

The Wye Valley Practice

'Two Surgeries, One Aim: Excellence in Healthcare Bridging the Wye'



Patient Information Leaflet (reviewed: May 2024, English Version)



PLEASE NOTE: Given the continuing fluctuations in circulating COVID-19 infection levels, we may change infection control measures at both sites. Please see our website for the most up to date personal protection equipment (PPE) and service information.

Practice Information Leaflet accessibility:

Gymraeg / Welsh language

Ymddiheuriwn nad oes llawer o gyflogeion sy'n siarad Cymraeg, ac mai ychydig iawn o ddogfennau yn y Gymraeg sydd yno. Fodd bynnag, y mae'r staff nad ydynt yn siarad Cymraeg yn awyddus i'ch cefnogi i dderbyn gwasanaeth drwy gyfrwng yr iaith o'ch dewis chi, ac y mae gan bawb ym Meddygfa Gwy rôl i'w chwarae er mwyn darparu gwasanaeth gweithredol i chi.

Byddwn yn falch o unrhyw adborth yn ystod y cyfnod hwn. Rhowch wybod a allwn eich helpu mewn unrhyw ffordd gyda'r Gymraeg!

We do apologise that we do not have many employees who are Welsh speakers, and have just limited numbers of documents in the Welsh language. However, our non-Welsh speaking staff are keen to support your choice in your preferred language and everyone at The Wye Valley Practice has a role to play in delivering our 'Active Offer' to you.

We would appreciate any feedback during this period. Let us know if we can help you in any way with the Welsh Language!

Large Print Version

If you require any Practice documents in large print format (16-18 point size, where this document is mostly 12 point) please do ask.

WELCOME TO THE WYE VALLEY PRACTICE

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OUR ACCESS COMMITMENTS TO YOU

A new set of Access standards were announced by the Minister for Health and Social Services Wales in March 2019 and recently revised in 2022. These standards are aimed to raise and improve the level of service for patients in Wales, from their GP Practices.

We aim to meet these standards for every patient and our commitment is measured each quarter. We publish this information on our website and social media eg Facebook.

<h3>Rydym eisiau gwella'r ffordd y gallwch gael gafael ar wasanaethau yn eich practis meddyg teulu</h3>	<h3>We want to improve the way you can access services in your GP practice</h3>
<h4>Beth y gallwch chi ei ddisgwyl gennym ni:</h4> <ul style="list-style-type: none">• Y gofal cywir ar yr adeg gywir, yn seiliedig ar eich anghenion. Gall hyn olygu gweld gweithiwr iechyd proffesiynol mwy priodol heb orfod gweld eich meddyg teulu.• Gwybodaeth ddwyieithog dros y ffôn am wasanaethau lleol a gwasanaethau brys.• Gwybodaeth ynglŷn â sut i gael y cymorth a'r cyngor cywir.• Ymateb cyflymach pan fyddwch yn ffonio eich practis.• Systemau ffôn gwell fel nad oes angen ichi ffonio lawer gwaith.• Amrywiaeth o opsiynau i gysylltu â'ch practis a threfnu apwyntiad.• Byddwn yn cynllunio ein gwasanaethau, yn gwrandao arnoch, ac yn sicrhau bod ein gwasanaethau'n bodloni eich anghenion.	<h4>What you can expect from us:</h4> <ul style="list-style-type: none">• The right care at the right time based on your needs. This may mean you see a more appropriate health professional without needing to see your GP.• Bilingual telephone information on local and emergency services.• Information on how to access the right help and advice.• A quicker response when you telephone your GP practice.• Improved telephone systems so you don't need to call back multiple times.• A range of options to contact your GP practice and make an appointment.• We will plan our services, listen to you, and ensure that our services meet your needs.
<small>OGL © Hwlfordd y Goron/Crown copyright 2020 WY40013</small>	

INTRODUCTION TO THE PRACTICE

The Wye Valley Practice is a partnership (not Ltd.) of doctors providing general medical healthcare to a registered population under contract to **Aneurin Bevan University Local Health Board, NHS Wales**. There are two surgery premises, one in St. Briavels, Gloucestershire and one in Trellech, Monmouthshire, ~ 7.5 miles apart.

Practice Addresses:

St Briavels Surgery
Smithville Close
St Briavels
Gloucestershire
GL15 6TN

Trellech Surgery
Roman Park View
Trellech
Monmouthshire
NP25 4RB

Practice website:

<http://www.wyevalleypractice.nhs.wales>

Practice Facebook:



