MALPAS BROOK HEALTH CENTRE

THE DOCTORS

Dr Rebecca Moore MB ChB MRCGP  DRCOG DFSRH  
Attended University of Leeds  
Full Registration 2007  
Special Interests: Family Planning, Women’s Health, Minor Surgery, Paediatric Surveillance and Diabetes

Dr Samantha Jenkins MB ChB MRCGP DRCOG DFFP JCTGP  
Attended University of Wales College of Medicine  
Full Registration 2000  
Special Interests: Family Planning, Women’s Health

Dr Rebecca Thomas  MRCGP MB BCH  
Attended University of Wales College of Medicine  
Full Registration 2000  
Special Interests: Joint Injections, Women’s Health, Paediatric Surveillance

Dr S Fairclough MBBCh BSc MCAI RAMC (V)  

SALARIED GPS

Dr Andy Moss joined the practice in September 2006, Dr Rebecca Moore in August 2011, Dr Samantha Jenkins in February 2014 and Dr Rebecca Thomas in May 2017.

We reside in a modern purpose-built building first occupied in October 1989 with parking provided. There is a spacious comfortable waiting area lit by natural light which can easily be accessed by our disabled patients.

The surgery is situated just off Malpas Road on the Newport side of Junction 26 off the M4, at the entrance to Goodrich Crescent nearest the motorway exit. It can be easily identified by its prominent sign.

We hope this booklet will give you all the information you require about the facilities available from our practice.

Please make yourself familiar with this information and keep the booklet in a safe place.

Malpas Brook Health Centre operates as a four doctor partnership with two salaried GPs.

For the latest information click to: www.malpasbrookhealthcentre.co.uk
PRESCRIPTION COLLECTION SERVICE

If you take medication on repeat prescriptions you may wish to take advantage of a free service offered by several of the local pharmacies. They will offer to collect prescriptions from the surgery and have the medication ready for collection at an agreed time at their premises. In certain special circumstances they may also be prepared to deliver, such as to the elderly, disabled and housebound.

If you wish to take advantage of this service you can find out which pharmacies participate by phoning your usual pharmacist or asking at the surgery reception.

Please complete this form and pass it to the pharmacy of your choice and then when you need repeat medication in future order the medication from the surgery and the pharmacy will be able to arrange collection.

FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at MALPAS PHARMACY to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient’s name ....................................................................................................
Address ..............................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
Telephone ............................................. Signature ..............................................

Dr Jones & Partners
MALPAS BROOK HEALTH CENTRE
107 Malpas Road, Newport, Gwent NP20 5PJ
Telephone 01633 855808

SURGERY OPENING TIMES

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Wednesday &amp; Friday</td>
<td>8.00am - 6.30pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>7.30am - 7.00pm</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

APPOINTMENTS

Routine consultations are made by appointment only and these are available to book two weeks in advance. You can see the GP of your choice, subject to availability, the appointments are 10 minutes in duration and are available both morning and evening. Appointments are booked on a “first come first served basis” and you may be asked to try again the following day for the doctor of your choice. These appointments can be booked by ringing the surgery on 01633 855808, presenting yourself at the reception desk or via the internet using the My Health On Line (MHOL) facility. To use MHOL you need to register, for more information on this please call at the surgery where a receptionist will be pleased to assist you.

We try to keep to the appointment time but there are occasions when patients take longer than their 10 minutes, please be tolerant as one day this may be the case for you.

Emergency Appointments

If you need to see the doctor urgently for an acute illness you will be offered an appointment with a GP or a trained minor illness nurse on that day (you will not be able to choose which GP you see for these appointments). The receptionist will ask you the nature of your illness to enable the doctor to prioritise the problem. These appointments can be booked by telephoning the surgery between 8.00 and 10.00am each morning for a morning appointment and between 2.00 and 4.00pm for the afternoon. (If you ring outside these hours you will be asked to ring back at the appropriate time.) However, you must be prepared to wait as you are being fitted in as extras to our routine appointment.

PLEASE USE THE EMERGENCY APPOINTMENTS SENSIBLY, IF YOUR ILLNESS IS CHRONIC AND ONGOING YOU WILL BE ASKED TO MAKE A ROUTINE APPOINTMENT.

