

Glan Rhyd Surgery Practice information leaflet



Address: Glan Rhyd Surgery, Riverside, Beaufort, Ebbw Vale, Blaenau Gwent NP23 5NT

Telephone: 01495 301210

Email: correspondence.w93032@wales.nhs.uk

Website: www.glanrhydsurgery.co.uk

Disabled Access: Yes

Practice opening times

Monday – Friday 8 am – 6 pm

Telephone operating times

Monday-Friday 8 am – 6.30pm

When we are closed:

You can Telephone NHS Wales 111 or online at [NHS 111 Wales - Homepage](https://www.nhs.uk/111)

The Partnership of Glan Rhyd Surgery dates back to 1989 and with effect from October 2024, consists of 3 Partners. Dr Mala Bradbury (Senior Partner), Dr Shirley Gumery and Dr Molly Powell. The Partners hold a General Medical Services (GMS) contract with Aneurin Bevan University Health Board, contact details below.

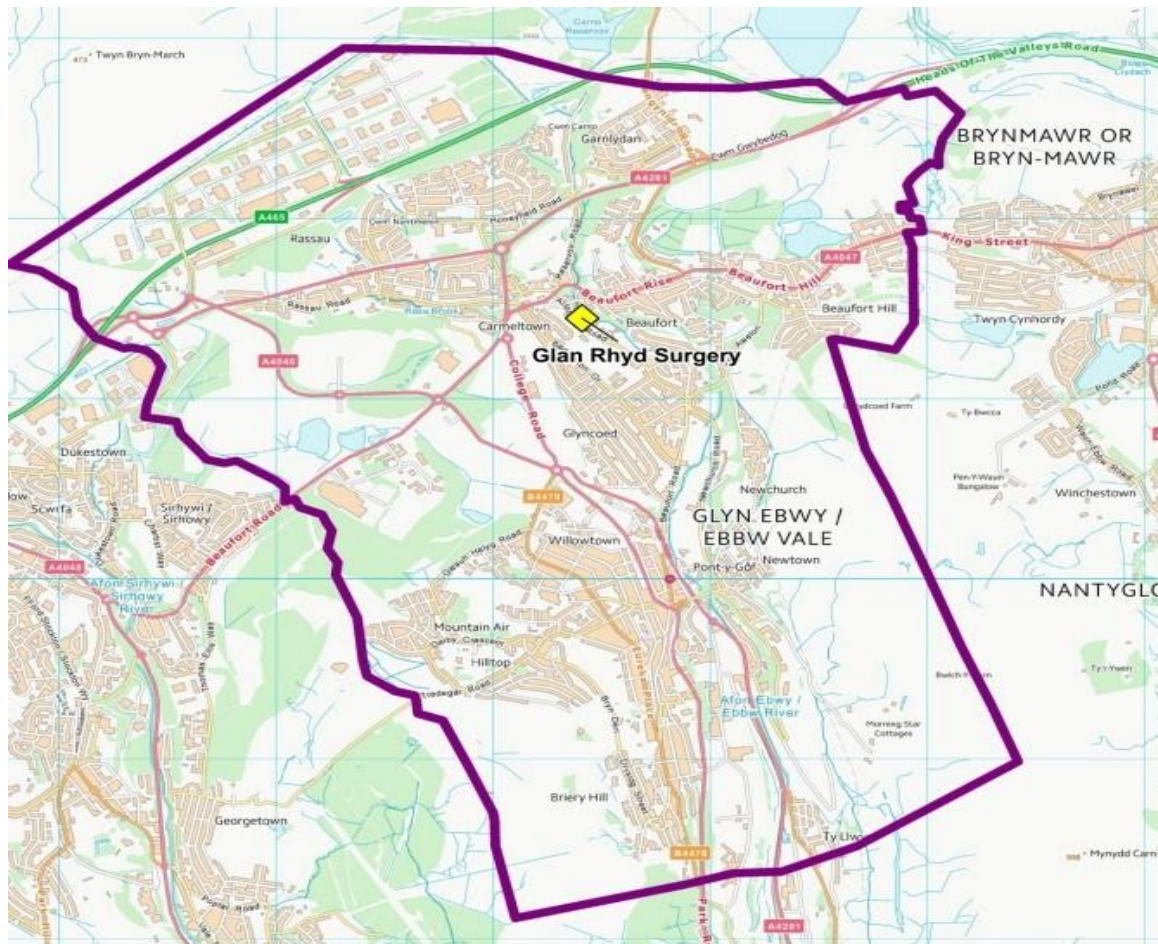
Aneurin Bevan University Health Board

Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ

Email: abhb.enquiries@wales.nhs.uk

How you can register with Glan Rhyd Surgery:

Patients need to live within the boundary area marked in purple.



Patients can register at the practice if they live within this area, other practices are available. Patients may call into the practice to collect a new patient registration form or request one to be sent by post or email. All patients over the age of 16 years will be invited for a 15 minute new patient medical to fulfil the registration process.

Introducing our...

GENERAL PRACTITIONERS

Senior GP Partner

Dr Antonia Bradbury (f)
(BSc MSc MBBS)

GP Partner

Dr Shirley Gumery (f)
(MD DRCOG DDSc MRCGP)

GP Partner

Dr Molly Powell (f)
(MBBCh Bsc MRCGP)

GP

Dr Rachel Walker (f)
(MBBCH MRCGP DRCOG)

GP

Dr Jessica Cullinane (f)
(MBChB MRCGP)

GP

Dr Bethan Lewis (f)
(MBBCh and MRCGP)

GP

Dr Naomi Cadbury (f)
(MBBCh MRCGP DCH PGCME)

GP

Dr Rufaro Gamanya (f)
MBChB DDSc MSc Med Ed MRCGP

GP

Dr Sophie Mella (f)
(MBBCh, MRCGP, PGCME)

GP

Dr Rachel Sumner (f)
MRCGP MBChB

Meet the team:

Clinical Team

10 x GP's
1 x Advanced Nurse Practitioner
1 x Nurse Practitioner
