



PATIENT INFORMATION LEAFLET

Bellevue Terrace, Newport,
South Wales NP20 2WQ

Brach surgery at

Bettws Health Centre
500 Monnow Way, Bettws,
Newport, South Wales NP20 7TD

Tel: 01633 256337

Fax: 01633 222856

Website: www.bellevuegp.com

Email: Bellevue.Enquiries@wales.nhs.uk

Out of Hours Service: 111

August 2020



**Please note this information is available as an
audio leaflet – contact us for details**

Welcome to Bellevue Group Practice Croeso i Bellevue Group Practice

About us

GP Partners:

Dr Alison Bell	- Female
Dr Lucy Morris	- Female
Dr Amy Hampton	- Female
Dr Bethan Yeoman	- Female
Dr Peter Macdonald	- Male
Dr Josephine Brown	- Female
Dr Lucienne Parkinson	- Female

Salaried GPs:

Dr Siobhan Wade	- Female
Dr Cheryl Anderson	- Female
Dr Mahmuda Rashid	- Female
Dr John Crosbie	- Male
Dr Pamela Cribb	- Female
Dr Dee Clark	- Female

We also have a GP in training:

Dr Gurvinder Singh	- Male
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Our nursing staff consists of:

Senior Practice Nurse Suzanne Watts and her team:

Janet Lewis, Denise Humble, Jayne Griffiths, Lydia Hallet, Alison Williams, Jayne Meredith, Courtney Rich, Charlise Richards and treatment room technicians.

Our Advanced Nurse Practitioner is Neeta Joshi. Our Advanced Mental Health Nurse Practitioner is Deborah Taylor. 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.