You should also check with your local pharmacist to see if there are any over the counter medications that would be suitable for your complaint before you ring the surgery for an appointment.

PLEASE ENSURE THAT YOU ARE ON TIME FOR YOUR APPOINTMENT IF YOU ARE LATE YOU WILL BE ASKED TO RE-BOOK FOR ANOTHER DAY.

If you no longer need a pre-booked appointment would you please ring the surgery to cancel so that the slot can be allocated to another patient.

SURGERY HOURS

<table>
<thead>
<tr>
<th>By Appointment Only</th>
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<tbody>
<tr>
<td>Monday</td>
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<tr>
<td>Tuesday</td>
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<tr>
<td>Wednesday</td>
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<td>Thursday</td>
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<tr>
<td>Friday</td>
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<tr>
<td>Saturday</td>
</tr>
</tbody>
</table>

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.
SPECIAL CLINICS (By Appointment only)

Antenatal/Immunisations (Children) Tuesday 1.30 - 4.00pm
and Child Assessment
Asthma & Diabetic
Cardiovascular
Contraception
Travel Immunisations
Smoking Cessation

CALL ASSESSMENTS/HOME VISITS

These are by arrangement with the on-call doctor and must be requested before 10.30am (unless there are exceptional circumstances). All home visit requests are entered onto a Call Assessment sheet for the doctor to review at the end of morning surgery. The receptionist will ask you for the reason for the request, this will enable the doctor to deal with the most urgent cases first. Please note that home visits are very time consuming and our initial response may involve a telephone call from the on-call doctor. Whenever possible you should try to attend the surgery where there are more diagnostic and treatment facilities available.

OUT-OF-HOURS COVER

In the event of an emergency when the surgery is closed please telephone Newport 855808 where a taped message will inform you of the telephone number for the out of hours GP. PLEASE USE OUR EMERGENCY SERVICE SENSIBLY. IT IS FOR EMERGENCIES ONLY. (PLEASE LISTEN CAREFULLY TO THE ENTIRE TAPED MESSAGE.) For other problems of an urgent nature you can ring the surgery the following morning between 8.00 and 10.00am and ask to be seen as an extra that day (or Monday morning after the weekend). In the event of a tape failure please ring 01633 744585.

The out-of-hours service is currently being provided by Gwent Healthcare Trust and the Aneurin Bevan Health Board is responsible for commissioning these services.

TELEPHONE ADVICE

Telephone advice calls are available throughout the day on a daily basis. Calls will be taken by the receptionist who will ask the reason for the callback. The call is then logged onto our Call Assessment Board for the attention of the doctors. You cannot request a specific doctor to ring you back as the calls are taken on a GP rota basis, you will be called back as soon as possible taking into account the demands of the GP appointments.

LET THE TAXI TAKE THE STRAIN!

You know the feeling – you have been feeling ‘a bit under the weather’ for some time, and have finally got around to making an appointment to see the doctor. Do you really feel well enough to drive to the surgery? Of course it is vital to arrive in plenty of time for your appointment, and not to arrive stressed as that could mask other symptoms.

So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

Many older or disabled patients regularly use their local taxi firm for all kinds of trips. They appreciate the convenience and relatively low cost. Mums find a taxi has many advantages especially for transporting all the paraphernalia associated with keeping an appointment, at a fixed time, and having to take a baby and/or a young child with them.

Once you have found a good reliable firm you will use them over again on a variety of occasions.
RESULTS

To obtain a result of an investigation, you can either make a routine appointment to see the doctor, call at reception, or telephone the surgery between 2.00 and 5.00pm. We cannot give results either over the phone or at reception outside those hours. Due to patient confidentiality the option to request results at reception is not recommended.

NEW PATIENT REGISTRATION

New patients wishing to register with the practice will be asked to complete a new registration form and provide two forms of identification eg Bank statements, utility bills etc. If this is your first doctor in the UK you will be ask to provide your passport and visa. All copies of your identification will be destroyed by the surgery after your registration is complete due to Data Protection.

