

Useful Telephone Numbers

Gwent Out of Hours	0846 6001231
NHS Direct Wales	0845 46 47
Ambulance Transport	0800 32 82 332
ABHB Newport Locality	01633 261430
Comm. Health Council	0845 6447814
Health Visitor	01633 259335
Gaer Pharmacy	01633 264599
Royal Gwent Hospital	01633 234234
St Woolos Hospital	01633 234234
St Cadoc's Hospital	01633 436700
Uni. Hospital of Wales	02920 747747
Age Concern	0800 009966
Senior Line	007 9166055
Child Line	0800 1111
Samaritans	0845 7909090
Rape Crisis	080 88029999
St David's Foundation	01633 270980
Gwent Cancer Support	01495 760066
Gwent Epilepsy	01495 763131
Newport MIND	01633 258741
Carers UK	0808 8087777
Crossroads (carers)	0845 4500350
Princess Royal Trust	0207 4807788
Cruse Bereavement Care	01633 238162
Infertility Network UK	0800 0087464
Smoking Helpline	0800 1690169

Gaer Medical Centre

71 Gaer Road

Newport NP20 3GX

Tel: 01633 840827

Fax: 01633 221404

www.gaermedicalcentre.co.uk

Drs Velusami, Abraham & Abdul Majid

PATIENT INFORMATION LEAFLET

Welcome to our Practice:

At Gaer Medical Centre, we aim to provide a high quality of patient care in a friendly and professional manner.

The information contained in this leaflet has been designed to tell you about our practice and the services we offer. Please read it carefully; it will help you to access our services appropriately and to obtain the best possible care. We trust you will find it useful and informative.

About the Surgery:

Our opening hours are Monday to Friday 8:00am-6:00pm. **For consultation times see page 5.**

A receptionist is available to help you on the telephone between: 8:00am-6:30pm

Facilities for the Disabled:

The practice operates from a purpose built, single storey premises with a car park. It affords the following facilities for the disabled: an access ramp, wide doors allowing wheelchair access through corridors to consulting and treatment rooms, and disabled toilet facilities. A portable hearing loop is available on request. Our practice nurse is trained in British Sign Language.

Practice Area:

The practice serves the population of the Gaer and the surrounding areas.

Out of Hours Arrangements:

Outside of surgery hours (Monday to Friday between 6:30pm-8:00am, all weekend and bank holidays) the numbers to call are: -

Urgent cases: 0845 600 1231

Emergencies: 999

Information & advice: 0845 46 47 (NHS Direct)

Doctors in Partnership:

Dr Othimalai Velusami (Male)

BSc., MBBS., DA (London)

Languages spoken: English / Tamil

Dr Adibah Abdul Majid (Female)

MBBCh., MRCP., DFRH (Cardiff)

Languages spoken: English / Malay

Dr Leena Abraham (Female)

MBBS., DCH., MRCPCH (London)

Languages spoken: English / Tamil

The GPs:

The GPs work as a partnership which means you are able to see any of the doctors. They are responsible for managing a variety of acute and chronic medical problems. We are fortunate to have GPs with specific interests and expertise in many areas including gynaecology and family planning, child health, diabetes, psychiatry (Section 12 accredited), pain management and minor surgery.

Practice Nurse:

Mrs Gillian McKean *RGN*

As well as carrying out routine medical checks, undertaking procedures such as ECGs, wound management and ear syringing our practice nurse has specialist expertise in cervical cytology, travel and immunisation advice, management of diabetes, heart disease, asthma & chronic lung disease. She will also offer healthy lifestyle advice including smoking cessation support.

Healthcare Assistant:

Mrs Lesley Cooper *Cert Phlebotomy* Lesley carries out routine health checks, takes blood tests and undertakes other procedures in conjunction with the practice nurse.

The Practice Healthcare Team:

Our staff work with the GPs to provide patients with help and advice, but their work can sometimes be difficult.

Please remember that if you are kept waiting or are asked fact finding questions, our staff are carrying out our instructions to ensure the practice is run safely and smoothly; we do need to ascertain the urgency of particular requests and sometimes spend longer with patients than we have allowed.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Store them in a box or cupboard with a lock – or keep well out of the reach of children.

Soluble Aspirin Tablets: Good for headaches, colds, sore throats (gargle with solution) and pains in general. Aspirin should NOT be given to children under 16.

Paracetamol Mixture: For relief of pain or fever in young children

Sedative Cough Linctus: For dry or painful coughs - but not for coughs caused by common colds

Menthol Crystals: Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs

Vapour Rub: Again, for steam inhalations. Also useful for children with runny noses or dry coughs. Rub on the chest.

