

## Ringland Medical Practice – Practice Leaflet

### **Welcome**

Welcome to Ringland Medical Practice. We are a General Partnership consisting of seven Partners providing high quality family health care services for patients in Newport through Ringland Medical Practice. We pride ourselves on being responsive to our patient's health and wellbeing needs and aim to provide a full range of health services to our patients.

### **Access all Areas**

Existing patients can enjoy access to our wide range of services at the touch of a button. Whether managing your appointment or ordering a repeat prescription you can now do both without leaving your home by accessing our website:

[www.ringlandmedicalpractice.co.uk](http://www.ringlandmedicalpractice.co.uk)

### **Your Health in Safe Hands**

The team are here to provide patients with a professional and caring healthcare service in friendly and personal surroundings. With discretion and confidentiality guaranteed your welfare is safe, secure and in good hands.

### **Clinical Partners**

|                    |                        |
|--------------------|------------------------|
| Dr Sarah Morgan    | MB BCh, (Wales) LLM    |
| Dr Rupert Smith    | MB BCh, (Wales), MRCGP |
| Dr Martin Guilford | MB BCh (Wales) MRCGP   |
| Dr Lauren Grigg    | MB                     |
| Dr Jonny Currie    | MBChB, MRCGP           |
| Dr Alex Ding       | MB BCh (Wales)         |

### **Non-Clinical Business Partner**

|                    |              |
|--------------------|--------------|
| Mr. Phillip Davies | MSc, BA Hons |
|--------------------|--------------|

### **Salaried GP**

|                    |                |
|--------------------|----------------|
| Dr Kristina Leppik | MB BCh (Wales) |
|--------------------|----------------|

### **Nurses**

|                      |                    |
|----------------------|--------------------|
| Sister Anwen Ballard | BSc (Hons) Nursing |
|----------------------|--------------------|

|                            |                    |
|----------------------------|--------------------|
| Practice Nurse Matt Thorne | BSc (Hons) Nursing |
|----------------------------|--------------------|

### **Advanced Practitioners**

|                        |   |
|------------------------|---|
| Mr Damian Crowley      | BSc Nursing, Independent Prescribing                                    |
| Miss Elizabeth Edwards | MSc Physician Associate studies, BSc (Hons) Degree Biomedical Sciences  |
| Mr Bashir Mehmood      | MSc Physician Associate Studies, BSc Biomedical Sciences Classification |

## **Pharmacist**

Ms Ffiona Sexton                      MPharm Hons

**Health Care Assistant**              Rachel Rowlands

**Phlebotomist**                              Paula Salmon **Practice**

## **Administration Staff**

Practice Manager                      Hollie Fraser-Connor

Branch Manager                        Geraint Price

Senior Administrator                Carole Murphy

Prescribing Clerk                      Khayrun Shah

## **Practice Reception Staff**

Oshadhi, Kerry, Komal, Lucy, Tracey, Catherine and Adriana.

## **Languages Spoken**

Welsh, English.

## **Practice Commitment Statement**

Ringland Medical Practice is committed to working closely with local health care providers, for the provision of suitable patient-centred care and services to all its patients.

All patient contacts directed by this Practice are health gain focused to give maximum benefit to individual patients; and, as far as is reasonably practicable, and are resource effective.

The Practice's primary consideration is to ensure that our patients continue to receive the highest quality family based care, and that the Welsh Governments healthcare priorities are adhered to. We aim to ensure good communication in all matters with our patients.

## **Registration**

New patients are requested to complete the patient information form included with the new registration file. You will be asked to supply you NHS Number. If you do not know your NHS Number you may contact your previous registered practice and they will provide this for you. We will also ask you to supply basic health and wellbeing data (height, weight, known conditions and current medication etc.) If you are unable to give us the information requested it is recommended that you contact your previous practice and they should be able to supply this information.

When registering children it is important that we have their immunisation status. Please bring the child's red book if you have one. Otherwise please ask your previous GP for a list of immunisations given.

Registered patients aged 16-75 who have not been seen for 3 years may request a consultation

Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation

If you are unable to attend the surgery for these checks because of your medical condition a home visit may be arranged

We ask you for personal information to enable us to give you the very best care and treatment. This information is recorded on the computer and we are registered under the Data Protection Act.