All new patients will be allocated to a GP, this does not exclude them from making an appointment with another GP of their choice.

PRACTICE STAFF

PRACTICE MANAGER
Helen Rossiter
Helen is responsible for the smooth running of the surgery. She can deal with most problems and is available throughout most of the working day.

DEPUTY PRACTICE MANAGER/IT ADMINISTRATOR
Stephanie Williams

PRESCRIPTION CLERKS
Amanda Davies and Laura Westlake

NURSE PRACTITIONER
Joanne Peacock

PRACTICE NURSE
Kirsty Waite

Our practice nurses are currently available on the premises:

- Monday 8.00am - 6.00pm
- Tuesday 8.00am - 6.00pm
- Wednesday 8.00am - 6.00pm
- Thursday 7.30am - 7.00pm
- Friday 8.00am - 6.00pm

An appointment is necessary for any problem other than emergencies. They will be happy to advise on immunisations and travel, weight control and smoking cessation. They also carry out blood pressure testing, dressings, removal of sutures and ear syringing. Both practice nurses are trained in family planning.

For 24 hour information click to: www.malpasbrookhealthcentre.co.uk
HEALTH CARE ASSISTANT
Zoe Currie

PHLEBOTOMIST
Janis Smith and Karen Short - If you need to have your bloods taken it will be done by the practice phlebotomists and not the nurses. Janis also carries out new registration checks, blood pressure checks and ECGs.

RECEPTION
We have a team of receptionists who are led by supervisor KAREN SHORT. RECEPTIONISTS: Lana Williams, Elaine Gillanders, Debbie Bowden, Emma Street, Laura Westlake, Janis Smith and Karen Short.

Our receptionists have a difficult job and strive to do their best at all times. They sometimes need to ask questions which may appear irritating or irrelevant but are necessary in order to deal with the query as quickly and efficiently as possible. Please assist them by giving them all the necessary information.

DO NOT ABUSE THE STAFF VERBALLY OR OTHERWISE. WE DO NOT TOLERATE ANY FORM OF ABUSE.

MEDICAL SECRETARIES
Anne Fouweather, Caroline Tate and Elaine Gillanders

HEALTH VISITOR
Mrs Sian Wilson RGM RM Diploma Community Health Studies

Your health visitor, Sian Wilson, is attached to the practice. She is available on Tuesday afternoons during the child health clinic from 1.30 - 3.30pm. If you have any concerns regarding your family or child’s health, please arrange to contact her.

Examples of problems which may concern you:
Child Health  Family Health
Hearing        Depression, eg postnatal
Eyesight       Smoking Cessation
Feeding        Family Breakdown
Sleeping       Sexual Health
Speech Development Contraception
Any concerns re toileting and behavioural problems

COMMUNITY MIDWIVES
We have one midwife attached to our surgery, Mrs Sue Rees. She assists the doctors in jointly running the antenatal clinic and provides postnatal care of up to 10 days after the baby is born.

For any queries please contact reception for the relevant telephone number.

REPEAT PRESCRIPTIONS
WE DO NOT TAKE REQUESTS FOR PRESCRIPTIONS OVER THE PHONE FOR ANY REASON.

If you require repeat prescriptions you can order your medication by either:
1. completing the repeat prescription request on the right hand side of your prescription or filling in a request slip (these can be obtained from the reception counter) and placed in the box situated in the reception area OR
2. you can request your prescription through the post and have it returned to you that way if you provide a stamped addressed envelope OR
3. you can order your prescription through your chosen pharmacy
4. If you are registered with MHOL you can use this facility for ordering repeat prescription
5. You can also send your request to the surgery by fax

PRESCRIPTIONS WILL TAKE AT LEAST 48 HOURS FROM RECEIPT AT THE SURGERY, ORDERING THROUGH A PHARMACY MAY TAKE LONGER.

If you have any query regarding prescriptions you can ring between 9.00am and 1.00pm daily.

SICKNESS / ABSENCE CERTIFICATES
Self certification forms for the first seven days of illness are obtainable as follows:
1. SC2 (for employed) from your employer or DSS or the surgery.
2. SC1 (for self employed or unemployed) from the DSS.
3. Continuation certificate to be requested between 2.00 and 5.00pm daily.