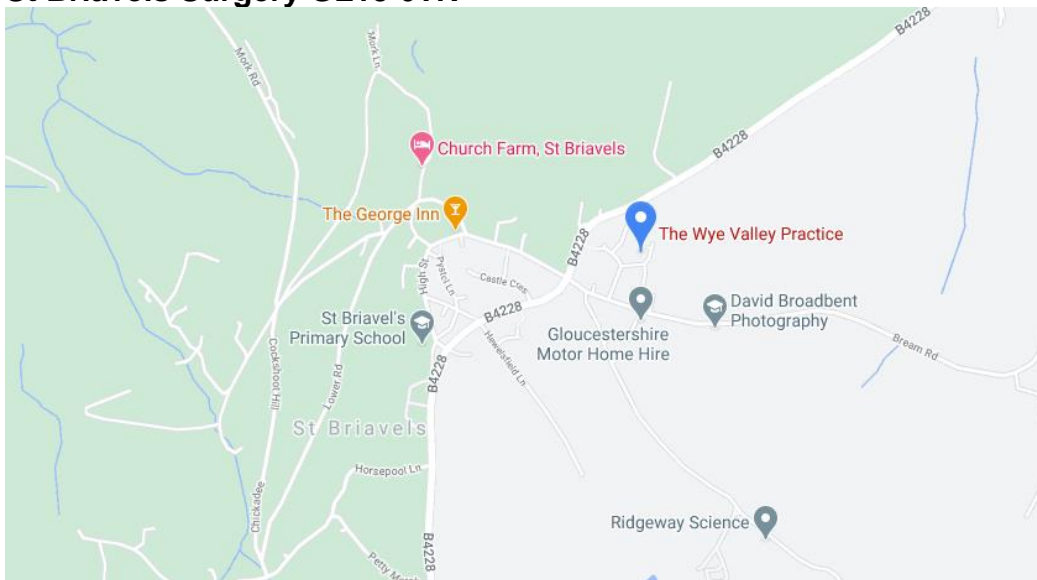
Thewyevalleypractice

Practice Area and Boundary

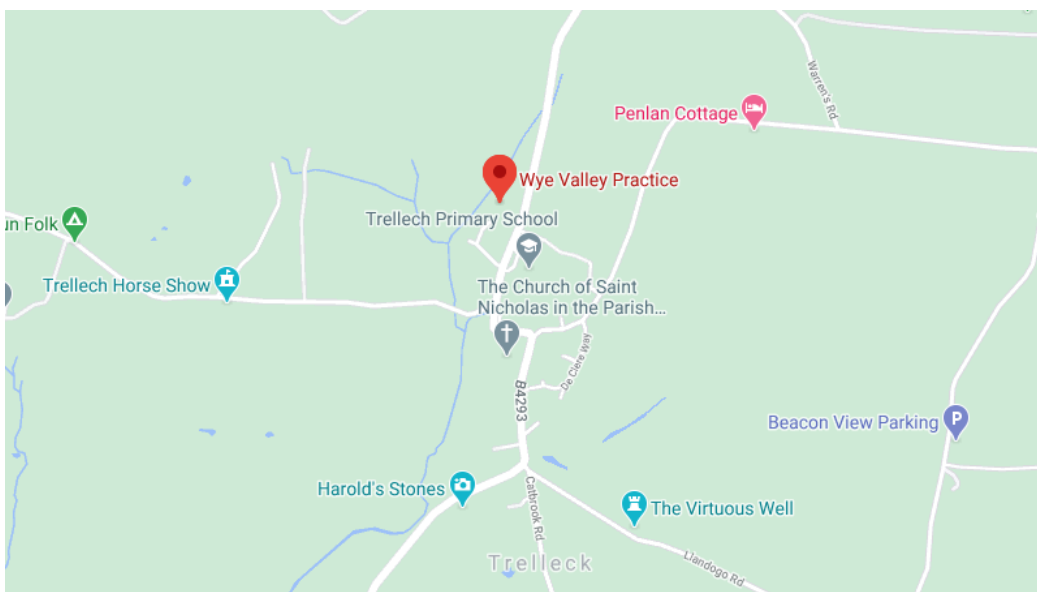
The Practice will accept patients from a wide area which includes Monmouth and Whitchurch, Coleford, Bream and Parkend, Lydney and westward to Chepstow, Shirenewton, Usk, Raglan and all the Lower Wye Valley within this boundary. Please see our website or ring the surgery to discuss acceptance onto the list if you are in doubt.

Locations of our two Surgeries

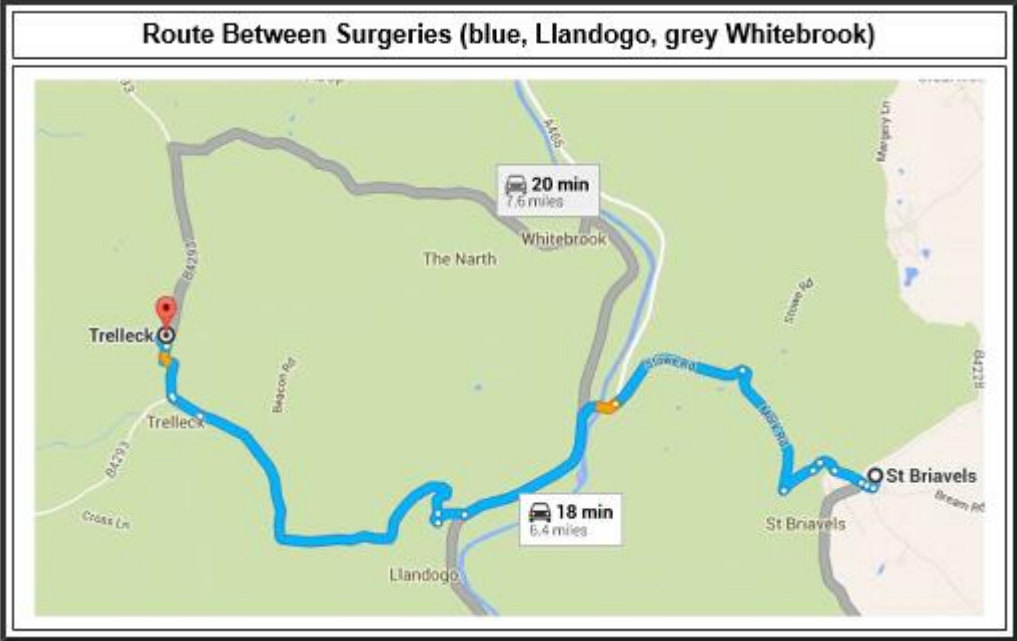
St Briavels Surgery GL15 6TN



Trellech Surgery NP25 4RB



And, for the routes between Surgeries, the most direct are:



But all the options are:

- i) Trellech – Whitestone - Llandogo, Bigswear Bridge – Mork – St Briavels (above)
- ii) Trellech - New Mills – Whitebrook – Bigswear Bridge – Mork – St Briavels (above)
- iii) Trellech – Monmouth – Monmouth Bridge, Wye Valley A466 – Mork – St Briavels
- iv) Trellech – Monmouth – Staunton – Coleford – St Briavels

Opening Hours and contact details of the Wye Valley Practice:

St Briavels Surgery opening:

Monday 08:00 – 18:30 ALL
 Tuesday 08:00 – 13:00 ½
 Wednesday 08:00 – 18:30 ALL
 Thursday 08:00 – 13:00 ½
 Friday 08:00 – 13:00 see dates

Trellech Surgery opening:

Monday 08:00 – 13:00 ½
 Tuesday 08:00 – 18:30 ALL
 Wednesday 08:00 – 13:00 ½
 Thursday 08:00 – 18:30 ALL
 Friday 08:00 – 13:00 see dates

**NB: Friday afternoon clinics alternate between the two surgeries
 Please refer to the calendar displayed in the surgery or our website
<http://www.wyevalleypractice.nhs.wales>**

**Telephone contact for both surgeries is available from 8:00 am to 6:30 pm
 Monday to Friday with no lunch closure.**

**Our online services E-consult, SurgeryApp and NHS Wales App are available
 24/7.**

**At all other times calls will be transferred to NHS Direct Wales and Gwent Out of
 Hours service on NHS 111 (phone 111) who will be able to assist you.**

	St. Briavels Surgery	Trellech Surgery
Appts & Enquiries	01594 530334	01600 860302
Repeat Prescriptions	01594 530934	01600 860990
Fax	01594 530748	01600 860956
Health Visitors /Nursery Nurses both Surgeries	0300 4218746 (Lydney Stonebury Office)	
Midwives StBriavels Midwives Trellech	0300 421 8850 (Coleford Health Centre)	
Practice E-consult:	https://wyevalleypractice.webgp.com/	
Practice email* (see disclaimer):	enquiries.w93019@wales.nhs.uk	
Practice website:	https://www.wyevalleypractice.nhs.wales	
SurgeryApp	https://www.surgeryapp.co.uk/for-patients/	
Out of Hours (Gwent) NHS Direct (Wales)	Phone 111	

***USE OF PRACTICE EMAIL**

Disclaimer Notice: The decision to use email to contact us is your own and the information you share is your data responsibility. Whilst our systems are secure, we cannot guarantee that emails sent from other servers are encrypted or safe. By emailing us you are consenting to the use of your data to carry out your request.

The account is monitored during weekday opening hours and you should receive a response within 1 working day.

***PLEASE NOTE*: Email is NOT for contacting us about medical emergencies, or medical symptoms or any photographs.**

Please call the Practice on 01594 530334 or 01600 860302 for urgent or immediate enquiries. Alternatively, please use the encrypted services of E-consult or SurgeryApp for medical symptoms, medical queries and for submitting requested photographs.

APPOINTMENTS

You can arrange appointments and consultations by a number of means:

Electronic: NHS Wales App

This has replaced 'My Health Online' and is a national service downloadable as an app onto your smart phone, tablet or computer. Please go to your GooglePlay or AppStore and be sure to choose the 'NHS WALES App' and select The Wye Valley Practice as your Surgery.



Electronic: Surgery App

We are now using an App at Wye Valley Practice to help you manage your health and connect with us remotely, whenever you need to. Surgery App complements the NHS Wales App and we would recommend you use both Apps for different services. A few of the features of 'Surgery App' are:

- * Book appointments and order repeat medications online (via NHS Wales App)
- * Contact us online, for clinical and non-clinical matters by safe encrypted submissions
- * Get information about the surgery, in addition to our website
- * Check symptoms and find help where you need it
- * request sick notes and forms
- * create a bespoke calendar for your healthcare and lifestyle needs
- * Receive notifications from us directly to your phone

You can find out more via this link <https://www.surgeryapp.co.uk/for-patients/> and use the buttons to download the App to your Apple or Android device. There is also a short video that explains what the App can be used for. You will need an email address to sign up and be sure to pick 'Wye Valley Practice' from the list of GP surgeries available.

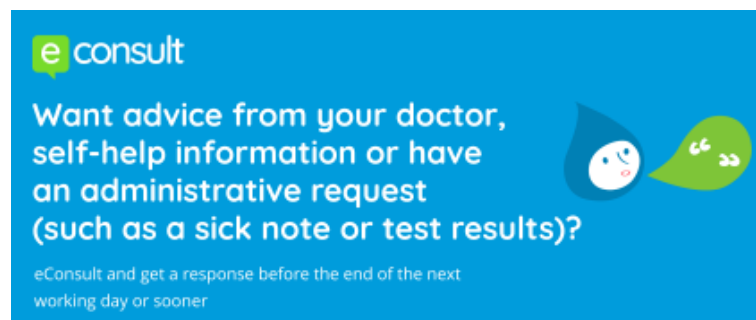


Electronic: E-consult

This is an electronic service offered by the Practice, allowing patients to submit their request for care at any time of the day, with as much or as little information about symptoms as you can add, along with photographs or other supporting information such as forms or questionnaires.

Your request will then be seen by a clinician, and an appointment booked for you for the best appropriate time/service. This is an excellent way for you to manage your care at a time of day that suits you. It can also be used for requests for Sick Notes, or queries about medication etc

Available straight from our website front page – the logo looks like this:



Via our Receptionists who follow 'Active Signposting'

Our whole team has been trained by our clinicians in asking important questions to determine who and how quickly your medical case needs to be seen. The Receptionists are asked and authorised to do this by the GPs, so please don't feel affronted if the Receptionist asks you quite a few questions; they are making sure they have the information to signpost you to the most appropriate service as quickly as possible for you.

As our non-GP healthcare professionals become better trained, patients may not always need to see a GP for their conditions, so we may recommend that you see another health professional who is part of the practice team.

This might include one of our Practice Nurses who are trained in Minor Illness, Health Care Assistant trained in Stop Smoking or a Practice-Based Pharmacist for a medication review.

For other Practice roles see: <https://abuhb.nhs.wales/healthcare-services/gps-dentists-etc/gps/>

'Common Ailments'

Our Team may also suggest that you try to use a Service provided by one of our Health Care Professional colleagues in the Community eg your local Pharmacist, Optician, Dentist. Many such providers are fully trained, and in some cases more specialised than us, in assessing your symptoms quickly and they CAN treat too. This is a FREE service in Wales, but please note you may be charged for this service in England. Check with your healthcare provider first.

<https://abuhb.nhs.wales/healthcare-services/gps-dentists-etc/optician/>

<https://abuhb.nhs.wales/healthcare-services/pharmacies-chemists/>

Face-2-Face appointments

All surgery sessions, are by appointment only, typically at 10 or 15 minute intervals.

