



The Rugby Surgery
1-5 Kelvedon Street
Newport
Gwent NP19 0DW

Tel: 01633 258545

www.therugbysurgery.co.uk

Welcome.....

Dr Christopher White MB BCh MRCGP DRCOG (1976) Cardiff
Dr John Staniforth MB BCh MRCGP BA(Hons) DRCOG DFFP (1993) Cardiff
Dr Marion Bentley MB BCh D Occ Med (1984) Cardiff
Dr Moh Tarek Abuarchid MBBS MRCGP DFFP (1996) Damascus

Practice Manager

Mrs Stacey Clarke

The practice manager is available to deal with general queries and any complaints or suggestions concerning the practice. We have a Patients' Rights Charter available on request.

Reception Supervisor

Wendy Hall.

You can request to speak to her regarding any problems that you may incur in reception.

The reception staff all have name badges to identify them.

Practice Nurses

The surgery has a Practice nurse and a Health care assistant.

District Nurses

The surgery has the support of a district nurse.

Surgery Opening Hours: 8am – 6pm

Monday to Friday 8.00 - 10.00am Open surgery.

Monday to Friday 8.00 – 12.20am 1-6pm Nurse Appoints.

Afternoon surgery with GP is by appointment.

Appointments

Appointments may be made by telephoning 258545 or 258564 or by calling at the surgery.

Routine appointments may be made well in advance (maximum one month), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in oversubscribed situations. Unfortunately, patients who do not arrive for their appointments have a huge impact of the limited available afternoon appointments.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, you must call an ambulance (tel: 999) before calling the surgery.

Home Visits

Patients are requested to telephone before 11.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionists as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

Please give the receptionist your telephone number as the doctor may ring you back to evaluate your problem before visiting.

Weekend Or Night Cover

If you ring the surgery out of hours, an answering machine will give you the number of the out-of-hours emergency doctor service. If you ring them they will offer you a visit to the emergency primary care centre or a house call, or advice will be given where appropriate.

Repeat Prescriptions

Repeat prescriptions can be requested by post or by completing the request form at reception and placing in the box located in the main entrance hall.

These should be requested 48 hours in advance if possible and can then be collected from Monday to Friday after 1pm. Requests for certain medication/prescriptions, (items only deemed urgent by the Doctor) during surgery hours will not be refused, but patients seeing the doctor for other health matters have priority; therefore you may have to wait.

Antenatal Clinic

Monday 1.00 – 3.30pm and Wednesday morning 9.30am – Midday by appointment.

Patients are seen by the midwife at this clinic by appointment and also by the doctors if necessary.

Baby Clinic

The baby clinic is run by the doctors and health visitors for child developmental checks and immunisations, and allows an opportunity to discuss other problems, eg sleeping, feeding and child health worries.

Baby Immunisation/Medicals & Well Baby Clinic - Tuesday 9.30 - 11.30am by appointment.

Asthma Clinic

The administrative staff will call you for annual review. Alternatively, telephone for appointment.

This is run by the practice nurse in conjunction with the doctors who are available for difficult cases.

Diabetic Clinic

The administrative staff will call you for annual review. Alternatively, telephone for appointment.

This is run by the practice nurse in conjunction with the doctors who are available for complicated cases.

Family Planning Clinic

Contraceptive care is provided by the nurses by appointment.

Minor Surgery Clinic

Dr White carries out minor surgical procedures by appointment only. The doctors will be happy to advise you on this; ring or ask at reception to make an appointment.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

Travel Immunisations/Vaccinations

Please make an appointment at least six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception. See the practice nurse about vaccinations.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility. If you do not fall into the chronic disease criteria, and still wish to have the flu vaccination you will be charged.

Cardiac Clinic

Patients on the clinical registers will be called by administrative staff by telephone/letter for monitoring with Doctors or Nurse.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception.

Disabled Access

At the Rugby Surgery wheelchair access to the building is via a ramp to the front entrance. This allows access to the treatment room in an emergency.

Patient services are provided at ground floor level. A disabled patients WC is provided near the front entrance close to the reception area.

Aneurin Bevan Health Board

The practice is part of the Aneurin Bevan Health Board, based at Victoria House – 2nd Floor, 136-140 Corporation Road, Newport NP19 0BH. Tel: 01633 261430.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the **ABHB**. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 14 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to

address your concerns, provide you with an explanation and discuss any action that may be needed.

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. This scheme is available from reception.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Practice Charter Standards

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery rooms.

Waiting time: We run an open morning surgery and an afternoon appointment system in this practice for consultations with the Doctors. You will be given a time at which the doctor or nurse hopes to be able to see you. When attending the open morning surgery, you will be seen that morning, but you may have to wait; this is due to patient demand and can be very busy. We ask you to please be patient.

Access: You will have access to a doctor rapidly in case of emergency; two hours in cases of urgency; and otherwise within six hours. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone, or the doctor will ring you back as soon as possible.

Test Results: If you have undergone tests or x-rays ordered by the practice, we encourage you to ring the results line on 01633 235902 on Tuesday and Thursday between 1-2pm. If the Doctor wants to discuss the results with you, an appointment will be arranged for you to discuss this further.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs and we expect the same in return.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on: steps they can take

to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor in the case of minor ailments; and our smoking cessation service on Thursday afternoons between 4-5pm.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot.

Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so.

Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

Self Treatment Of Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bed Sores

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine.

Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomach ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

How To Register As A Patient

We will register all patients who live within our practice area. You will need to provide evidence of identity, residency and the name and address of your previous doctor. You will be required to attend the surgery for a new patient medical check. Our reception staff will be able to explain the registration procedure to you.

Preference Of Doctor

We have a female doctor. If you would prefer to see a lady doctor please ask when requesting an appointment.

If you are attending emergency surgery you may well have to see a male doctor. However, in certain circumstances you may be able to request to see a lady doctor or given the opportunity to see a practice nurse.

You can see the doctor of your choice when booking an appointment.

Confidentiality

The doctors and staff will at all times try to maintain utmost confidentiality regarding your medical case and records. We will not let any third parties have access to your medical notes without your permission and we follow the guidelines as set out by the GMC.

Practice Boundary

The practice boundary includes the following areas:

Whitson, Nash, Llanwern Village, Maindee, Somerton, Alway, Ringland, Lliswerry, Corporation Road, Bishpool/Treberth, Christchurch, St. Julian's and Caerleon Road (as far as Caerleon Bridge). See the map on the back cover.

If you move out of the practice area we will request that you find a surgery more convenient to your new location.

THE PRACTICE AREA

USEFUL TELEPHONE NUMBERS

NHS Direct 0845 4647

Aneurin Bevan Health Board 01633 261430

Business Service Centre, Pontypool 01495 332000

Royal Gwent Hospital 234234

University Hospital of Wales 029 2074 7747

Social Services 01633 656656

Gold Tops (Mental Health Team) 786000

Stop Smoking Wales 0800 085 2219