If you are sick longer than this you must see the doctor in order to obtain a continuation medical certificate now called a Fit Note. Private health certificates for which a fee is payable are still issued if needed. Please ask the receptionist.

PLEASE NOTE THERE IS AT LEAST A 48 HOUR TURNAROUND FOR FIT NOTES, LONGER IF THE GP IS NOT AVAILABLE. UNDER NO CIRCUMSTANCES WILL FIT NOTES BE ISSUED ON AN EMERGENCY APPOINTMENT.

PATIENT SERVICES
The following services are currently provided at the practice: nurse-led chronic disease management clinics, minor operations, regular health checks for patients aged 75 and over, ear syringing, vaccinations including foreign travel requirements. Some non-NHS examinations are also available for special purposes, eg elderly drivers, pre-employment, fitness to travel, etc. A fee will be payable and an appointment must be made.

Access to these services is generally through a referral from your doctor and an appointment should be made via reception.
LOCAL HEALTH BOARD

Patients requiring details of any services we are not currently providing are invited to contact our Local Health Board (LHB) for further information.

Aneurin Bevan Health Board, Llanarth House, Unit 1 Newbridge Gateway
Bridge Street, Newbridge NP11 5GH
Tel: 01495 241200

CLINICS

CLINICS

ANTENATAL
This is a specific clinic time set aside for the regular care of all our antenatal and postnatal patients.

ASTHMA
We offer advice and monitoring of the disease and access to specialist services when appropriate, appointments are necessary.

CARDIOVASCULAR
We assess your risk factor for heart disease when appropriate appointments are necessary.

CHILD ASSESSMENT
This is run mainly to assess the development of all children under the age of five. We will be happy to see any well babies at this clinic.

DIABETIC
We offer advice and monitoring of the disease and access to specialist services when appropriate, appointments are necessary.

IMMUNISATION (CHILDREN)
Here we offer a full vaccination programme for all children. (There is now a new vaccination schedule for all babies and we invite you to contact the practice nurse for specific details relating to your child.)
You will receive a card through the post informing you of the date of attendance for your baby at the clinic. It is important that your children are fully immunised against all the childhood diseases. If it is difficult for you to attend the clinic, alternative arrangements can be made. If you have any queries or require advice about the vaccinations, please make an appointment at this clinic to discuss these matters with us.

WELL WOMAN
We can offer a wide variety of well woman advice. This will cover advice on the menopause/HRT. Cervical smears will be carried out if appropriate. Family planning advice (including coil/cap) can also be offered. Attendance is by appointment only.

FAMILY PLANNING
The practice offers contraception advice and also fits, removes and checks coils, implants, contraceptive pill, emergency contraception and depo injections.

ACCESS FOR THE DISABLED
There is full and easy access including toilet facilities for the disabled.

ALL PATIENTS AGED BETWEEN 16 - 75
If you fall into this age group you are invited to have a medical check-up every three years.

BLOOD TESTS
Most (not all) blood tests will be taken by the practice phlebotomist, but the patient must PERSONALLY TRANSPORT the sample to the Royal Gwent Hospital Pathology Laboratory, if not obtained before midday daily.

CERVICAL SMEARS
These can be taken by the practice nurse and are essential for continuing good health. Smear tests for women involve an examination of the cervix (neck of the womb) to check for changes which occur BEFORE cancer develops. These changes can be treated and cancer prevented.
We recommend that all women up to the age of 65 should have regular smears unless advised otherwise by the doctor. The practice will send a reminder when your smear is due, but if you have any doubt, please ask.
Smears are very important, so even if you do not wish to have a smear please come and discuss it with the doctor and do not just ignore the letter.

COMPLAINTS / SUGGESTIONS
We are always trying to improve our services and welcome any constructive suggestions which should be addressed, in writing, to our practice manager, Helen Rossiter. Our aim is to provide a good service to all our patients and we hope that by working together we can achieve that goal. If, however, you are unhappy with any aspect of our service, we do offer an in-house complaints procedure and we would ask that you again address, in writing, details of your complaint to our practice manager.