Ephedrine Nose Drops: For runny noses in children over 1 year old. Use before meals and at night, but **not** for more than four days

Antiseptic Solution: One teaspoon diluted in water for cleaning cuts and grazes

Antiseptic Cream: For treating septic spots, sores in the nose and grazes

Calamine Lotion: For dabbing (not rubbing) on insect bites, stings and sunburn

Dressing Strips: For minor cuts

3" Wide Crepe Bandage: To keep dressings in place. To support sprained or bruised joints

Cotton Wool: For cleaning cuts and grazes

Thermometer: For fevers

Tweezers: For removing splinters

Remember that your local pharmacist can give you advice about medicines.

ANTIBIOTICS DON'T WORK AGAINST VIRUSES

- Infections are caused by different bugs – sometimes bacteria and sometimes viruses
- Antibiotics don't work against viruses
- If antibiotics are prescribed for all infections, more bacteria will develop more resistance. This means that antibiotics will not kill bacterial infections when you really need them to
- Your body has good defence systems and viral infections clear up by themselves anyway

What should you do if you have a viral infection?

- ✓ Rest – you may need to stay in bed
- ✓ Drink plenty of warm fluids – this will stop you from getting dehydrated
- ✓ Take paracetamol according to the instructions on the packet, to bring down your temperature or if you have any discomfort
- ✓ Speak to your local pharmacist about other remedies you can safely take for your symptoms

Many viral infections can make you feel unwell for a number of days. If you are not getting better within a few days, or at anytime are concerned about your symptoms, phone or visit the surgery for further advice.

Coughs, colds, sore throats etc usually last for.....

- ❖ **Ear infection – 4 days**
- ❖ **Common Cold – 1 ½ weeks**
- ❖ **Cough – 3 weeks**
- ❖ **Sore throat – 1 week**
- ❖ **Sinusitis – 1 ½ weeks**

Most of these are caused by viruses and will clear up on their own. Your doctor will decide if you need treatment. If you are not sure ask your pharmacist for advice.

Practice Manager:

Mrs Catherine Kitson *AMSPAR (Dip)*

manages the day to day activities of the practice and non-clinical patient welfare. She has overall responsibility for the management of the practice.

Receptionists:

Mrs Kerryann Hill, Mrs Maisie James and Mrs Christine Thomas

The receptionists are available to make appointment for patients to see GPs, Practice Nurse and the Healthcare Assistant.

They will assist with and appropriately direct your enquiries, in order to do this they may need to ask for a few details. All reception staff have been fully trained and make enquires to help you in the most appropriate way. Please be assured that rules of confidentiality apply to all staff.

They manage requests for repeat prescriptions (they cannot accept telephone requests for medication). They will also take messages for District Nurses and Health Visitor

Practice Attached Staff:

District Nursing Team: The District Nursing Team is led by Ms Carlene Jones Tel: 01633 890830. They are available to visit the housebound and terminally ill. They undertake a wide variety of nursing tasks and offer advice on maintaining good health as well as managing chronic illnesses.

Health Visitor: Ms Terrie Thomas Tel: 01633 267948. The health and development of pre-school children forms the major role of the Health Visitor. She runs a fortnightly Well Baby Clinic conjunction with the GP (immunisations and developmental checks) at the surgery on the 2nd and 4th Thursday morning of each month.

The Health Visitor is available to discuss, give information and guidance on a range of topics to promote family health and well being. This includes emotional health, postnatal depression, relationship difficulties, bereavement, child development, difficult behaviour, feeding,

sleeping, minor illness and injury reduction.

Community Midwife:

Ms Sue Shore, the midwife, works with the doctors to provide care for mothers before and after delivery, and care of the baby in the first 28 days. She runs a weekly ante-natal clinic at the surgery on Thursday afternoons. For non-urgent enquires Tel: 01633 436806 (answer phone).

Ante-natal Information:

It is important to receive ante-natal care before the tenth week of your pregnancy. As soon as your pregnancy has been confirmed, you will need to make an ante-natal appointment.

Your first appointment may take up to one hour; here the booking documentation will be completed. The midwife will also provide you with information regarding ante-natal care, including screening tests, healthy lifestyle advice and local antenatal classes etc. Your midwife may ask you to see your GP occasionally during your pregnancy and especially if you are having any problems.

In order to give your baby a good start, it is important to take folic acid tablets to prevent spina bifida. These tablets are available on prescription. Please speak to the GP if you require a prescription. If you are a smoker it is important to stop smoking now. The GP and practice nurse are happy to provide you with information and support to help you quit.