**Some appointments are for advance booking
“pre-bookable” and some appointments are
reserved to be booked “urgent on the day”
URGENT@8**

**Some appointments are also available for
online booking (see “NHS Wales App”)**

We balance the number of pre-bookable appointments with on the day urgent appointments to ensure that our clinicians are not overbooked weeks ahead and should also result in you being able to see who you need on the same day that you request the appointment, subject to the severity of your symptoms. Please see Appendix 2 for further information about urgent and routine symptoms.

The clinical staff will always do their utmost to see patients quickly especially if the request is urgent. To achieve this, you may be asked to attend at the other surgery premises later in the day. Where possible the earlier in the day the request is received the better the chance of being seen that day. If you wish to see a particular practitioner, please inform the receptionist who will endeavour to assist you.

Please tell us if you want a chaperone to accompany you during an examination.

If you cannot keep your appointment, please let us know in plenty of time so that we can offer it to someone else.

Telephone/Video Consultations

These can be very useful and sometimes avoid the need to attend the surgery, particularly to report the progress of a condition or a change in the condition. If you think such a contact will suit you please ask the receptionist for the doctor or nurse to phone you back, an appointment time is allocated during the surgery session for this purpose.

Home Visits

The Practice recognises there are occasions when patients need to be visited at home. The clinical staff prefer to see patients in the surgery where records are available, and essential equipment is at hand. The decision as to whether a home visit is necessary lies with the doctor and, in accordance with Practice Policy, all requests for a home visit are referred to the doctor. Particular note is taken of clinical indications, age, infirmity and vulnerability when making this decision. If you think you require such a visit please telephone the surgery on the day.


EMERGENCY MENTAL HEALTH SUPPORT 24/7

For urgent mental health support call 111 and press OPTION 2.

The service is available for people of all ages, 24 hours a day, 7 days a week in all areas of Wales and England to ensure those in need of support can access it quickly when they need it most.

If you need to talk to someone urgently about your mental health, or you're concerned about a family member, call NHS 111 and select option 2 to be placed in direct contact with a mental health professional in your area.

The number is free to call from a landline or mobile, even if you have no credit left.



Am gyngor iechyd meddwl ar frys 24/7
Ffoniwch 111 & gwasgwch Opsiwn 2

For 24/7 urgent mental health support
Call 111 & press Option 2

OUT OF HOURS SERVICES – GWENT OOH

If you need to see a Doctor urgently during the out of hours period and cannot wait until the next working day please ring Gwent Out of Hours Service on 111.



The Out of Hours Period is:

Monday to Friday: 18:30 to 08:00 hrs
Weekends: 18:30 hr Friday to 08:00 hrs Monday

All Public and Bank Holidays

If you telephone the surgery during the Out of Hours period your call will automatically be diverted to the Gwent Out of Hours Service. Specially trained NHS staff will answer your call. You will be offered advice on the telephone or be given an appointment to see a doctor or nurse at an Urgent Primary Care Centre. If the clinical situation requires a home visit you will be seen at home by the doctor on call.

This Out of Hours (OOH) service is commissioned by Aneurin Bevan Local Health Board and any comments on the service should be directed to the Chief Executive (please refer to pages later for contact details).

The Wye Valley Practice participates in the “Informing Healthcare Programme” which links Monmouthshire practices to the Gwent OOH service. Under strict confidential/audited pathways some of your immediate past medical records i.e. allergies, recent test results and medication lists, will be made available to the doctors working within the Gwent OOH service. Your consent to view these records will be requested at the point of contact. **Should you wish to opt out of this programme please complete the opt-out form in this pack.**

Many patients just want advice during the Out of Hours period; an excellent starting point for this advice is to ring **NHS Wales on 111** or go to <https://111.nhs.uk/>.

REGISTERING WITH THE PRACTICE

The Practice gives its assurance that it will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, disability, medical condition or appearance.

In order to register as a patient at our practice you will need to complete a NHS family doctor services registration form GMS1 yourself and for each member of your family when you come to register at the practice.

We would ask all new patients to read this practice leaflet fully, which sets out our responsibilities to you and your responsibilities to us.

Documents required when you visit the practice to register:

- Registration form GMS1 (from the Surgery or online)
- New patient Questionnaire (from the Surgery or online)
- Official form of identification and proof of address, NHS number if available

Newly registering patients will be asked to provide documentary evidence depending on their status, at the time of registration.

PATIENTS WITH PARTICULAR NEEDS

Both surgeries are accessible to patients using a wheelchair, disabled parking and disabled toilet facilities are available.

There is a "LOOP" system available for people with hearing difficulties. We have access to special telephone facilities for patients who have hearing difficulties and patients who do not speak English. If requested, information leaflets can be made available in large print or Braille.

Our Welsh language duties to you

Y mae'n ddyletswydd arnom i fod yn weithredol drwy ddarparu gwasanaeth drwy gyfrwng y Gymraeg i'n cleifion, fel y nodir yn Rheoliadau'r Gwasanaeth Iechyd Gwladol (Y Gymraeg mewn Gwasanaethau Gofal Sylfaenol) (Cymru) 2019.

Y mae'n ddyddiau cynnar i ni ar hyn o bryd, ond ein nod yw cynnig ein gwasanaeth a'n dogfennaeth yn y Gymraeg, a hynny heb i chi orfod gofyn amdanynt.

Ymddiheuriwn nad oes llawer o gyflogaion sy'n siarad Cymraeg ym Meddygfa Trellech, ac mai ychydig iawn o ddogfennau yn y Gymraeg sydd yno. Fodd bynnag, y mae'r staff nad ydynt yn siarad Cymraeg yn awyddus i'ch cefnogi i dderbyn gwasanaeth drwy gyfrwng yr iaith o'ch dewis chi, ac y mae gan bawb ym Meddygfa Gwy rôl i'w chwarae er mwyn darparu gwasanaeth gweithredol i chi.

Byddwn yn falch o unrhyw adborth yn ystod y cyfnod hwn. Rhowch wybod a allwn eich helpu mewn unrhyw ffordd gyda'r Gymraeg!