The Samaritans

08457 090 090

www.thesamaritans.org.uk

Childline

0800 11 11

www.childline.org.uk

Women's Aid

For victims of Domestic Abuse

0808 2000 247

Victim Support

A charity for helping victims of crime

0845 30 30 900

M.I.N.D

Confidential mental health helpline

01633 671 900

Age Concern

01633 763 330

www.ageconcern.org.uk

For deaf patients and those with hearing difficulties telephone service

0845 606 4647

Carer's Contact

01633 258 376

Aneurin Bevan University Health Board **01495 241246/294**

www.wales.nhs.uk/sitesplus/866/home

Health of Wales Information Service

www.wales.nhs.uk

Newport City Council

www.newport.gov.uk

Citizen's Advice Bureau

www.adviceguide.org.uk

British Medical Association

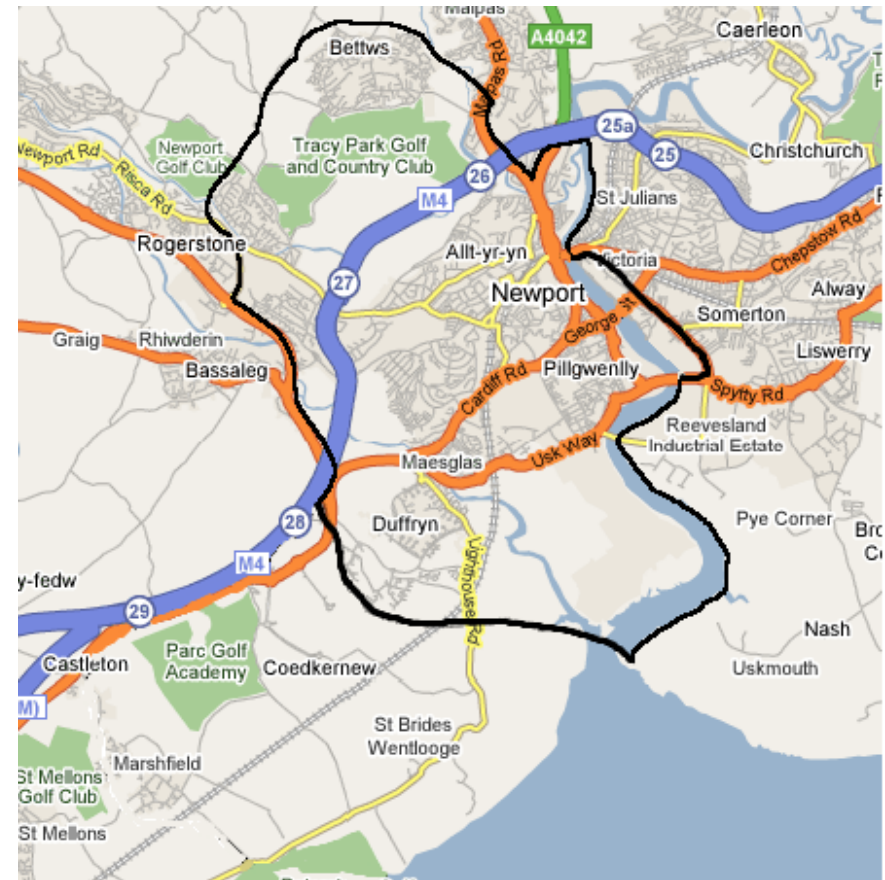
www.bma.org.uk

Useful Telephone Numbers and Links

Out of Hours Service	111
NHS 111 Wales	www.111.wales.nhs.uk
<i>Check your symptoms and get contact details for local NHS out-of-hours services</i>	
Grange University Hospital, Cwmbran	01633 493100
Royal Gwent Hospital, Newport	01633 234 234
St Woolos Hospital, Newport	01633 234 234
Nevill Hall Hospital, Abergavenny	01873 732 732
University Hospital of Wales, Cardiff	029 2074 7747
Gwent Dental Helpline	01633 488 376
Wales Smoking Cessation Service	0800 085 2219
G.A.P (Gwent Alcohol Project)	01633 252 045 01633 252 096
Gwent Drugs Project	01633 216 777 01633 232 182
FRANK (Drug advice for young people)	0800 77 66 00 www.talktofrank.com
Aneurin Bevan Community Health Council	01495 745656

Practice Area

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



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

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.

Aneurin Bevan University Health Board

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

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?

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.

Further Information

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

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.

Patients with particular needs

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 or provide your mobile number for us to text information to you.

Please let us know if you need assistance with 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.

Current Operating due to Coronavirus

Bellevue Group Practice is open:

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

Bettws Health Centre is open:

Monday	8.00am – 5.30pm
Tuesday	8.00am – 1.00pm
Wednesday	8.00am – 1.00pm
Thursday	8.00am – 1.00pm
Friday	8.00am – 1.00pm

For urgent appointments, please phone 01633 256337 before 11:00am. The receptionist will take your details and you will be added to a triage list for a clinician 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. You may be asked to attend the surgery in person to be examined.

For routine non-urgent appointments, please either telephone the surgery after 2:00pm, or email us via Bellevue.Enquiries@wales.nhs.uk with information about your symptoms, and we will get back to you with a routine appointment.

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

Test Results

Patients can telephone the Surgery after 2:00pm to obtain test results.

Students

From time to time we have medical students who are intending to become General Practitioners who will be training at the practice. We will always tell you if one may be present in a consultation.

Telephone Calls

All telephone calls are recorded for training and your protection.

Suggestions

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

Change of Address

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

Mental Health

We have an Advanced Mental Health Nurse Practitioner as part of our team at the practice. She is able to see patients for mental health matters including medication reviews.

Community (District) Nurses

We have a team of nurses attached to the practice who provide nursing to patients at home. The District Nurses may be contacted on 01495 745656.

Health Visitors

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 851945**.

Community Midwives

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

Please remember, in an emergency, dial 999

Blood Tests

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

Clinics are run for diabetes, asthma, chronic heart disease, hypertension, minor surgery, ante-natal, post-natal, child health and immunisations. 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

The Practice Nurses CANNOT issue Fit Notes.

If you need a repeat Fit Note, these can usually be completed by the doctor, who may need to speak to you. The Fit Note will be back-dated a few days if necessary.

Complaints

We operate an in-house complaints procedure to deal with complaints, as per the NHS "Putting Things Right" policy. 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 or emailing the Practice Manager or Deputy Practice Manager who will investigate and answer the issues raised. If you have difficulty with writing we will be pleased to help you.

Registration Process

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

Prescriptions

Whenever possible, please allow at least 48 hours for your prescription request to be processed. Your prescription may be sent to you by post if you provide a stamped self-addressed envelope, or, ideally, forwarded to a local pharmacy. **Please note: we do not take prescription orders over the telephone.**

How to Order Repeat Prescriptions

- 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 to place your orders for you.
- Tick what is needed 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.

Ideally, we will send your repeat prescriptions from the surgery to be sent to the chemist of your choice. However, in certain circumstances we can arrange for you to collect them from reception yourself.