3 x Practice nurses
1 x Clinical Pharmacist
1 x Pharmacy Technician
2 x Health Care Assistants
1 x Phlebotomist

We are an accredited training practice for medical students and GP trainees

Management Team

Practice Manager Helen Thomas is involved in managing all of the business aspects of the practice, to ensure that the right systems are in place, and to ensure a high level of quality for patient care. She supports the GP Partners and other medical professionals with delivering patient services and helps to develop extended services to enhance patient care.

Helen is supported by the Deputy Practice Manager Emma Vokes. Emma deals with the daily operational management within the practice.

Reception Team

We have 8 receptionists. They may be contacted for appointments, arranging urgent consultations or home visits, test results and prescription queries.

Our reception team have a challenging role to fulfil, balancing the limited number of appointments with the high volume of patient requests. Please help them to help you by treating them with respect and courtesy at all times. They are on your side!

Administration Team

We have 7 administrators who deal with the complex back office administration such as chronic disease monitoring, issuing repeat prescriptions, coding of clinical letters, summarising new patient records, referral queries, insurance/medical reports and specific health campaigns such as vaccinations. You can choose option 2 on our telephone system between the hours of 9.30 am – 10.30 am if you have a query regarding a referral or an insurance report/medical.

Online services

NHS Wales App and getting started

You can access NHS Wales services such as GP practice online services, NHS 111 Wales health advice and blood and organ donation using the App.

To access NHS Wales App services, you must:

- be registered with a GP practice in Wales
- have a fully verified NHS login
- be aged 16 or over

You can access the NHS Wales App through your web browser, or on your mobile device using the links to the App Store and Google Play.