Diolch yn fawr.

It is our duty to deliver the 'Active Offer' of providing NHS services to you, our Welsh-speaking patients, in the Welsh language as set out in the NHS Welsh Language in Primary Care Services (Wales) Regulations 2019.

We are in the early days of 'More than just words', but it is our aim to offer our services and documentation in Welsh, without you having to ask for it.

We do apologise that we do not have many Welsh speakers at Trellech Surgery, and have just limited numbers of documents in the Welsh language. However, our non-Welsh speaking staff are keen to support your choice in your preferred language and everyone at The Wye Valley Practice has a role to play in delivering our 'Active Offer' to you.

CARERS

Does someone rely on you for regular help? Whether it is 24/7 care, collecting medication, shopping, assisting with Surgery or Hospital appointments or wellbeing meetings, you are a carer. Does the Surgery know? Please tell us!

We may be able to help you in your role, linking you to Gwent and Gloucestershire Carers information, support services and groups. You would also be prioritised for some health prevention campaigns eg seasonal flu vaccination.

To register as a carer please ask for a Carer's/Cared for consent form at reception. When completed / signed please return the form to Reception, your details will be updated on your medical record along with those of the person you care for.

Patient Participation Group & Community Volunteers

The Practice aims to provide a friendly and professional service at all times, and can't do that without the involvement and support of the Local Community. To ensure the highest quality of care the management team are keen to receive new ideas, comments or criticisms about the way the Practice provides its services. You may wish to pass on your thoughts via the Patient Participation Group. There is currently one patient representative working on your behalf within this Group, with a vacancy for the St Briavels Area. We are looking to renovate and restructure this group soon, so please do get in touch if you think you would like to join.

We also have the invaluable support of a number of amazing Community Groups too; please let us know if you would like to join them for voluntary support or Community Service offers.

COMMENTS AND COMPLAINTS

There are occasions when patients are dissatisfied with the service they have received and in these circumstances the Practice operates a formal complaints procedure in accordance with the NHS “**Putting Things Right**” guidance.

An information leaflet “**Practice Complaints Procedure**” is available from the Practice Manager and our website, which offers guidance on the most effective way to make your complaint or you may pick up a leaflet from the waiting room.

It is hoped that by following the guidance in these leaflets any concerns may be resolved at practice level to the satisfaction of all involved.

ONLINE services (NHS Wales App & SurgeryApp) and SMS mobile text messaging

The Practice uses the ‘NHS Wales App’ online system hosted by NHS Wales which allows Patients to order repeat prescriptions quickly and easily, as well as book pre-bookable GP appointments, search for other appointments, cancel appointments, view simple consultation list, see test results and change personal details online. The NHS Wales App integrates safely and securely with electronic medical records, providing accurate and confidential ‘realtime’ information about repeat medication status and appointments. **Please download the NHS WALES App and select ‘The Wye Valley Practice’.** **Please take care to download the WALES version of the app.**

We also have use of a more bespoke ‘SurgeryApp’ which complements the NHS Wales App in linking for appointment and basic medical record information, but also offers safe submission of medical questions and symptom information, form or sick note requests, as well as photo submissions, bespoke medical calendars and extensive support and guides for national and local services.

In addition, from our website, we use e-consult for electronic submissions and requests.

We also send SMS text reminders and messages for your care and appointments; please provide an up to date mobile number for this service. If you choose to opt-out of SMS messages, please let Reception know.

YOUR PRIMARY CARE TEAM

Your Clinical Team consists of Practice and Community Staff working closely together to provide efficient and effective services to the Practice population.

We are a training Practice and so you may meet one of our Doctors specialising in General Practice, or a Medical Student from Cardiff or Swansea Medical Schools.

General Practitioners

Dr Rowena Christmas (Female) MB, BS, FRCGP, DCH (London 1995)

Dr Christmas is the practice safeguarding lead and responsible for clinical governance and quality improvement in the practice. She is Chair of the Royal College of General Practitioners in Wales, as well as being Vice Chair of the Welsh Medical Committee who advise Welsh Government on medical matters, and Vice Chair of the Associated Medical Royal College of Wales.

Dr Carol E Amos (Female) MA, MB, BS, FRCGP, DRCOG, DCH, DFSRH, MAcadMED (London 1986)

Dr Amos has a long interest in undergraduate and graduate medical education. She has been a lecturer in Community Medicine at Manchester university and is our main lead for medical students at the practice from Cardiff and Swansea universities. She is a trainer for GPs in training and also for the Foundation programme for junior doctors and is involved in examining both with the universities and for the GMC, where she is also a member of the station management group for International Graduates' PLAB examinations. She is a GP Appraiser for Wales

Dr Lois M M Harris (Female) MBChB, MRCGP, DCH, DFFP (Bristol 1998)

Dr Elizabeth Ormerod (Female) MB BCh, MRCGP, DFSRH, DRCOG, LoC SDI and IUT. (2009 University of Wales)

Dr Ormerod has a special interest in Women's health, having spent some time doing obstetrics and gynaecology prior to becoming a GP. She is a registered coil and implant fitter, and has also obtained the advanced certificate in menopause care.

Dr Joanne Girdler (Female) BSC BM MRCGP DRCOG (Southampton 2009).

Dr Girdler enjoys all aspects of the job but particular areas of interest are elderly care and palliative care. She also enjoys teaching.

Practice Nurses

Simone McCartney (Female) R.G.N. (Lead Nurse)

Lorna Bird (Female) R.G.N.

Kathryn Brown (Female) R.G.N

Kim Oliver (Female) R.G.N

We encourage all our patients to share the responsibility for their health, both in preventing disease and treating existing conditions and we have a team of highly trained and experienced nurses, who will be happy to discuss your general health with you. They can offer advice on many issues and between them have many years of specialist training in the Management of Chronic Diseases, Minor Illness, Independent Prescribing and Telephone Triage. Simone is our Nursing Manager.

