

Patient Information Leaflet

Abertillery Group Practice

Abertillery Group Practice is a partnership providing NHS Services under an NHS Wales General Medical Services Contract.

The Bridge Centre
Foundry Bridge
Abertillery
NP13 1BQ

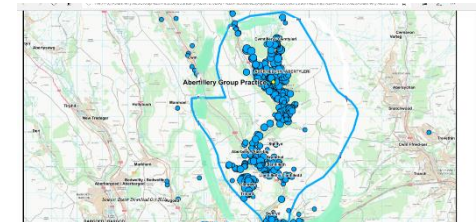
Telephone No. 01495 361636
Email address:

general.w93075@wales.nhs.uk

Website:

www.abertillerygrouppractice.wales.nhs.uk

GP services are provided to the following areas:



Further information can be sought from www.nhs.wales

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics, on Wednesdays and/or Thursdays. If you are unable to attend these clinics, please discuss with a member of our administrative staff
- **Minor surgery** – Your GP will advise
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks at our surgery: antenatal, baby, post-natal, smoking cessation

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Mon–Friday	8:00 am	6:30 pm
Saturday	Closed	
Sunday	Closed	

Are you using the right service?

<p>SELF-CARE</p> <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at www.nhs.uk</p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p>NHS 111 (24/7)</p> <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
<p>GP ADVICE</p> <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p> <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p> <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>

The practice team

This practice operates under a Deed of Partnership agreement and provide services on behalf of the NHS.

Partners: Dr Joanne Rudling, Clinical Lead; Dr Sarah Bishop; Mr Jose Moreno (non-clinical partner)

Salaried GPs: Dr Julia Moreno; Dr William Barnett; Dr Lucy Taylor

Nurses: Miss Kerry-Ann Owen; Mrs Nicola Heal-Williams

Other healthcare staff: Mrs Sharon Duggan, Practice Pharmacist; Belinda Waite, Healthcare Assistant

Deputy Practice manager: Miss Rhiann Mainwaring and Kelly Devine

Appointments and accessing practice services

To find out more details on how to make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. To make an appointment, please ring 01495 361636 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS Wales, ABUHB Contact

Abertillery Group Practice provides NHS services on behalf of NHS Wales, ABUHB, Lodge Road, Caerleon, Newport, NP18 3XQ.

Telephone: 01873 732732

Email: abhb.enquiries@wales.nhs.uk

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located on the front of the surgery door and/or to the left of the screen inside the surgery
- By email – Please email the practice on prescriptions.w93075@wales.nhs.uk please ensure you provide your details (name and DOB) along with the repeat medication required
- Online – Please log in and order via our website www.abertillerygrouppractice.wales.nhs.uk

Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

Home visits

Home visits are at the discretion of the GPs and are for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a home visit before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.111.wales.nhs.uk