All members of staff are bound by strict rules of confidentiality.

## **How to see your Doctor**

Appointments may be made by telephoning 01633 277011 from 8.30am and you will be placed on a daily assessment list. This involves taking your name and contact number and brief details of the medical problem. You will then be allocated an appointment by the GP to the most appropriate clinician or signposted to the most relevant health care professional, which could include your local Pharmacist, Optician or Dentist. If you feel your problem cannot wait until the first available appointment you may be seen by one of the appropriate clinicians the same day. Depending on availability your request will be dealt with and triaged by the On Call Doctor. We always offer a same day consultation for all children under 16 with acute presentations.

**Please Note:** You may be offered an appointment with either our Independent Prescriber Nurse who has specialist minor illness training or our Allied Professionals. These clinicians are experts in dealing with minor illness, injuries and most minor ailments.

If you cannot keep your appointment, please let us know as soon as possible to enable your place to be taken.

Booked appointments are allocated ten minutes. This may not always allow sufficient time to deal with all your problems. If you feel you are likely to need longer than ten minutes please advise the Reception staff at the time of booking. Booked appointments can be made by phone, in person or an Appointment Request facility exists via My Health Online. If you feel you need to be seen that day it is helpful if you can phone first to help us manage the workload that day.

You may wish to see the same Doctor for an ongoing health problem and we will strive to keep that continuity other than for holidays, study leave or sickness. Please mention your preference of clinician to the receptionist who takes your call.

If you wish to speak to a doctor on the telephone, he/she is usually available after morning surgery (12 noon onwards) or you can leave a contact number for the doctor to return your call.

## **My NHS Wales App**

We now offer patients the option to register for the NHS Wales App. This is a secure online facility that allows patients to book a routine appointment, manage and order repeat medications and more. Please see our website or speak to reception for more details.

## **Sensory Loss**

People with sensory loss will be asked to describe their communication needs when they register with our surgery. Alternatively you can complete the relevant section of our patient registration form

## Opening times

Monday to Friday (Available on the telephone from 08:00 – 0830 hrs for emergencies) The surgery's doors are open weekdays from 08:30hrs to 18:00hrs. Our phone lines are also open between 0800-1830 every weekday.

*Appointments are opened for booking every day, on the following basis:*

## Triage system

If all of the on day appointments are booked and you feel unable to wait until the next available routine appointment you have the option to go onto the triage list. This involves taking your name and contact number and brief details of the medical problem. The on call doctor will speak with you to assess the urgency of your complaint and, if necessary, give you an appointment.

These appointments cannot be used for ongoing matters such as Fit Notes, repeat medication requests or completion of forms.

**Please Note:** You may be offered an appointment with either our Independent Prescriber Nurse who has specialist Minor Illness training or our Clinical Practitioner. These clinicians are experts in dealing with Minor Illness, injuries and most minor ailments.

All other matters must be dealt with through the Daily Assessment List.

The daily Triage system closes when all appointments have been filled however genuinely urgent requests will be assessed by the On Call GP throughout the day. Calls made after midday, and which are considered to be non-life threatening MAY NOT be actioned on the same day. If you do not receive a call back, then you should phone the surgery to be put on the daily assessment list from 08:30am the following morning.

**Please note:** triage is always very busy so please ensure that you are available to speak to the doctor when they call you. We recommend that you keep your telephone line clear and avoid making lengthy calls.

***If you miss the doctor's call it is your responsibility to ring back and request to be put back onto the list.***

The surgery's "Did Not Attend" rate is routinely monitored. We respectfully request that if you are unable to attend for an advanced booked appointment you ring the surgery in adequate time to cancel so that we may reallocate your appointment.

Failure to attend a booked appointment, misuse or non-compliance of this request will be taken seriously and you will be contacted by a member of the Practice management team to discuss this issue should the need arise.

We constantly review the appointment system and, if necessary, we will change the way appointments are booked to try and improve patient access. Patients will be notified in advance of any potential changes.

## **Disabled Access**

Access is available for patients with limited or restricted mobility. If you require assistance at any time please ask at reception and we will assist wherever we can.

For patients who are genuinely unable to attend surgery either because they are housebound or due to their disability, a house call can be made where it is required.