Health Care Assistant/Phlebotomist

Ruth Holder and Kim Pugh are our Health Care Assistants, providing support to the Doctors and Practice Nurses. They hold regular surgery sessions for routine blood tests, spirometry, weight loss management and some other clinical investigations.

Practice Management Team

Management and financial matters are the responsibility of Dr Viv Kent (Practice Manager), Liffy Biddle (Assistant Practice Manager) and Julie Ward (Accounts Administrator). They are happy to speak to you on any matter relating to the Practice and are particularly keen to receive new ideas, comments or criticisms about the way the Practice provides its services.

Reception, Secretarial and Dispensing Staff

Our experienced staff have been trained to work with personal, confidential clinical information and are here to help you. We have six reception staff Carole, Karen, Anais, Ashley, Avril and Kerry (Lead Receptionist), as well as four Practice Secretaries, Lisa, Marge, Helen and Hannah (Senior Secretary), a Medical Administrator Melanie and seven dispensers, Jane (Lead), Ali (Senior), Lynne, Marilyn, Vicky, Maureen and Nikki (Lead).

Physiotherapy

The Physiotherapists are now seen at Monnow Vale Hospital by appointment, following referral by the Doctor.

Counselling, Psychological Health Practitioner & Mental Health Team

The Counsellor and PHP is available for consultation, by appointment, following referral by the Doctor or other Healthcare Professionals for brief interventions or Signposting.

District Nursing Service

Your local District Nursing Teams (Monmouth, Chepstow, Usk and Forest of Dean), working closely with the Doctors, provides nursing care at home for the long term sick, the elderly unwell and those who are housebound.

Maternity Care

A team of midwives are attached to the Practice to provide antenatal and postnatal care. They work closely with the Doctors and Health Visitor to look after mothers before and after the birth and to give advice on the care of the new born baby. When you become pregnant you will need to make an appointment to see your midwife at the Surgery. Midwife led antenatal clinics are held weekly on alternate Wednesday mornings in St Briavels Surgery and on alternate Thursday mornings at Trellech Surgery.

The Midwife will provide you with information on blood screening tests and will discuss with you where you would prefer to have your baby.

Health Visiting Service

Health Visitor: Gwent Child Services, Christine Cooper & Glos Care Services, Bev Harvey.

Nursery Nurses: Glos Care Services, Nikki Stafford.

The Health Visitors visit all families with children under the age of five and provides information, advice and support to all age groups with special emphasis on the needs of children. All families with a new baby will be contacted by a Health Visitor between 10 to 14 days following the birth. The Nursery Nurses run monthly Child Health Clinic at St Briavels & Trellech Surgeries on 1st Tuesday of the month (St Briavels) and 3rd Tuesday of the month (Trellech) 11.00 am – 12.00 pm these clinics are “Open” and therefore there is no need to book an appointment.

SERVICES OFFERED BY THE PRACTICE

General Medical Services

We offer a full General Medical Service and also run specialist clinics:-

- Cervical Cytology
- Child health surveillance and immunisation (Health Visitor and Doctor)
- Contraceptive services
- Counselling
- District Nursing Service
- Drug monitoring for chronic disease
- Maternity care (shared care between Doctor and Midwife)
- Minor Surgery Service
- Nurse Led Clinics for Chronic Disease Management
- On site dispensing at both surgeries to eligible patients
- Warfarin monitoring

Nursing Services

It is not always necessary to make an appointment with the Doctor. Our team of Practice Nurses and Health Care Assistants are upskilled to treat patients for a wide range of conditions and appointments may be more readily available for them:

- Advice on Minor Injuries and Ailments
- Asthma and Diabetes Reviews
- B12 injections
- Blood pressure recording and review
- Cervical Smears
- Chronic Obstructive Pulmonary Disease reviews
- Conjunctivitis
- Contraception checks
- Coughs and Colds
- Cystitis

- Dressings
- Earache
- Ear syringing and ear microsuction
- ECGs
- Fevers
- Hayfever
- In-growing toenails
- Infected wounds
- Insect and animal bites
- Medication Reviews
- New Patient Registration checks
- Rashes
- Sinusitis
- Skin Problems (eg eczema or fungal infections)
- Sore eyes and styes
- Spirometry
- Stop Smoking Support
- Threadworm
- Travel: we offer NHS and private travel Advice and Vaccinations
- Urinary tract or bladder infections
- Verrucaes
- Warts
- Weight Management
- Well man/woman checks
- Zoladex injections

Non-NHS Medical Fees:

Not all services available from the Practice are provided under the National Health Service and a charge may be made for Travel Injections/Medication, Medical Reports, Private Certificates and other items. A current list of services and charges is displayed in the waiting area and on our website <http://www.wyevalleypractice.nhs.wales>.

Medical Equipment Fund (MEF)

We are always so very grateful for donations made to the Practice, whether edible or otherwise! Any monies are saved in our 'Medical Equipment Fund' which is used to purchase equipment not otherwise available under our NHS contract. Examples of this are blood pressure monitors for patient home use, ophthalmoscopes/otoscopes for eye & ear examinations, vaccine storage fridge, 1st aid trolley equipment.

We have a 'Wye Valley Practice MEF' account with Easyfundraising, should you wish to help us, free of any expense to you, through online shopping.



www.easyfundraising.org.uk

DISPENSING

We offer an on-site dispensing service at both surgeries for acute and repeat prescriptions. To be eligible, patients must not reside on or within 1m (1.6km) in a straight line (ie as the crow flies) from a dispensing chemist or pharmacy.

