau

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

British Medical Association

[www.bma.org.uk](http://www.bma.org.uk)