**A mobile hearing loop system is available for our patients who suffer with a hearing impairment.**

## **How to request a Home Visit**

Home visits are made to patients too ill or frail to attend the surgery. If you require a home visit please telephone **before** 10.30am as this helps your Doctor to plan their rounds. Please be prepared to give the receptionist a brief outline of the problem as this helps us see the most urgent cases first.

## **What to do when the Surgery is Closed**

Outside of surgery hours (6.30pm – 8.00am), the Out Of Hours (OOH) service can be accessed by telephoning the surgery answer-phone message to obtain the emergency service telephone number.

This can also be done by calling 111 where you will be triaged for any urgent problem you may have.

If you feel you need to be seen you may be asked to attend an appointment at an 'Out of Hours' centre.

Please note that the Out Of Hours service is commissioned and managed by Aneurin Bevan University Local Health Board.

## **OUR SERVICES**

### **1. Family Planning**

We offer an extensive Family Planning service and all Doctors and Practice nurses are trained to give contraceptive advice during regular surgery hours and as an emergency if needed. However, there is a Family Planning Service available within the Health Centre and we would encourage patients to attend there.

### **2. Children's Immunisations**

We undertake all routine vaccinations. An appointment will be sent to you informing you when to bring your child for vaccination by the Practice Nurse.

### **3. Holiday Immunisations**

If you are travelling abroad and require any advice or vaccinations, please contact the Surgery to make an appointment with the Practice Nurse.

Some vaccinations are not available on the NHS so a fee may be payable for administering these.

#### **4. Special Clinics – by appointment only**

Baby Immunisation clinics are run on Monday and Wednesday by appointment only. Health Visitors can be contacted on 01633 275850.

#### **5. Practice Nursing**

Our Nursing staff hold special clinics for Diabetes, Hypertension and Asthma; however, patients with these medical problems are able to make a routine appointment with a nurse that is convenient to them.

Additionally, the Nurses can perform:

- smears,
- ECG's
- Spirometry
- Travel advice
- Contraceptive advice
- Removal of stitches, injections,
- Dressings
- Smoking Cessation
- Dietary and/or Weight loss advice
- Health promotion.

#### **6. Stop Smoking Clinics**

We currently do not run smoking cessation clinics.

Stop Smoking Wales accept self referrals or, with your consent, we may pass your details on to SSW so that they may contact you.

Stop Smoking Wales can be contacted on 0800 085 2219

#### **7. Health Care Assistants**

We have HCA staff that are able to provide the following services:

Spirometry

Blood Pressure

Blood samples

ECG

Injections – B12, Influenza, Pneumonia, Shingles

Minor wound dressings.

INR testing and monitoring for patients on Warfarin.

Initial Diabetic checks

#### **8. Phlebotomy Service**

The Phlebotomist is available for blood tests **only**.

A Doctor's referral is required for all blood tests and results can take 7 - 10 days

**Please ring the Surgery between 2:00pm – 4:00pm for results.**

## **9. Other services**

Influenza Vaccination - In accordance with the Department of Health guidelines, we strongly recommend influenza vaccination for all patients with diabetes, heart, lung or kidney disease and residents of residential, nursing homes and for people over 65 years of age. The vaccination is available from early October each year.

Please make an appointment with the Nurse or Health Care Assistant.

## **10. Community Nursing**

The Community Nurses attached to our practice provide nursing care in the home for acute illness, chronic illness and palliative care for the terminally ill. They work with the practice to support our patients in the community. Your doctor will arrange care when needed.

## **11. Change of Personal Details**

If you change your name, address or telephone number, please confirm in writing as soon as possible. A Change of Circumstance form is available from reception.

If you move outside the Practice area, we cannot undertake to visit you, and you must find a Doctor in your new area.

## **12. Repeat Prescriptions**

If your doctor agrees, repeat prescriptions can be provided subject to regular review. For safety and security reasons, we are unable to accept requests for repeat prescriptions by telephone. Use the printed repeat request slip to tick the items required. Alternatively make a request in writing, by Fax, or via the Website (Pre-Registration is required).

Prescriptions will be ready to collect after 48 hours, or returned by post if a SAE is enclosed. Several local pharmacies now operate a delivery/collection service; please ask for details at your local pharmacy.

