Welcome to the
Avicenna Medical Centre & Oakdale Medical Centre

THE DOCTORS
Dr M A Hussain (Male) MB BS (London 1974)
Dr M A Alam (Male) MB BS DCH (London 1972)
Dr A Al-Sheikh Ali (Male) MB ChB MRCP UK (Glasgow 1998)
Dr R A Hussain (Male) MB BS MRCGP DRCOG DPD (London 2002)
Dr K P Harris (Female) MB ChB MRCGP DRCOG DFFP (Cardiff 1999)
Dr R A Jones (Female) MB ChB MRCGP (Birmingham 2004)

GP TRAINING
Avicenna Medical Centre is a GP training practice where medical students from Cardiff University are attached to the practice from time to time; you will be informed if this affects you.

THE PRACTICE STAFF
Practice Manager Gerald Khan
Head Receptionist Victoria Matthews
IT Officer Nicola Short
Secretary Tania Jones

RECEPTION STAFF
Senior Receptionist - Oakdale Tracey Parnell
Receptionists Ann Thorpe
Louise Hodges
Rebecca Taylor
Stacey Beacham

Senior Practice Nurse Lynda Boyd
Senior Practice Nurse Sally Martin
Practice Nurse Kerry Jones
HCSW Michelle Lord
Phlebotomists Rebecca Ahearn

DISTRICT NURSES
Gaynor Tudor (Team Manager) Taryn McCarthy
Ceri Jenkins Sandra Phillips

HEALTH VISITORS
Karen Hooper Rose Hughes

DIETICIAN
Teresa Lee

SURGERY TIMES
We run a full appointment system.
Avicenna Medical Centre is open from 8.30am - 6.30pm Monday to Friday.
Oakdale Medical Centre is open from 8.00am - 6.00pm Monday, Tuesday, Wednesday and Friday and from 8.00am -1.00pm on Thursday.
Morning Appointments 8.30am - 1.00pm.
Afternoon Appointments 2.00 - 6.00pm (last bookable appointment 5.50pm).
Extended opening times Thursday 6.30 - 8.00pm with a GP and Practice Nurse (Avicenna)

APPOINTMENTS
Appointments may be made by telephoning Oakdale 01495 224843 or Avicenna Medical Centre Pontllanfraith 01495 227156 or by calling at the surgery. (Please note that all telephone calls are recorded.)
Patients can also book appointments online by visiting www.avicennamedicalcentre.co.uk
Routine appointments may be made well in advance with a practice nurse and four weeks in advance with a GP. This will enable us to offer you an appointment at a time more suitable to your requirements.
We also offer ‘Book-on-the-Day’ appointments where you can be seen on the same day by a GP. These can be booked from 8.30am for a morning appointment at both surgeries, while afternoon appointments may be booked from 1.30pm for Avicenna and 2.00pm for Oakdale. Please note these appointments are very popular so book as early as possible.
If you cannot attend your appointments for any reason please let us know as soon as possible, we can then offer the appointment to someone else.

HOW TO REGISTER/NEW PATIENTS
In order to register at Avicenna or Oakdale Medical Centres simply ask us for a registration form. (One form for every member of your family living with you that you wish to register.) As a new patient you will be invited to arrange an appointment with our healthcare assistant or practice nurse for a health check this helps to identify health needs before your notes arrive from your previous GP. This will include blood pressure check, urine test, advice on weight, diet, alcohol and smoking habits. This is an opportunity to discuss any ongoing health problems and it helps us to provide continuity of care.

EMERGENCIES
If you are confronted by a serious problem such as acute chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.
Why Your Business Needs A Website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don’t, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This ‘phone-a-friend’ facility will provide answers to your queries and help you develop your site as your business grows.

So if you don’t yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You’ll be glad you did!
WHAT TO DO IN TIME OF BEREAVEMENT

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

**If someone dies at home**
- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

**If someone dies in hospital**
- Contact your local funeral director to engage their services.
- Collect the doctor’s death certificate from the hospital.