SCRIPTS TO OTHER CHEMISTS/YOUR HOME

We can post your paper script to your home or a Pharmacy of choice, **IF YOU PROVIDE a supply of STAMPED ADDRESSED ENVELOPES**

REPEAT PRESCRIPTIONS

The Practice operates a repeat prescription service from the dispensary in both surgeries. You will be informed when your repeat prescriptions need renewing. Please make an appointment in good time to ensure a continuous supply of medication. We can also prepare monthly boxes for a limited number of patients, please ask for more information. Repeat prescriptions can be ordered in several ways:

PLEASE ALLOW 2 WORKING DAYS BEFORE MEDICINE COLLECTION ESPECIALLY BEFORE BANK HOLIDAYS OR BEFORE YOUR HOLIDAY

- Using your prescription's printed green reorder slip, clearly marking **EXACTLY** what is required, saving unnecessary duplicate ordering if you can. Deliver, post or fax to the Surgery
- Via the Internet using NHS Wales App or SurgeryApp links.
- By telephone to the Repeat Order Line (Please note we operate a voicemail messaging service so that you can submit your request 24 hours a day)

- St. Briavels Surgery 01594 530934
- Trellech Surgery 01600 860990

NB: If you use this service please make sure that you speak clearly to leave the name, date of birth and the name of the drug requested for the person who requires the medication.

- By fax to the surgery with the same information as above
 - St. Briavels Surgery 01594 530748
 - Trellech Surgery 01600 860956
- For emergency medication outside normal surgery times please contact Gwent OOH's on 111

RESPONSIBILITIES OF THE PRACTICE

- We aim to treat our patients with courtesy and respect at all times.
- The Practice will not discriminate against patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.
- At the Reception Desk you will be welcomed, acknowledged and dealt with promptly.
- The telephone will be answered promptly.
- Urgent medical conditions will be seen on the same day.
- You will be visited at home if the Doctor considers you are too ill to be brought to the surgery. On occasions you may be referred directly to hospital.
- We will explain the likely effects of drugs and review your long term medication needs on a regular basis.
- Patients (16 – 75 years) who have not seen the Doctor in the previous three years, or patients (over 75 years) who have not seen the Doctor in the previous twelve months, who present themselves for a consultation/home visit, will be advised on all health issues.
- You have the right to ask for a second opinion.
- We have the right to remove patients from our Practice list if they repeatedly and persistently ignore their responsibilities to us and other patients.
- We respect your right to privacy and keep all your information confidential and secure.
- All staff are aware of and trained in the need for confidentiality.
- Breach of confidentiality is recognised as grounds for disciplinary action.
- You can speak to a receptionist in private, if requested.
- Information held on the computer system is protected under the Data Protection Act 1984 and General Data Protection Regulations 2018.
- Under the two Data Protection Acts you are entitled to access your clinical records or any other personal information held about you and you should contact the Practice Manager to make an appointment.
- 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) and 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 CACD Community and Adult Care Directorate and Children and Young People Directorate), 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.

RESPONSIBILITIES OF THE PATIENT

Help us to help you. We need your co-operation to help us support you in your healthcare, as well as maintain and develop our services:

- Please monitor your health regularly and contact us if anything seems to be changing
- Be encouraged to share the responsibility for your health, both in preventing disease and treating existing conditions
- We ask that you treat the Doctors, Nurses and all Practice Staff with courtesy and respect. This includes communication using Social Media platforms and any other electronic means of communication.
- In communicating with the Practice using email, decision to email is yours and the information you share is your data responsibility. Whilst our systems are secure, we cannot guarantee that emails sent from other servers are encrypted and safe. By emailing us you are consenting to the use of your data to carry out your request.
- ***PLEASE NOTE***: Email is NOT for contacting us about medical emergencies, or medical symptoms or any photographs. Please use our partnered electronic platforms (eg E-consult or SurgeryApp) for medical symptoms, medical queries and for submitting all photographs.
- Please remember the Doctor or Nurse of your choice may not always be available due to holidays and other Practice commitments.
- Please do everything you can to keep appointments. Tell us as soon as possible if you are unable to attend.
- Please do not ask for a home visit unless it is absolutely necessary. The less time the Doctor spends travelling the more time is available for seeing patients in the surgery.
- Please do not call Out of Hours except in real emergencies, where possible it is best to wait for the next surgery.
- If you are seriously unhappy with us or the services we provide please contact the Practice Manager for details of the Practice Complaints Procedure.
- You have the right to leave our List and register with another practice at any time.
- Please keep us updated with your most current contact details at all times
- Any threatening, abusive or violent behaviour to staff or other patients will not be tolerated. If an incident does occur the Practice will immediately call the police and use NHS Regulations to immediately remove the patient from the Practice list. This may lead to inconvenience for the patient in accessing medical care in the future.
- Other forms of unacceptable behaviour will also not be tolerated and will be treated in line with the same procedures as threatening or abusive behaviours. Examples of unacceptable behaviours may include abuse of prescriptions or the dispensing service, repeated unreasonable changes in referral requests, demands in response timescales, medications, complaints or treatment.

YOUR LOCAL HEALTH BOARD

Aneurin Bevan University Health Board is responsible for commissioning health services for the patient population covered by the Wye Valley Practice. For further information on primary care services in the area contact:

Chair: Ann Lloyd CBE
Chief Executive Nicola Prygodzicz
Aneurin Bevan University Health Board
St Cadoc's Hospital
Lodge Road
Caerleon
Newport
NP18 3XQ

Telephone: 01633 436700 or email abhb.enquiries@wales.nhs.uk

Aneurin Bevan Community Health Council

Aneurin Bevan Community Health Council is the Health service watchdogs for Gwent, covering the Boroughs Blaenau Gwent, Caerphilly and Torfaen, City of Newport and County of Monmouthshire.