If you have any queries on any aspect of your care, please come to see us.

Practice Counsellor: Mr Ray Jones provides a weekly clinic at the surgery, by GP referral only.

Dietitian: Ms Jo Porter provides a monthly clinic at the practice, by GP referral only.

How to see a Doctor:

Morning appointments are allocated on a first come first served basis when a patient presents at the reception desk between 8:00-10:15am.

Afternoon appointments can be booked up to eight weeks in advance via the receptionist. If you are unable to attend or no longer need your appointment, please ring the surgery to cancel so that the

Patients' Charter:

As an NHS registered patient with this practice you are entitled to:

- ❖ Courtesy and respect from the staff
- ❖ Privacy and confidentiality when speaking to a member of staff
- ❖ Be given an appointment the same day if you need to see a doctor urgently
- ❖ Be seen by a doctor of your choice within 5 working days, subject to sickness and holidays
- ❖ Be seen within 30 minutes of your appointment time (open surgeries excluded). If for any reason you cannot be seen within this time, an explanation will be given
- ❖ A clear explanation of treatment proposed for you by any member of the practice team
- ❖ A health check when registering
- ❖ Expect your medications to be reviewed regularly if you are receiving repeat prescriptions Be referred to a consultant when your GP feels it is necessary to be referred for a second opinion
- ❖ Have access to your records (fee payable)
- ❖ Have telephone enquiries answered promptly and dealt with effectively
- ❖ Be informed of test, x-ray, and outpatient results upon request

You can help us to help you by:

- ❖ Treating our staff with courtesy
- ❖ Giving the doctor all the relevant information about your condition and past medical history
- ❖ Letting us know when you move or change your telephone number
- ❖ Keeping appointments or giving as much notice as possible if you need to cancel
- ❖ Using your appointment for one person only
- ❖ Complying with medication and clinical reviews and recalls
- ❖ Not expecting a prescription every time you see the doctor – taking advice is often more effective than drugs
- ❖ Giving 24 hours notice before collecting prescription
- ❖ Remembering if you need a home visit to make your request before 10:00am
- ❖ Ringing the practice nurse for test results
- ❖ The self-management of common illnesses. or self-limited illnesses there is no need to consult a GP
- ❖ Using our services wisely

Childhood Ailments

Chicken Pox: On the first day a rash appears as small red patches about 3-4mm across. Within a few hours, small blisters appear in the centre of these patches. During the next 3 or 4 days other patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2-3 days before the rash appears and up to 5 days after this date. Children may return to school after the last crusts have dropped off.

German Measles (Rubella): The rash appears during the first day and usually covers the body, arms and legs in small pink patches around 2-4mm across and doesn't itch. No other symptoms are present apart from occasional aching joints. It is infectious from 2 days before the rash appears, until the rash disappears in about 4 or 5 days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease

Measles: The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from 2 to 3 days before the rash appears until 8 to 10 days after that date.

Immunisation can prevent this disease

Meningitis: This is a rare illness that is most common in babies, children under four years and teenagers, and requires urgent attention.

Signs and symptoms in **babies** and **very young children** are:

- ❖ Difficulty waking
- ❖ high pitched scream that is different from a normal cry
- ❖ repeated vomiting
- ❖ refusing feeds
- ❖ pale or blotchy skin especially with red or blue/black bruises that don't go white when you press on them
- ❖ tight or bulging soft spot on the top of your baby's head.

Signs and symptoms in **older children** and **adults** are:

- ❖ A high temperature
- ❖ constant headache
- ❖ vomiting, drowsiness or confusion
- ❖ dislike of bright lights
- ❖ stiffness of the neck (moving their chin to their chest will be particularly painful),
- ❖ a rash of red/blue spots/bruises that won't go white when pressed with a tumbler.

If you are in any doubt contact the doctor immediately.

Mumps: Swelling of the gland in front of one ear is often followed, after a couple of days, by swelling in front of the other ear. It is infectious from 2 to 3 days before the swelling appears until 8 to 10 days after that date. If the pain is severe, contact the doctor.

Immunisation can prevent this disease

CONSULTATION TIMES

	Morning	Afternoon
Mon	8:45-10:15	3:30-5:30
Tues	8:45-10:15	3:30-5:30
Wed	8:45-10:15	3:30-5:30
Thurs	8:45-10:15	3:30-5:30
Fri	8:45-10:15	3:30-5:30

appointment can be allocated to another patient.