**In all cases of death**
- Contact the registrar’s office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased’s medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

**ASThma CLINIC**
Weekly
This is run by practice nurse Lynda Boyd in conjunction with the doctors, by appointment only.

**DiaBetic CLINIC**
Weekly
This is run by practice nurse Sally Martin and Kerry Jones in conjunction with Dr Rizwan Hussain, by appointment only.

**FAMILY PLANNING**
Contraceptive care is provided by all the doctors during surgery hours.

**WELL WOMAN CLINICS**
Weekly
This clinic is for smears, postnatal checks and discussion of women’s health issues.

**MINOR SURGERY**
Dr Rizwan Hussain, Dr Alam and Dr Harris carry out minor surgical procedures at Avicenna Medical Centre only, on a Tuesday 3.00 - 4.30pm and a Friday 10.00am - 12 noon, by appointment. The doctors will be happy to advise you on this.

**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. Do ask at reception for the charges for these services.

**COUNSELLING**
A counsellor is available all day on a Wednesday at our Oakdale surgery only. Please ask your doctor for an appointment.

**PATIENTS OVER 75 YEARS**
If you are aged 75 years or over, you should be seen annually either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

**TRAVEL IMMUNISATIONS/VACCINATIONS**
Please make an appointment at least one week 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 the reception.

**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 August 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.
DISABLED ACCESS
Both our surgeries are designed with the disabled in mind.
Avicenna Medical Centre - the surgery entrance, consulting rooms and toilets are suitable for wheelchair access.
Oakdale Medical Centre - Parking is at the rear of the building. Wheelchair access to the building is via a ramp and disabled toilets are on the ground floor near the front entrance.

PATIENT CONFIDENTIALITY AND DATA PROTECTION
We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

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.

CHAPERONE POLICY
This organisation is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.
All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, ie a trained member of staff. Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and it is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.
Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.
If you would like to see a copy of our chaperone policy or have any questions or comments regarding this, please contact the manager.

OBLIGATION OF PATIENTS
As a registered patient you will always try to:
1. Let us know of any changes regarding your name, address or telephone number without delay.
2. Endeavour to keep booked appointments and always tell us as soon as possible if you cannot do so. Failure to cancel an appointment that is no longer needed could result in you being removed from the practice list.
3. Phone for test results between 2.00 - 4.00pm and after sufficient time has elapsed to allow all your results to have returned (usually three days)
4. We ask that you treat the doctors and staff with courtesy and respect at all times.

VIOLENT OR AGGRESSIVE BEHAVIOUR TOWARD GPS/NURSES/STAFF/OTHER PATIENTS
Please be aware that we have a zero tolerance policy regarding any individual who exhibits threatening behaviour or violent behaviour towards any individual - including other patients, GPs, nurses or staff. Such behaviour will result in the immediate removal of those individuals (including their immediate family members) from our practice list, and such incidents will always be reported to the police.
We are always keen to improve our medical service and welcome suggestions in writing for consideration by the partners.
All patients will be treated equally and fairly without any discrimination - irrespective of their age, ethnic origin, religious or cultural beliefs, gender or sexual orientation.

USEFUL TELEPHONE NUMBERS

HOSPITALS
Royal Gwent Hospital .................................................................01633 234234
Ysbyt ystrad Fawr ........................................................................01443 802200
St Joseph’s Hospital ....................................................................01633 820300

HEALTH SERVICE AUTHORITIES (HSAS)
NHS Business Services Centre ......................................................01495 332000
Aneurin Bevan Local Health Board..............................................01495 241200
Relate (Formerly Marriage Guidance) ...........................................01788 573241

SOCIAL SERVICES
Adult Social Services ..................................................................0808 100 2500
Childcare (Blackwood area) .......................................................01443 864751

NOTES
Let our practice publications promote your business for you!

To place an eye catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards and Website simply phone Veronica Smith now on 0800 612 1516.