

New Chapel Street Surgery



Contact Us

Off Harold Street,
Pontnewydd,
Cwmbran, NP44 1DU

Telephone – 01633 485 155

Email: enquiries.w93026@wales.nhs.uk

www.newchapelstreet.gpsurgery.net

At evenings, weekends and Bank holidays you can
contact **Gwent Out of Hours** on

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Doctors

Dr J Ryder – Senior Partner – Male
MB BCh (Wales 2002) MRCGP

Dr S Abraham – GP Partner – Female
MBBS (India 2006) DCH MRCGP

Dr S Jones – GP Partner – Female
BSc (Hons) MBBCh MRCGP

Practice Manager

Mrs Denise Jones

Practice Nurse

Mrs Carol Dyke (RGNI&II)

Health Care Support Worker

Mrs Sophie Morgan-Taa

Opening Times

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
Saturday	Closed
Sunday	Closed



Routine Appointments

The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone or at reception. Routine appointments, with the doctor of your choice, can be booked up to two weeks in advance (subject to that doctors availability).

Please remember, **appointments are 10 minutes long**, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.



Urgent Appointments

If you feel your problem is urgent, and you need to be seen on the same day, please let the receptionist know when you call. Emergency appointments are dealt with each morning, **so please phone before 10:30 am**. If you need an appointment on the day, the receptionist will ask some basic information about your problem, so the doctor can see the most urgent cases first. You will then be given a time to attend the surgery that morning but please note due to the nature of medical emergencies, you may still have a wait to be seen. In urgent cases we cannot guarantee an appointment with the doctor of your choice.

Cancellations

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient.



Prescription Requests

We regret that we **cannot** accept prescription requests over the telephone.

Please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form, or order online.

In order for us to process the large amount of requests each day, please note that **48 hours' notice** is needed for repeat prescription orders.

Please ensure that prescriptions needed over the weekend are ordered by Wednesday and are collected before the surgery closes on Friday evening.



Home Visits

Home visits are reserved **only** for the very elderly, frail and housebound patients, and are based on clinical need at the discretion of the doctor. If you feel you need a home visit please contact reception as **soon as possible** during morning surgery.

The doctor may telephone you back to obtain more information. We expect children to be brought to the surgery

where they can be seen quickly and examined in the most appropriate surroundings.

Lack of transport or other inconvenience is not a valid reason for a house call. In such cases you may be offered a review at the surgery at short notice, if appropriate.



Clinics and Services Available

Contraceptive Services, Childhood Immunisations, Childhood Health Surveillance, Vaccinations and Immunisations, Minor Illness, Minor Surgery, INR Warfarin Monitoring, Spirometry, ECG, Phlebotomy, Case Management For Patients With Long-Term Conditions, e.g. Asthma, Diabetes, Hypertension, Epilepsy, Heart Disease And COPD, Ante-Natal Clinic, Practice Counsellor, Cytology (Smear) Clinic, Travel Vaccine Advice, and chargeable Non NHS Services e.g. HGV Medicals/insurance reports etc. (see website for more details).

Practice Area

You can register with us if you live within the **Cwmbran** area. Please see a detailed map on our website. If you move outside of the practice area you should register with a new practice.

If you would like to register please come into the surgery and complete the relevant registration forms.

Patients' Rights And Responsibilities

Patients have the **right** to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Patients also have a **responsibility** to:

- Be courteous to the staff at all times – remember they are working under doctors' orders
- Respond in a positive way to questions asked by the reception staff
- Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for **one** person only – where another member of the family needs to be seen or discussed, another appointment should be made and the medical record be made available
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time –

home visits should be medically justifiable and not requested for social convenience

- Patients are asked to give 48 hours notice for repeat prescriptions to allow us to process your request correctly
- Out-of-hours calls (e.g. evenings; nights and weekends) should only be requested if they are felt to be truly necessary.

More details can be found in the **Patients' Charter** leaflet, which is available to download from our website or is available from reception.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

All patient information will be treated in strict confidence. Access to all records will be limited to the people caring for the patient, including medical secretaries. Sometimes other professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/Data Protection Act and Caldicott Principles in the use of information.

Use Of Information Act 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

Equality and Diversity

New Chapel Street Surgery strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect.

Please contact the Practice Manager if you have any concerns that Equality & Diversity issues have not been respected.

Practice Premises

The practice premises has disabled access and complies with the Disability Discrimination Act.

Accessibility

If required our practice leaflet is available in large print and is available to download from our website.

How To Make A Complaint

We are always pleased to receive patient's compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint but if you do, we have a **Complaints Procedure** to try to resolve your problem quickly. The Practice will strive to deal with complaints in a methodical and efficient manner.

You can download a copy of the full Complaints Procedure on our website, or obtain one from reception. This document lays out the steps involved in making a formal complaint. If you would like to discuss any of the above please make an appointment to see the Practice Manager.

Aneurin Bevan University Health Board

Aneurin Bevan University Health Board Headquarters
St Cadoc's Hospital
Lodge Road
Caerleon
Newport
NP18 3XQ

Email abhb.enquiries@wales.nhs.uk

Telephone: 01633 436700



Ffoniwch 111

Mewn achos BRYS sydd ddim yn bygwth bywyd

Phone 111

When it's URGENT but not life threatening



February 2020