How to speak to a Doctor:

A doctor is available to speak to patients for telephone advice between 11:15-11:45am and 5:15-5:45pm Monday to Friday.

How to see the Practice Nurse:

As well as chronic disease management clinics, the nurse offers open appointments between 9:00-11:00am Monday to Friday and between 4:00-5:30pm Monday, Tuesday & Thursday.

Ear syringing: Between 10:30-11:00am Monday to Friday and between 5:00-5:30pm Monday, Tuesday & Thursday

Cervical Smears: The practice nurse provides cervical smear tests on Tuesday and Thursday afternoons after 4:00pm by appointment. There needs to have been at least five clear days after the menstrual cycle for a smear to be performed.

Travel Vaccines: Monday, Tuesday & Thursday afternoons between 4:00-5:30pm by prior arrangement. Please ask for a holiday form at reception or download from our website. Allow sufficient time before your holiday to organise vaccines.

How to speak to the Practice

Nurse: The nurse is available to give investigation results and general advice over the telephone between 11:30am-12:00noon Monday to Friday and between 5:30-6:00pm Monday, Tuesday and Thursday.

How to see the Healthcare

Assistant: The healthcare assistant offers open appointments between 9:00-11:00am Monday, Tuesday, Wednesday and Friday.

Blood Tests: Please attend before 10:30am.

Fasting Blood Test: you must not eat anything after midnight. This includes sugar-free sweets, chewing gum and flavoured drinks. You may only drink unflavoured water before the test to remain well-hydrated as this makes blood letting easier (avoid tea and coffee before the test as this may cause dehydration). Do not drink milk. If you are diabetic please arrive early, it may also be advisable to bring a snack for you to have immediately after the test.

Urine Specimens: must be brought to the surgery before 11:00am

Test Results: It is the responsibility of the patient to telephone the nurse to obtain investigation results by ringing between 11:30am-12:00noon Monday to Friday and between 5:30-6:00pm Monday, Tuesday and Thursday.

How to request a chaperone: If you require a chaperone to be present during your consultation, you are able to request this service.

How to request a home visit: Home visits are at the discretion of the doctor. House calls must only be requested if the patient is too ill or too infirm to attend the surgery.

The receptionists are instructed to obtain as much information as possible so that requests can be given the necessary priority.

When a home visit is required, please make your request before 10:00am (except in an emergency) to allow time to plan visiting rounds.

It is often more appropriate to arrange for the patient to be seen by the doctor at the surgery, this is because of the facilities and equipment available to the doctor. If the patient has a rash or temperature, they will come to no harm by coming to the surgery. If you are concerned that a rash may be infectious, please advise the receptionist upon arrival so that they may be isolated from other patients.

Access to Records: Patients have the right of access/view their records for a fee of £10. Personal information is only released to third parties e.g. employers, solicitors etc with the patient's written consent.

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

Discrimination Policy: The practice follows a policy of non-discrimination against age, gender, sexuality, race or religion.

Practice Procedure for Dealing with Concerns: We always try to provide the best service possible; sometimes you may feel that this has not been the case. By telling us your concern, we can apologise to you, investigate and, if necessary correct any problems you have identified.

Our practice procedure is not able to deal with

- Private healthcare or treatment (including private dental treatment)
- A complaint which was made and investigated under the arrangements that were in place prior to April 2011

It may be possible to address some concerns "on the spot". In many cases, these sorts of concerns relate to relatively easy to address issues and the person who raised the concern must be satisfied with the immediate actions taken, they may be asked to sign a form to confirm that they are satisfied.

Formal concerns may be raised by speaking or writing to the practice manager.

For further information the "Putting Things Right" leaflet can be downloaded from our practice website:
www.gaermedicalcentre.co.uk

Confidentiality:

The practice is fully computerised. Please be assured that information is extremely confidential and can only be accessed by authorised staff using a secure code. Every member of staff has signed a confidentiality statement as part of their contract of employment. The staff are only allowed to give information to the patient themselves or to someone acting on their behalf with written authorisation.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL

Research Data Collection:

The information recorded about you may be used for reasons other than your personal care, for example, to help to protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research.

We are involved in research studies which require access to anonymous information from patients' notes. You cannot be identified from these notes as all personal details (name, address, post code, full date of birth) are removed. Individual patients' records are added to a much larger anonymous database from many patients across the UK which is used by researchers outside this practice. The data may be anonymously linked to other data, such as hospital data.