Services we offer

General medical services

Cervical screening

Child Health Surveillance

Childhood vaccinations and immunisations

Contraceptive services

Maternity medical services

Minor surgery such as cryocautery, curettage and cautery of warts, verrucae and other skins lesions where clinically appropriate

Vaccinations and immunisations in adults

Chronic disease clinics

Minor surgery excisions/injections

Anti-coagulation clinics

Home visits:

Requesting a Home Visit

Requests for visits should be made **before 10:30am and at the latest 12noon**. Visiting will normally take place after morning surgery. Please only request home visits if you are incapable of attending the surgery. Whenever possible, try and come into the surgery as facilities here are far better for examination and treatment. It helps us to judge the urgency of your call if you are able to describe your symptoms. The receptionists are trained to deal with your call so do expect to be asked. All information is confidential. The doctor may telephone prior to, or instead of visiting. Visits requested later in the day that are for the housebound, but are not urgent, will not be seen that day. Ring early if you wish for a routine call if you are housebound.

Children

Sick children will always be seen as soon as possible if brought into the surgery; it is not appropriate to wait for a visit. We rarely visit children at home as a responsible adult should be available to bring them to the surgery.

REQUESTS FOR A HOME VISIT

APPROPRIATE



BEDBOUND



TERMINALLY ILL



WOULD COME TO SERIOUS HARM IF MOVED

REMEMBER:

Patients are not automatically entitled to a home visit.

Doctors are required to CONSIDER home visits for MEDICAL REASONS ONLY under their terms of working.

Requests for visits will be medically assessed to check if appropriate.

UNSUITABLE



NO TRANSPORT OR MONEY



CHILDREN/YOUNG PEOPLE/ANYONE MOBILE



CONVENIENCE/SOCIAL REASONS



OTHER HELP MORE APPROPRIATE

Appointments we offer

GP Appointments

To make an appointment to see a GP, you have several options:

Telephone: Call between 8 am and 6.30pm on 01495 301210

In Person: Visit the Practice anytime between 8 am and 6.00 pm.

Online: Use the NHS Wales App, available 24/7. You'll need to sign up and download the app from Google Play or Apple Store. We release our routine appointments both face to face and telephone each morning/

Email: For non-urgent requests, email correspondence.w93032@wales.nhs.uk If you are looking for a specific doctor or looking for a particular day/time, please include this in your email. Be sure to read the automatic reply for further instructions.

Glan Rhyd Surgery website: An appointment request form is available to complete and submit online – this is for non-urgent requests only

Types of GP Appointments Available:

On the day appointments for urgent problems that you are worried about

Appointments in a few days for problems that can wait a few days

Routine appointments also known as prebookable appointments are released at 10 am on a Wednesday morning for the whole of the following week.

All of the appointments are available as face to face appointments or telephone appointments and we offer a mix of these appointments every day.

In addition to these appointments, we have a duty doctor who deals with the clinical emergencies each day. The duty doctor triages all calls and makes the decision as to the next course of action. Please ensure you give the reception staff accurate information when you believe you have a clinical emergency so that they can detail this to the duty doctor.

Our reception team are all trained in care navigation. This means they will ask you why you require the appointment. If appropriate, you may be offered an alternative service that would be appropriate for your need. This could be the minor injuries department, your local pharmacy for free treatment under the common ailment scheme or your local optician. We also benefit from 2 local services shared between the borough of Blaenau Gwent. This includes access to a First Contact Physiotherapist and a Psychological Health Practitioner. Appointments for these services are often available within a few days.

Nursing team appointments

To make an appointment to see a Nurse, you have several options:

Telephone: Call between 8 am and 6.30pm on 01495 301210 - it's a good idea to ring after 11 am if you can as it's quieter.

In Person: Visit the practice anytime between 8 am and 6.00 pm

Online: Use the NHS Wales App, available 24/7. You'll need to sign up and download the app from Google Play or Apple store. Not all appointment types are available as yet but booking for B12 injections, Depo Provera injections and cervical screening are available now.

Email: For non-urgent requests, email us at correspondence.w93032@wales.nhs.uk

Types of Nurse appointments available:

Chronic Disease management such as Diabetes, Hypertension, Asthma, COPD, Coronary heart Disease - these are booked in your birth month where possible

Contraception issues such as depo-provera, oral contraceptive pill

Vaccinations and immunisations including some holiday vaccinations

Wound dressings/removal of stitches & clips

Cervical screening

Warfarin monitoring

Blood tests

Blood Pressure

Lifestyle advice

How far in advance can I book an appointment to see the Nursing team?

