

**The Rogerstone Practice  
Chapelwood Primary Care Centre  
Western Valley Road  
Rogerstone  
Newport  
NP10 9DU**

**Practice Leaflet**

Practice Telephone Number – 01633 890800  
Practice Fax Number – 01633 890810  
Website address – [www.therogerstonepractice.co.uk](http://www.therogerstonepractice.co.uk)

**Names of Partners and Clinical Staff**

**Partners:**

- Dr R Ashton MB, BCh, DRCOG, MRCGP
- Dr B Gallagher MB, BCh, DGM, MRCGP
- Dr V Hurle (F) MB, BCh, DCH, DRCOG, DFFP, DOccMed, MRCGP
- Dr R Pemberton MB, BCh, DOccMed, MRCGP
- Dr J Andrews (F) MB, BCh, DRCOG, MRCGP

**Nurses:**

- Mrs Diane George RGN, BSc (Hons), PGCE
- Mrs Mary Jones RGN, BSc (Hons)
- Mrs Gillian Cleaton RGN, BSc (Hons)

**Health Care Assistant:**

- Mrs Jayne Kinsey NVQ3 Healthcare
- Mrs Andrea Morgan Phlebotomist

**Attached Trust Staff:**

- District Nurses (01495 745656)
- Health Visitors (01633 890 820)
- Midwives (01633 234 234)

**Training**

- Postgraduate Registrar Vocational Training (providing training for future General Practitioners for those who are already Doctors).

- Undergraduate Medical Student Training (providing training for future Doctors). Associated with Cardiff University.

### **Registering as a Patient and Practice Area**

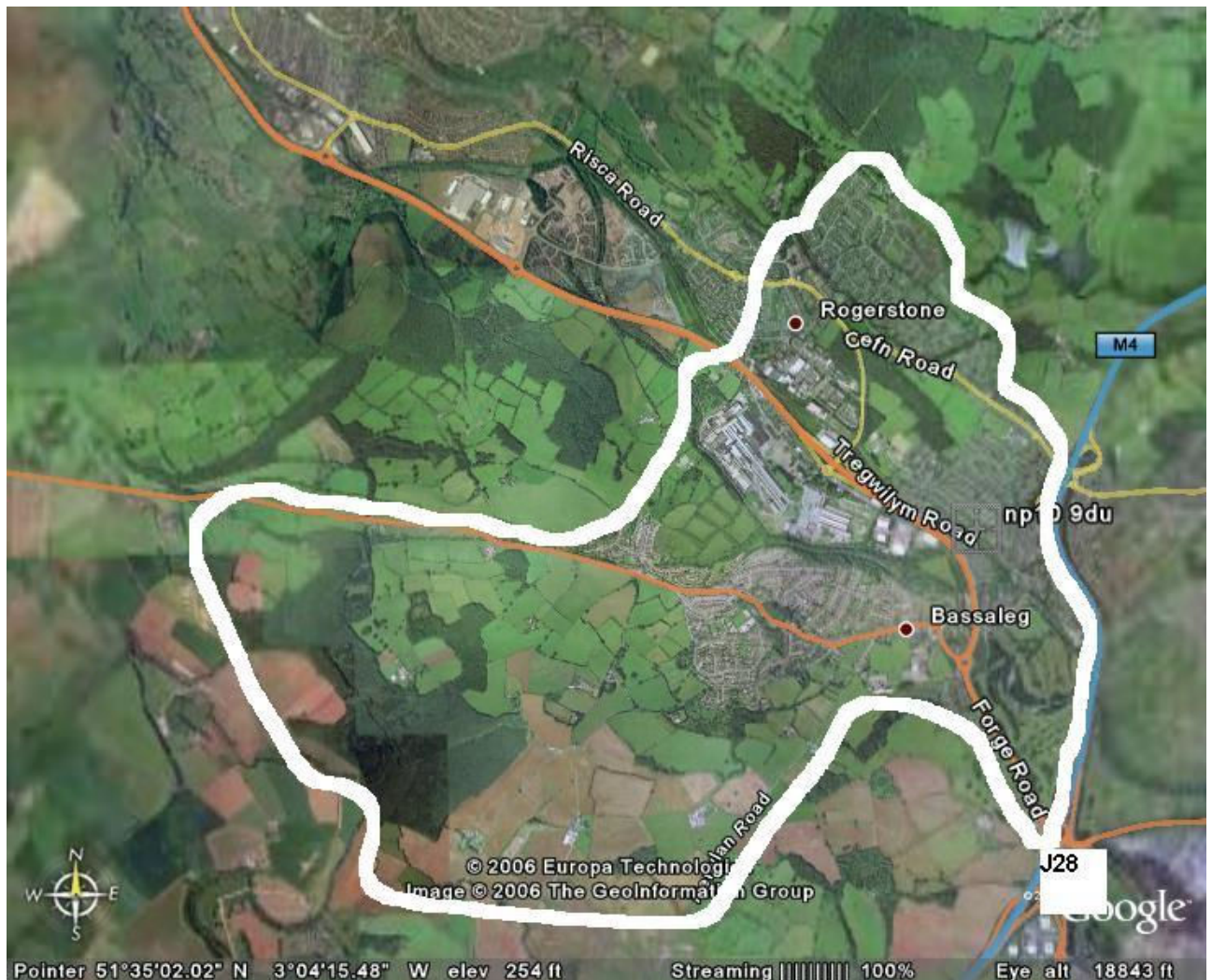
#### **Registering as a patient:**

Please speak to the Receptionist, who will inform you about the Practice and advise on completion and submission of forms.

