

TUDOR GATE SURGERY



Tudor Street
Abergavenny
Monmouthshire
NP7 5DL

Telephone - 01873 855991

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www.tudorgatesurgery.org.uk

Doctors at Tudor Gate Surgery

DR SARAH NEVILLE

DR THOMAS CLOSE

DR SHADI ABDEL-GADIR

DR ALISA LLOYD

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DR ROSIE EDWARDS

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Practice Area



Opening Times

Reception – 01873 855991

	OPEN	CLOSED
Monday	8.00am	7.00pm
Tuesday	8.00am	6.30pm
Wednesday	8.00am	6.30pm
Thursday	8.00am	6.30pm
Friday	7.30am	6.30pm

Dispensary – 01873 736294

	OPEN	CLOSED
Monday	8.00am	6.00pm
Tuesday	8.00am	6.00pm
Wednesday	8.00am	6.00pm
Thursday	8.00am	6.00pm
Friday	8.00am	6.00pm

New Patient Registration

If you wish to register with Tudor Gate Surgery please complete a registration form and questionnaire together with proof of your address. You will be offered a registration check with the nurse/HCA. However, if you take regular prescription medicines, please arrange to see the doctor.

Change of Name/Address/Telephone/Email

Please inform Reception if you change any of the above so that your records can be updated.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your record then please contact the Practice Manager.

GP Registrars

We are a teaching practice with a GP Registrar attached to the practice. GP Registrars are fully qualified doctors who are gaining experience in General Practice.

Appointments

Appointments can be made by telephone, in person, via email (for NON urgent appointments) or via My Health Online (please ask at Reception for more information on email or online requests). If you wish to make an appointment or request a home visit then

please try to contact us before 10am. Phone lines are open from 8.00am.

Please be aware that the receptionist may ask you for details of your health problem to ensure you are booked with the appropriate clinician. You may therefore be advised to see a nurse instead of a doctor.

We have an excellent leaflet 'How to Get the Most Out of Your GP Appointment' that is available from reception.

Cancellation of Appointments

If you cannot attend your appointment for any reason please let us know as soon as possible, we can then offer the appointment to another patient.

Home Visits

Home Visits are for patients that are truly housebound or terminally ill. Patients should try to attend the surgery to avoid time constraints and where there is better access to support facilities. When a visit is necessary please make your request before 10am. The doctor may discuss your request with you before attending.

Out of Hours Emergencies

Aneurin Bevan University Health Board is responsible for providing the Out of Hours medical service. When the surgery is closed you can call 111 or call the surgery on 01873 855991 where your call will be diverted to Out of Hours care. The service runs from 6.30pm until 8.00am the following day and throughout the weekend.

If your request is for immediate life-saving emergency care then please ring 999 for an ambulance.

Dispensary

The practice dispenses for rural registered patients. Please allow two working days for processing requests for repeat medication.

Repeat Prescribing

Our prescription clerks will process requests for repeat medication for non-dispensing patients.

When you are given a repeat prescription you will have a tear-off receipt on the right hand side. Please use this tear off slip to order your repeats. No handwritten additions please!

Our prescription clerks are available for advice if you have a problem. Please note it takes two working days to process a repeat prescription request.

Repeat prescriptions can also be ordered via the My Health Online website. Please ask at Reception for more information.

Test Results

Please contact the surgery after 10 am when test results have been seen by your GP. Please note that it is your responsibility to contact the surgery for your test results as we do not routinely telephone patients. Data protection and confidentiality restrictions prevent us from giving test results to someone else on your behalf without your prior written consent. Please be aware that not all results arrive back at the surgery at the same time so you may be asked to contact us again after a few more days. When a doctor receives the result they will add a comment

against it. It is only this information that the receptionist is able to give to you.

Temporary Residents/Private Patients

People that permanently reside in the UK are entitled to NHS treatment at a general practice as a temporary resident. Please complete the appropriate form prior to the consultation.

Access to NHS treatment is dependent on your usual place of residence and not on nationality, passport held or any other criteria. Temporary residents that need advice about travel are recommended to attend their usual GP surgery where they are registered for this information. A British National living abroad can be treated privately by the GP but will be charged for the consultation and any medication prescribed.

Medical Certificates

It is not necessary to see a doctor for a certificate in the first week of illness. Self-certification forms for the first 7 days of absence are available from reception, your employer or the post office.

We discourage employers, schools and colleges from requesting medical certificates. If a signed certificate is required to cover the self-certification period, this becomes a private service and a fee will be charged. If you have been in hospital, then the hospital staff will issue the certificate to cover any in-patient period prior to your discharge.

Practice Services

Family Planning

Contraceptive advice is available from the nurses and doctors and a routine appointment should be made.