Office Hours:

Monday to Thursday 9.00am - 4.30pm, Friday 9.00am - 4.00pm

Postal Address:

Aneurin Bevan Community Health Council
Raglan House, 6-8 William Brown Close
Llantarnam Business Park
Cwmbran, NP44 3AB

Telephone number: 01633 838516 (there is a 24-hour answering service)

Email address: enquiries.aneurinbevanhc@waleschc.org.uk

Appendix 1: Useful Telephone Numbers & Website Addresses

In an emergency dial	999
Out of Hours Service/NHS 111	111
NHS 111 website	https://111.nhs.uk/
Chepstow Community Hospital	01291 636636
Lydney & District Hospital	03004 218722
Monnow Vale Health and Social Care Facility	01600 773113
Royal Gwent Hospital, Newport	01633 234234
Nevill Hall Hospital, Abergavenny	01873 732732
Gloucestershire Royal Hospital	03004 222222
Dental Emergency (Wales)	111
Mental Health Support (Wales & England)	111 press 2
Dental Helpline (Wales)	01633 488389
Dental Emergency (England)	01452 380073
Dental Helpline (England)	01452 318858

Please Visit Our Website for the most up-to-date Practice news:

<http://www.wyevalleypractice.nhs.wales>

The screenshot shows the top navigation bar of the Wye Valley Practice website. On the left is the NHS Wales logo with the text 'GIG CYMRU NHS WALES' and 'Wye Valley Practice'. On the right are links for 'Skip Navigation' and 'Feedback', and a search bar with the text 'All...' and 'Search'. Below the navigation bar is a horizontal menu with items: 'Home', 'Strep A Guidance', 'Covid-19', 'About Us', 'Clinics & Services', 'Patient Information & Self Care', and 'News & Events'. Below the menu is a 'Listen' button with a speaker icon. The main content area features a large illustration of a castle and a bridge over a river, with the text 'Welcome to Wye Valley Practice' and 'Two Surgeries, One Aim: Excellence in Healthcare Bridging the Wye ...' and a 'Find Us' button.

Other online services

NHS Wales App

Download from GooglePlay or AppStore and be sure to choose the 'NHS WALES App' and select The Wye Valley Practice as your Surgery.



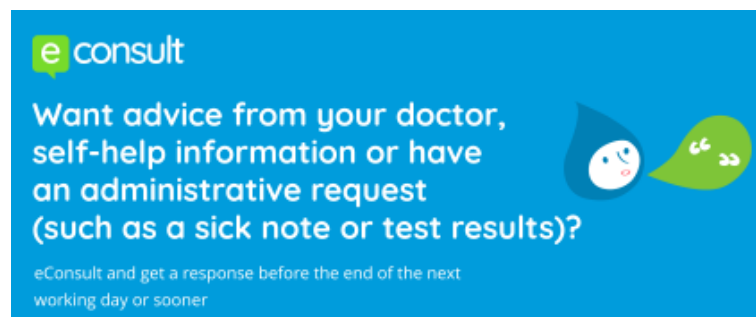
Surgery App

You can find out more via this link <https://www.surgeryapp.co.uk/for-patients/> and use the buttons to download the App to your Apple or Android device. You will need an email address to sign up and be sure to pick 'Wye Valley Practice' from the list of GP surgeries available.



Electronic: E-consult

Available straight from our website front page – the logo looks like this:



Appendix 2: URGENT@8 triaging symptoms and signposting

Why URGENT@8 and triaging of symptoms?

So that we can prioritise our on the day slots for the medically most severe patients, to give immediate care

So that symptoms are seen as soon as clinically appropriate, which may not be on the day but will not be a long wait if important

So that every patient gets an appointment in one call, at the right time for their symptoms.

What are medically urgent symptoms?

Eg: sudden severe abdominal pain, sudden change in existing condition, unexplained bleeding, breathing difficulties, chest pain more than 2 days (999 otherwise), child under 16y sudden change or fever, sudden confusion, stroke worries, acute bowel obstruction, emergency contraception, sepsis concerns, sudden pregnancy concerns, persistent severe migraine, fits (not first, 999)

What do GPs say can wait for up to a week?

Eg: breast concerns, bowel concerns, fainting with recovery normal, gout, mole concerns, testicular or prostate concerns, non-sudden changes in medical conditions, adult fever not responding to paracetamol longer than 5 days, persistent unexplained cough

What do GPs authorise as routine?

Eg: Non-life threatening allergies, backache, medication reviews, orthopaedic concerns, X-rays, Ultrasound, steroid injections, sick notes, annual reviews, contraception, forms, HRT, learning or behaviour concerns

Signposting:

What is a 999 or A&E emergency?

Eg: life-threatening illness or serious injury, extreme difficulty in breathing, sudden chestpain, collapse, signs of stroke, severe bleeding, serious trauma, acute sepsis (fever, chills, fast heartbeat, fast breathing), first fit



What does a Minor Injury Unit Hospital see?

Eg limb injuries, wounds, grazes and minor burns, head injures without loss of consciousness or anti-coagulation medication, minor neck and back injuries, eye, ear and nose injuries, rib injuries, insect, animal and human bites, dressings, X-rays

What can a Pharmacy or Optician help with?

Acne, athlete's foot, backache, covid and coughs/colds, chickenpox, cold sores, colic, conjunctivitis, new constipation without other symptoms, emergency contraception, dermatitis, diarrhoea, dry eyes, hay fever, head lice, indigestion, ingrowing toenails, fungal infections, mouth ulcers, nappy rash, ring worm, scabies, teething, UTI, verrucae, warts

What can our Practice Minor Illness Nurses help with?

If the help of a chemist hasn't worked for any of the above, our Practice Nurses can, but can also see rashes, tonsils & sore throats, sinusitis, earache, measles, infected insect bites, cellulitis

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Appendix 3: Medical Health Record for Shared Out of Hours Emergency Care: PATIENT CHOICE TO OPT-OUT FORM

The Out of Hours Service has created a shared LOCAL Emergency Health Record to help with emergency patient care eg 111 out of hours, 999, ambulance and emergency admissions. Part of your medical record will be shared with them unless you choose to Opt out.

In addition, we would like to know that if there should ever be a National Database for Health Records in the future would you choose to Opt out of that also?

PLEASE NOTE: In NHS Wales your medical record is NOT shared with any organisations other than the NHS. This is unlike the English NHS Digital Sharing for Planning and Research.

NAME	
NHS NUMBER	
D.O.B.	
ADDRESS	
ADDRESS	
ADDRESS	
ADDRESS	
POST CODE	
Do you wish to Opt Out of the Gwent Emergency Health Record	YES / NO
Do you wish to Opt Out of any future National Health Record scheme	YES / NO
SIGNATURE & DATE	

If you require further information, the Practice Manager will be happy to assist.

Practice information only:

Gwent OOH's Opt Out #93C1, National Opt Out #93C3