We would like to extend a very warm welcome/croeso to our new patients transferring from St Brides Medical Centre. We understand that this may be an anxious time, but we aim to make the process as smooth as possible for you. Please make note of the following information:

**Appointments**

For urgent advice and appointments, please telephone us on 01633 256 337 between 8:00am and 11:00am; your request will be triaged by a clinician and we will get back to you the same day with an appointment or appropriate signposting/advice as required.

For routine non-urgent appointments, please either telephone the practice after 2:00pm, or email us on Bellevue.Enquiries@wales.nhs.uk giving some details regarding the medical problem. Either an appointment will be booked by reception, or if clinical opinion is needed your request may be triaged and we will get back to you as appropriate.

**Home visits**

Please contact us as early as possible to request a home visit – all requests are triaged by a GP. Please be aware that a lack of convenient transport is not considered a valid reason to request a home visit.

**Repeat prescriptions**

Patients should give us at least two working days to process repeat prescription orders and issue prescriptions.

**IMPORTANT: We cannot take repeat prescription orders over the phone.**

The best way to order is by asking your chosen pharmacy to order for you. Alternatively, you can order by submitting a written order slip into the box the surgery outside or via reception, or by sending an email to Bellevue.Enquiries@walers.nhs.uk making sure to give your name, date of birth, the name of each medication you need, and which pharmacy you would like us to send your prescription to.

If you prefer to collect your prescriptions from reception yourself, please let us know.

**Violence and aggression policy**

We operate a zero-tolerance policy towards any verbal or physical abuse of practice staff, threats and intimidation, or damage to practice property. We work closely with Heddlu Gwent Police and reserve the right to report incidents to them and/or have patients removed from our list and banned from the premises. Please help us help you by maintaining a positive and constructive relationship with us.

Many thanks/diolch yn fawr,

The GP Partners, Bellevue Group Practice – 30th June 2022