If you or someone you care for use the same medicines regularly you may not need to get a new prescription every time you need more medicine. Instead you may be able to benefit from Batch Repeat Dispensing from your pharmacy. This means you won't have to visit the surgery or make an appointment to see the doctor, practice nurse or practice pharmacist every time you need more medicine. Talk to either your prescriber (doctor, practice nurse or practice pharmacist) or your community pharmacist who regularly dispenses your prescriptions and ask them if you are suitable for Batch Repeat Dispensing.

## **13. Child Health Surveillance**

We are keen to provide all the necessary surveillance, check-ups and immunisations ourselves, and we will tell you when these are due.

## **14. Cervical Cytology (Smears)**

Most of our female patients take advantage of this facility. There is a three yearly recall system advising you to telephone for an appointment with the member of the nursing team.

## **15. Maternity**

This service is provided by the midwifery department within the surgery. Once a positive pregnancy test has been confirmed please speak with reception and obtain a booking form for completion. If you are contemplating pregnancy or have just discovered you are pregnant you should be taking a Folic Acid supplement (equivalent to 400 micrograms) until the 16<sup>th</sup> week of pregnancy. Normally a "multivitamin" tablet bought at a pharmacist taken daily will suffice.

## **NON NHS SERVICES**

If you need a special examination, e.g. for fitness to undertake certain sports, pre-employment, HGV licence, etc., this will be undertaken during a special appointment and **a fee will be charged.**

Additionally, other services such as completion of Health Insurance claims, letters for Solicitors, Cholera Certificates, passport applications and prescriptions purely for holiday use **will attract a fee.**

A list of private fees is displayed in the Waiting Rooms. **These fees are not negotiable.**

## **Putting Things Right**

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this Practice, or about the service provided by a deputising Doctor working on behalf of the Practice, please let us know. We operate a Practice Complaints Procedure as part of a NHS system for dealing with complaints. Our procedures follow the recommendations of Welsh Assembly Government's "**Putting Things Right**" [NHS Wales complaints and concerns: Putting Things Right | GOV.WALES](#)

1. Are you able to raise the matter with the person concerned through informal discussion?
2. If not, the next step is to raise the concern either verbally or in writing with our Complaints Officer, which is usually the Practice Manager, unless the Practice Manager is being complained about.
3. We will acknowledge your complaint within two working days, and we aim to have investigated and reported on your complaint within thirty working days from the initial notification.
4. We will then be able to offer you an explanation or arrange a meeting with the people involved. If a meeting is required occasionally this part of the process might be delayed but we will keep you informed of this throughout. You may bring a friend or relative to any meeting arranged as an advocate. After the meeting we will write to you with an explanation and how we intend to respond to the issues raised.
5. If we fail to address your concerns after this then you are free to send a formal written complaint to:  
  
Public Services Ombudsman for  
Wales1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ  
Tel: 0300 790 0203  
Fax: (01656) 641199  
  
<http://www.ombudsman-wales.org.uk>
6. You could alternatively contact the Gwent Community Health Council on 01633 838516. They can provide you with information on how they can help you with a complaint.

Web site: <https://boardchc.nhs.wales>



## 7. Aneurin Bevan University Health Board

### [Concerns and complaints - Cardiff and Vale University Health Board \(nhs.wales\)](#)

You may also discuss your concern with a member of the Concerns Department and they will be happy to discuss your concerns with you and pass them on to the relevant department.

Complaints can be raised in a number of ways:

#### **In writing to:**

Nicola Prygodzicz  
Chief Executive  
Aneurin Bevan University Health Board  
St Cadoc's Hospital  
Lodge Road  
Caerleon  
NP18 3XQ

**By completing the [Raising a Concern](#) form** and posting it to the Health Board (also available in Welsh) [Ffurflen Mynegi Pryder](#)

**By email:** [Puttingthingsright.ABHB@wales.nhs.uk](mailto:Puttingthingsright.ABHB@wales.nhs.uk)

**By telephoning** the Customer Contact Centre on 01495 745656

**Verbally** with staff and completing the [Raising a Concern Form](#) / [Ffurflen Mynegi Pryder](#) Link to Divisional Concern Co-ordinators

#### **Access Standards**

A set of standards which aim to raise and improve the level of service for patients in Wales from their GP practices.