If you wish to register or see a preferred practitioner, please also let our staff know at the time of registering or booking an appointment.

#### **Practice Area:**

Bassaleg, Rhiwderin and part of Rogerstone.



#### **Patient Information:**

The practice does not discriminate on the grounds of: Race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

### **The Services at the Practice include:**

These General Medical Services are provided by the whole team of GP's, Practice Nurses (PN's), Health Care Assistants (HCA), District Nurses (DN's) and Health Visitors (HV's)

- Anti-Coagulant Monitoring (PN, HA, DN)
- Cervical Screening (smear tests for women) (PN)
- Child Health Surveillance (development checks for the under 5's) (HV)
- Childhood Immunisation and Pre-School Booster (PN, HV)
- Contraceptive coil fitting (GP)
- Contraception Service – nurse clinics (PN, DN, HV) and doctors
- Flu Vaccines (PN, DN, HV)
- Health Checks (age related)
- Maternity Medical Service (ante-natal clinic)
- Minor Surgery – injections, incision/excision
- Near patient testing – ECG, spirometry. (PN, HCA)
- Vaccination and Immunisation (non NHS travel vaccines will be charged for)

### **ACCESS**

#### **Reception Opening Times**

Monday	8.20am – 6.00pm
Tuesday	8.20am – 6.00pm
Wednesday	8.20am – 6.00pm
Thursday	8.20am – 6.00pm
Friday	8.20am – 6.00pm

#### **Nurse-Led Triage Clinic – Monday – Friday**

Patients wishing to consult a medical professional on the same day (as an emergency/urgent need) will be directed to the nurse-led triage clinic. This enables patients to be seen with an acute problem, without having to wait for a routine appointment. Patients must attend before 10.30am to be included on in this clinic.

Only one topic will be dealt with at this type of consultation.

## **Appointments**

To make an appointment, please speak to the Receptionist or telephone the practice. We will then advise you of appointments available and choice of Healthcare Professional. i.e. Doctor, Nurse, Healthcare Assistant.

## **Doctors Consultation Times**

Monday	8.30am – 11.30am	2.00pm – 5.40pm
Tuesday	8.30am – 11.30am	2.00pm – 5.40pm
Wednesday	8.30am – 11.30am	2.00pm – 5.40pm
Thursday	8.30am – 11.30am	2.00pm – 5.40pm
Friday	8.30am – 11.30am	2.00pm – 5.40pm

## **Nurse/Health Care Assistant Appointment Times**

Monday	8.30am – 12.30pm	2.00pm – 5.30pm
Tuesday	8.30am – 12.30pm	2.00pm – 5.30pm
Wednesday	8.30am – 12.30pm	2.00pm – 5.30pm
Thursday	8.30am – 12.30pm	2.00pm – 5.30pm
Friday	8.30am – 12.30pm	2.00pm – 5.30pm

## **Request for Home Visit**

Requests for visits should be made before 10.00am on the same day by contacting the surgery. The Health Professional on duty will decide what is appropriate.

This service normally covers only terminally ill, housebound and elderly (frail and limited mobility).

## **Out of Hours Emergency**

If you become unwell when the surgery is closed and feel it may not be safe to wait until the surgery re-opens, please telephone 01633 890800. The answer-phone at the practice will give you the emergency telephone number of the out of hours service (Gwent Urgent Primary Care Services).

## **Repeat Prescriptions**

Patients can obtain repeat medication authorised by the doctor by completing a repeat slip. NO TELEPHONE REQUESTS WILL BE ACCEPTED.

The request slip can be deposited in the mailbox which is sited in reception, when the surgery is closed there is a mailbox sited on the gate. For information on collection and delivery services, please speak to the receptionist or your local pharmacist. If you require your prescription to be returned by post, please attach a stamped addressed envelope to your repeat slip.

Excluding weekends and Bank Holidays, repeat prescriptions are available the day after the request, from 2.00pm Monday to Friday.

## **Access for Disabled Patients**

One disabled parking space is available outside the Main Entrance. There is also a permanent disabled ramp present.

## **Overseas patients**

Please see our overseas patient's policy [here](#)

## **Complaints and Concerns**

If you have any concerns or complaints about the Practice and/or service, please ask to speak to David Harris – Practice Manager.

## **Rights and Responsibilities**

Our aim is to provide a service in a polite and courteous manner.

We in return expect all patients to conduct themselves in the same way. Any violence or abuse will not be tolerated and will lead to removal from the Practice list.

Please make sure you attend for your appointments. If for any reason you are unable to attend, please telephone us immediately (01633 890800), so we can make the appointment available to other patients.

## **Personal Health Information**

The practice uses personal health information for the provision and administration of patient care.

## **NHS Direct/Local Health Board**

NHS Direct offers advice to patients. Their telephone number is: 0845 46 47. Their website address is [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Newport Local Health Board can advise on availability of any service, provided locally, which are not provided by the practice. Their telephone number is: **01633 261430**. Their address is **Victoria House, 136-140 Corporation Road, Newport. NP19 0BH**

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

Your Doctor and the team of health professionals caring for you keep 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 organisations outside the NHS (like social services). If so we may need to share some 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.

*(This extract came from a Welsh Assembly Government leaflet – Autumn 2002)*