Ante-Natal Clinic

Ante-natal clinics take place each Wednesday from 12.00pm until 3.00pm. The midwifery service run the clinic but a doctor is also available. Appointments are made routinely on booking for ante-natal care. Midwives can be contacted on 01873 732974, 07946578717.

Cervical Smear Tests

All women aged between 25 and 64 years are offered a smear test every three years under the national screening programme. Appointments for cervical smear tests can be arranged with the nurse by contacting reception. These appointments can be made **on or after** the date stipulated on the letter sent to you by Cervical Screening Wales.

Health Screening Appointments

Patients with chronic diseases such as asthma, diabetes, coronary heart disease and hypertension are invited by letter to attend an appointment for chronic disease management.

Minor Surgery

This is performed at the surgery by some of the doctors. Various problems can be treated, such as injection of painful joints and removal of certain skin lesions ask your GP.

Health Visitors

The Health Visitors provide clinics at the surgery. They assist the practice with childhood immunisations and domiciliary visits to the homes of the under 5's. They host several clinics at the surgery, please contact us for the latest information on days and times.

Patients who want advice and information on any aspect of child welfare and health promotion can contact the health visitors on 01873 735559. Please leave a message on the answer machine if no one answers your call and the Health Visitor will call you back when they become available.

Travel Clinic

A nurse-led travel clinic is available Monday to Friday and is on an appointment only basis. Advice on vaccinations, anti-malaria medication and other travel health related issues can be discussed with the nurse.

We are only able to administer vaccinations that are available on the NHS. Additional vaccinations may need to be arranged at a Private Travel Clinic.

Please inform Reception of your travel destination when booking your 20 minute appointment.

You are advised to book your travel appointment well in advance of your intended departure date to ensure there is time for all the vaccinations required.

Vaccinations will not be given within 72 hours of flying due to the possible risk of adverse reactions.

Stop Smoking Wales

If you feel that it is time to give up smoking then you can either self refer or speak to Nurse Jill Pritchard. The contact number for Stop Smoking Wales is 0800 0852219.

Suggestions and Complaints

We always aim to provide you with the best service possible. However sometimes patients may wish to comment on the service provided by the practice. We have a procedure for this called "Putting Things Right" which is in line with NHS Wales recommendations. Please ask at Reception for a copy in English or Welsh.

You can raise a concern in a variety of ways:

- Verbally (by contacting the Practice Manager on 01873 855991 or in person)
- In writing, setting out your concerns and stating what you would like to see happen as a result of making your complaint, for example an apology and explanation
- Electronically by email to Sarah.Lapping@wales.nhs.uk

We will acknowledge receipt of a complaint within 2 working days and seek to resolve any concerns within 30 working days. If you are complaining on behalf of someone else, please provide their consent.

We trust that if you have a problem you will use our complaints procedure to give us an opportunity to resolve the issue and to improve the practice.

If you feel unable to deal directly with the practice then you may prefer to contact Aneurin Bevan University Health Board on 01495 745656 or email puttingthingsright.ABHB@wales.nhs.uk

The Board of Community Health Councils in Wales provides a free and confidential independent advocacy service on 02920 235558 or enquiries@waleschc.org.uk

Zero Tolerance Policy

Tudor Gate Surgery will not tolerate unacceptable verbal, aggressive or physical behaviour to its doctors, staff or other patients.

All physical abuse of any of our doctors, staff or patients will be reported to the police and the patient will be removed from our list.

Any incident of verbal abuse whether in person or on the telephone will be reported to the Practice Manager which may result in removal from the list after discussion with the Partners.

Useful Telephone Numbers

Chemists

Boots	01873 853207
Shackletons (Nevill St)	01873 853219
Shackletons (Brecon Rd)	01873 854310
Raglan Pharmacy	01291 690737
Lloyds (Waitrose)	01873 850702
Monmouthshire Pharmacy Information Helpline	01495 765066

Hospitals

Nevill Hall	01873 732732
Maindiff Court	01873 735500
Velindre	02920 615888
Royal Gwent / St Woolos	01633 234234
University Hospital of Wales	02920 747747
Hospital Transport Booking	0800 3282332

Community Services

Aneurin Bevan Health Board	01495 745656
Community Health Council	01495 740555
Registrar Births/Deaths/Marriages	01873 735435
Social Services	01873 735885
DSS	01663 838066
District Nurses	01633 748345
Midwives	01873 732137
Samaritans of Newport and Gwent	01633 259000
All Wales Smoking Cessation Service	0800 0852219
Dental Service Information & out of hours	01633 744387
Citizens Advice Bureau	01873 735865
Gwent Association of Voluntary Organisations	01291 672352
NHS Direct Wales call 24 hours	111
Out of Hours Services	111