Appointments are available 6 weeks in advance. Each day we allocate urgent appointments for urgent issues.

How to order repeat prescriptions

Ordering your repeat prescriptions

We operate a computerised system. Please **allow at least 48 hours** for your repeat prescription to be generated. Please mark the items required clearly on your prescription slip, sign and date the slip and place your order no earlier than 7 days before your medication runs out.

There are several means of arranging for a repeat prescription.

By downloading the NHS Wales App (you will need to register for this once only)

By post to surgery enclosing a stamped addressed envelope.

Deliver by hand into our post boxes situated both outside and inside the practice.

Prescription slips can be given directly to participating chemists (ask in surgery for details).

Email us at: correspondence.w93032@wales.nhs.uk

(Please note emails are accessed Monday-Friday 8am-6.30pm and should not be used for clinical matters and must include your name, address and DOB.)

Prescription requests will not be taken by telephone unless you are experiencing a temporary circumstance that may hinder this. This is to minimise errors.



Collections

Arrangements can be made for you to collect your prescription directly from a participating chemist of your choice. Some chemists provide a delivery service for any elderly or housebound patients.

From time to time patients on repeat prescriptions are asked to make an appointment to see a doctor. This review is necessary so that doctor can check that repeat medication is still appropriate.

Repeat Dispensing Service

Repeat Dispensing is beneficial to patients who are taking regular medication for a stable condition. Please ask your GP when having your annual medication review if you are eligible for this service.

This is ideal if you are struggling to place your order every 28 days at the surgery.

For more information, please contact us.

Prescription Queries

You can telephone us on 01495 301210 - why not save time and call us after midday to avoid the morning rush.

Alternatively email us at correspondence.w93032@wales.nhs.uk (available between the hours of 8am-6.30pm Monday – Friday (excluding public holidays))

Useful information

Sharps Box Collection

In order for your sharps box to be collected, please contact 0300 123 9208

Local walk in centres

Sexual Health Clinics - Aneurin Bevan University Health Board

Tel: 01495 765065

Disabled Access: Yes

Website: <http://abuhb.nhs.wales/healthcare-services/community-services/sexual-and-reproductive-health/>

Ysbyty Aneurin Bevan - Minor Injury Unit

Ysbyty Aneurin Bevan

Lime Avenue

Ebbw Vale

NP23 6GL

Tel: 01495 363636

Disabled Access: Yes

Website: <http://abuhb.nhs.wales/hospitals/our-hospitals/ysbyty-aneurin-bevan/>

Injury must be less than 4 weeks old to be seen at the Minor Injury Unit.

Nevill Hall Hospital - Minor Injury Unit

Brecon Road

Abergavenny

NP7 7EG

Tel: 01873 732732

Disabled Access: Yes

Website: <http://abuhb.nhs.wales/healthcare-services/enhanced-local-general-hospitals/nevill-hall-hospital/>

Welsh Ambulance Service Non-Emergency Patient Transport Service (NEPTS)

Tel: 0300 123 2303

Disabled Access: Yes

Website: <http://ambulance.nhs.wales/services/non-emergency-patient-transport-service-nepts/>

The Non-Emergency Patient Transport Service (NEPTS) is for patients across Wales who are unable for medical reasons, to make their own way to and from their hospital appointments.

Raising a complaint or a concern

Firstly, talk to us

Every patient has the right to make a complaint about the treatment or care they have received at this practice.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of the management team if you have a complaint; our team are trained to handle complaints.