These standards are:

- People receive a prompt response to their contact with a GP practice via the telephone.
- Practices have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
- People receive bilingual (Welsh and English) information on local and emergency services when contacting a practice.
- People can use a range of options to contact their GP practice and to make an appointment.
- People are able to email a practice to request a non-urgent consultation or a call back.
- People are able to access information on how to get help and advice.
- People receive the right care at the right time in a joined up way that is based on their needs.
- Practices understand the needs of their patients and use this information to anticipate the demand on its services.

Additionally, to provide a standard level, Aneurin Bevan University Health Board worked with Llais and LMC to agree local standards. The “Principles of Access” were developed and shared with practices. Ringland Medical Practice adheres to these principles :

|                                  | Minimum  | Optimum  |
|----------------------------------|--|--|
| Morning Opening Time             | 9:00 first appointment - with doors open at 8:30 | 8:30 first appointment with doors open 8.00        |
| Lunchtime Opening Arrangements   | Doors to remain open                             | Doors to remain open                               |
| Time of Last Routine Appointment | 17:30  | 18:50  |
| Appointment Systems              | Balance of Open/Booked                           | As per minimum                                     |
| Half Day Closure                 | Exceptional                                      | Not acceptable                                     |
| Telephone Access                 | As optimum                                       | Access to 'live person' in the practice 8:00-18:30 |
| Branch Surgeries                 | Compliment access with main surgery              | As per minimum                                     |

## **OUR ZERO TOLERANCE POLICY ON AGGRESSION AND VIOLENCE**

As a practice we pledge to treat all patients with dignity and respect and on the same principal our staff have the right to expect the same from our patients.

We will not tolerate aggressive or violent behaviour in any form. This would include the use of offensive and foul language.

Patients who behave in this manner will be removed from our list immediately

## **PATIENTS' CHARTER**

### Our Commitments

1. The patient will be treated at all times in a courteous and sympathetic manner.
2. The telephone will normally be answered by the tenth ringing tone.
3. No patient will be kept longer than thirty minutes for a booked appointment without an explanation of the delay from the Practice Staff.
4. Repeat prescriptions will be ready for collection within two working days of the request being received at the surgery.
5. We operate an equal opportunities policy and do not discriminate by race, religion, age or sexual orientation.

### You will

1. Let us know of changes of name, address or telephone number.
2. Endeavour to keep booked appointments and to tell us as soon as possible if you cannot do so.
3. Please use the appointments line 01633 277011.
4. Phone for results after 2.00pm and after sufficient time has elapsed to allow all your results to have returned (usually 7 days)
5. We ask that you treat the Doctors and Staff with courtesy and respect.

**We are always keen to improve our medical service and welcome suggestions in writing for consideration by the Partners. Suggestion Forms are available from front reception**

**Equal Opportunity** - Patients will be treated as individuals irrespective of their ethnic origin, religious or cultural beliefs, gender or sexual orientation.

## **Data Protection Act 2018 (DPA)**

This allows access to your own health records. Under the DPA you are entitled to see all information relating to your physical or mental health, which has been recorded by or on behalf of a 'health professional' in connection with your care. This applies not just to computerised data and structured files but to 'unstructured' data as well. The right of access covers both NHS and private medical records, and information of any age, however long ago it was recorded.

The health professionals whose records can be seen are Doctors, Dentists, Opticians, Pharmacists, Nurses, Midwives, Health Visitors, Clinical Psychologists, Child Psychotherapists, Osteopaths, Chiropractors, Chiropodists, Dieticians, Occupational Therapists, Physiotherapists, Radiographers, Speech Therapists, and many other NHS paramedical staff.

## **Privacy Notice**

Our Privacy Notice will explain how the Four Elms Medical Centres uses your personal data. It is available on our website or you may ask for a copy at reception.

Four Elms Medical Centres 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.

## **Data Protection Officer**

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](mailto:DHCWGMPDPO@wales.nhs.uk)

## **Freedom of Information – Publication Scheme**

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A publication scheme is a guide to the classes of information the Practice intends to routinely make available.

## Useful Contacts

Ringland Medical Practice

Website:

**01633 277011**

[www.ringlandmedicalpractice.co.uk](http://www.ringlandmedicalpractice.co.uk)

NHS Wales Direct telephone

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

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## Hospitals

Royal Gwent Hospital

The Grange Hospital

**01633 234234**

**01633 493100**