If you would like to opt out of this data collection scheme, please let your doctor know and your records will not be collected for use in the anonymous research database. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted by your GP to see if you are willing to take part; you will not be identified in any published results. If at anytime you would like to know more, or have any concerns about how we use your information, you can speak to Catherine Kitson Tel: 01633 840827

How to order a repeat prescription:

If you take medication regularly and your condition is stable, the GP may make arrangements for your medication to be issued on repeat for up to 6 months.

You will need to make further requests by using the tear off slip on the right hand side of the prescription (if you have lost your slip, we will accept a written request). Approximately one week before you run out of medication, tick off the items you require and either place the request in the prescription box in the waiting room, hand it to a receptionist or post it to the surgery. If you require the prescription to be posted back to you, please remember to provide a stamped self-addressed envelope with your request.

The prescription will be ready for collection 24 working hours following request.

It is your responsibility to ensure you do not run out of medication. Please allow sufficient time to re-order. Remember the surgery is closed at weekends and bank holidays, so allow extra time to obtain your medication.

Patients on certain medications require regular monitoring e.g. blood tests, BP checks before a prescription can be issued. Please ensure these tests are carried out.

All patients on repeat prescriptions will require periodic medication reviews. You will be asked to see the GP for your repeat medication to be re-authorised. Failure to attend for review may cause interruption to your supply of medication as you will be unable to re-order until repeat issue has been re-authorised by the GP.

Patients need to make their own arrangements with the chemist of their choice for prescription collection.

Prescriptions will be for 28 days supply of medication only.

Requests for medication are NOT accepted over the telephone.

It is our policy to only prescribe sleeping tablets and sedatives on a short term basis.

CLINIC TIMES

Minor Surgery:	1st Monday of the month 2:00-3:30pm
Coronary Heart Disease/ Diabetes:	Tuesday 2:00-4:00pm
Asthma:	Thursday 2:00-4:00pm
COPD:	Monday 2:00-3:30pm (Except 1st)
Antenatal:	Thursday 2:00-3:30pm
Well Baby:	Thursday morning (Fortnightly 2nd & 4th)
Dietetics:	Wednesday—monthly
Counselling:	Wednesday— weekly

Chronic Disease Management:

Patients who have Heart disease, Diabetes, Asthma, Chronic Lung disease, Hypothyroidism, Epilepsy, Hypertension, Renal failure must see a doctor or nurse at least once a year for a review. When the review is overdue, prescriptions may be withheld until after a review has been undertaken. This is to ensure that conditions are appropriately managed and optimum control is achieved and maintained. Patients will be invited to attend for blood tests prior to clinic reviews.

Patients in some of the above groups are at higher risk of developing complications from flu and the doctors strongly recommend they have an annual flu vaccine.

Flu vaccines are normally available in early October. It is advisable to have the vaccine early in the season as it takes two weeks to obtain protection.

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Booking Transport to Hospital:

Hospital transport services are available to help patients with difficulties get to their hospital and clinic appointments. When you receive your appointment letter, contact the Transport Booking Centre on 0800 32 82 332 to arrange transport. If your appointment changes in any way please remember to let them know.

Our Services:

We provide the following services:

Essential Services - management of patients who are ill or believe themselves to be ill. Care of the terminally ill, management of chronic diseases and screening for the over 75 years.

Minor Surgical Procedures - joint injections and removal of skin lesions can be carried out at the surgery by appointment only.

Maternity Services - we are able to provide full antenatal and postnatal care.

Contraception - we are able to provide advice and a range of contraceptive services, excluding IUCDs (coils).

Child Health Surveillance — is provided in conjunction with the Health Visitor.

Cervical Cytology - our practice nurse provides cervical smear tests

Travel Vaccination and Advice - our practice nurse offers travel vaccination and advice. Before you come to see the nurse, you will need to complete and return our Holiday Information and Pre-Appointment Questionnaire. This is available from reception or by downloading from our website. Allow 48 working hours before contacting the nurse to discuss your vaccination requirements. Please remember that it can take up to two weeks before vaccines offer protection and some vaccines need more than one dose. Plan ahead and organise your vaccines well in advance of your travel.

Health Promotion - we are actively engaged in promoting health education and disease prevention.

In-House Services - A Counsellor provides a weekly clinic and a Dietitian provides a monthly clinic, both are by appointment only.

Services Not Offered by the Practice:

Aneurin Bevan Health Board will provide information on how to obtain services that we do not provide. Their telephone number is 01633 261430. We do not provide — care for the homeless, home confinements, IUCD fitting (contraceptive coils), minor injury services, specialised services for patients with multiple sclerosis, specialised sexual health services, specialised alcohol and substance misuse services, provision of immediate and first response care.