If for any reason you do not want to speak to a member of our staff, then you can request that the Local Health Board investigates your complaint. They will contact us on your behalf:

Contact details for Aneurin Bevan University Health Board: -

Chief Executive
Aneurin Bevan University Health Board
St Cadoc's Hospital
Lodge Road
Caerleon
Newport
NP18 3XQ
Telephone 01633 431666
Email: Puttingthingsright.ABHB@wales.nhs.uk

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to practice.manager.w93032@wales.nhs.uk or using an online form on the practice website: www.glanrhydsurgery.co.uk

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints investigator will acknowledge any complaints within two business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Glan Rhyd Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Glan Rhyd Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

The information we hold about you

Glan Rhyd Surgery is the controller for personal information we process. The practice is committed to protection your personal information and respecting your privacy. We have a legal duty to explain how we use personal information about you as a registered patient at the practice. Our privacy notice is displayed in practice and on our website: www.glanrhydsurgery.co.uk

What Information do we collect about you?

We will collect information about you and in relation to your health and health care services you have received. This will include personal information such as your NHS number, name, address, contact information, date of birth, and next of kin.

We will also collect sensitive personal information about you (also known as special category data) which includes information relating to your health (appointment visits, treatments information, test results, X-rays, or reports), as well as information relating to your sexual orientation, race or religion.

All the above information we collect and hold about you forms part of your medical record and is primarily held to ensure you receive the best possible care and treatment.

The Practice will only use and share your information where there is a legal basis to do so.

Contact Details of our Data Protection Officer

The Practice is required to appoint a data protection officer (DPO). This is an essential role in facilitating practice accountability and compliance with UK Data Protection Law.

Our Data Protection Officer is:

Digital Health and Care Wales,
Information Governance, Data Protection Officer Support Service
4th Floor, Tŷ Glan-yr-Afon
21 Cowbridge Road East
Cardiff
CF11 9AD
Email : DHCWGMPDPO@wales.nhs.uk

Your Rights

The General Data Protection Regulation (GDPR) includes a number of rights. We must generally respond to requests in relation to your rights within one month, although there are some exceptions to this.

The availability of some of these rights depends on the legal basis that applies in relation to the processing of your personal data, and there are some other circumstances in which we may not uphold a request to exercise a right.

Information on our Private Fees

The NHS provides most healthcare free of charge. However, there are some exceptions. A charge is made to cover the cost of something that is not included within the NHS.

Minimum charge for Private Services

Supporting Letter (Housing etc.) - £10

Sickness/Accident claim forms - £20

Shotgun License (Including medical) £100

Shotgun License (Not including medical) £50

Insurance Forms - £20

HGV/PCV/Taxi Medicals £120

Holiday Cancellation forms - £20

Fitness to travel certificates - £10

The secretarial team are available for queries regarding private fees.

Patients' Charter

At our practice, we are committed to providing you with an exceptional level of healthcare and service. As our patient, you have the right to:

Individual Respect: Be treated with courtesy, respect, and dignity at all times.

Care Team Identification: Know the names of the individuals involved in your care.

Health Check: Be offered a health check appointment upon registering with the practice.

Timely Appointments: Be seen within 30 minutes of your appointment time under normal circumstances or be given a reason for any delay.

Health Promotion: Receive advice to promote good health.

Informed Care: Receive the most appropriate care from suitably qualified professionals, with no treatment given without your informed consent.

Specialist Referrals: Be referred to a consultant acceptable to you when deemed necessary by your doctor.

Research Participation: Choose whether or not to participate in medical research.

Telephone Advice: Receive medical advice over the telephone when appropriate.

Health Records Access: Access your health records, subject to legal limitations.

Home Visits: Arrange for a home visit if you are too ill to attend the surgery.

Emergency Access: Have access to a doctor at all times for genuine emergencies, noting that we are not a "999" emergency service.

Private Conversations: Speak to a receptionist in private if requested.

In return, we ask for your cooperation to help us maintain this high standard of service by:

Punctuality: Attending booked appointments on time.

Cancellations: Informing us promptly if you are unable to attend an appointment so it can be offered to another patient.

Updated Information: Keeping us informed of your current contact details.

Reasonable Demands: Not making unreasonable demands on our services.

Staff Respect: Treating our staff with respect at all times.

Should any member of our team feel intimidated by abusive, inappropriate or aggressive behaviour whether it be in person or on the telephone, action will be taken by the Partnership which may result in a patient needing to register at an alternative provider.