Further Contact details:
Raising concerns with Aneurin Bevan Health Board.
• Phoning the Customer Contact Centre – 01495 745656
• Email: puttingthingsright.ABHB@wales.nhs.uk

For the latest information click to: www.malpasbrookhealthcentre.co.uk

For 24 hour information click to: www.malpasbrookhealthcentre.co.uk
PATIENT RESPONSIBILITIES

To assist with the smooth running of our practice, patients are reminded that they have certain responsibilities. These include the need to keep to specified appointment times or to advise reception if they need to cancel or rearrange their appointment. Staff and patients are entitled to be treated with respect regardless of their race or gender. It must be clearly understood that any violent or abusive behaviour towards other patients and/or staff will not be tolerated and will inevitably lead to the involvement of the police. Any patient who exhibits this type of behaviour can expect to have his/her registration terminated.

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.

CONFIDENTIALITY

The practice computer is registered under the Data Protection Act and strict confidentiality is maintained. All staff are bound by strict rules of confidentiality.

THE PROTECTION AND USE OF INFORMATION WE HOLD ABOUT YOU

When we ask you for information this is to enable us to give you the best health care and treatment.

We then keep this information, together with details of your care, because it may be needed if we see you again, and some of this we will need to pass on to others concerned with your care.

There are times when we may use some of this information, in an anonymised form (ie no patient names), for other reasons.

These are, for example:
- To help us protect the health of the public
- The efficient running of the NHS, ie planning for the future
- Training staff
- Carrying out medical and other health research approved by the Local Research Ethics Committee

Sometimes the law requires us to pass on information, for example to notify a birth or death.

We would also like to make you aware that:
- If you should want your relatives or carers to be kept up to date with progress of your treatment please discuss this with the doctor or nurse delivering your care.
- The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner.
- Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential.
- You have the right of access to your health records.

If at any time you would like to know more about how we use information about you please ask to speak to the practice manager.

For the latest information click to: www.malpasbrookhealthcentre.co.uk
## USEFUL TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance (emergency)</td>
<td>999</td>
</tr>
<tr>
<td>Royal Gwent Hospital</td>
<td>234234</td>
</tr>
<tr>
<td>Patient Hot-line (RGH)</td>
<td>234927</td>
</tr>
<tr>
<td>St Cadoc’s Hospital</td>
<td>436700</td>
</tr>
<tr>
<td>Social Services</td>
<td>246571</td>
</tr>
<tr>
<td>Police (Civic Centre)</td>
<td>244999</td>
</tr>
<tr>
<td>Citizens Advice Bureaux</td>
<td>265688/214666</td>
</tr>
<tr>
<td>Alcoholics Anonymous</td>
<td>263185</td>
</tr>
<tr>
<td>Samaritans</td>
<td>259000</td>
</tr>
<tr>
<td>Marriage Guidance</td>
<td>253982</td>
</tr>
<tr>
<td>Age Concern</td>
<td>213229</td>
</tr>
<tr>
<td>NHS Direct</td>
<td>0845 4647</td>
</tr>
<tr>
<td>Out of Hours</td>
<td>01633 744285</td>
</tr>
</tbody>
</table>

### Chemists

<table>
<thead>
<tr>
<th>Chemical</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Russell Drive</td>
<td>854077</td>
</tr>
<tr>
<td>Malpas Pharmacy</td>
<td>858002</td>
</tr>
<tr>
<td>Asda</td>
<td>654810</td>
</tr>
<tr>
<td>Bettws</td>
<td>855549</td>
</tr>
<tr>
<td>Superdrug</td>
<td>252313</td>
</tr>
<tr>
<td>Boots</td>
<td>840513</td>
</tr>
<tr>
<td>Sainsburys</td>
<td>850819</td>
</tr>
<tr>
<td>NCC Pharmacy</td>
<td>0800 322311</td>
</tr>
</tbody>
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### OUR PRACTICE AREA

(Revised April 2004)

(We do have the occasional patient who lives outside this area)

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Practice Booklets are published by Neighbourhood Direct Ltd. 01253 608014