

MEDDYGFA'R DRENEWYDD

NEWTOWN MEDICAL PRACTICE
PARK STREET



Information for Patients

WELCOME TO OUR PRACTICE

Our aim is to help our patients to enjoy the best possible levels of health and to provide them with a welcoming and efficient service at the surgery.

The Doctors

Dr Rebekah Price	MBChB (Cardiff 1999) MRCS DRCOG DFFP MRCGP
Dr Vijay Singh	MBBS (Manipal) MRCGP
Dr Khai Tan	MBChB (Manchester 2007) MRCGP
Dr Aaron Dean	MBChB (Leicester 2015) MRCGP
Dr Susan Williams	MBChB, DRCOG, DFFP, DCH, MRCGP (Dundee 1997)

CONTACT DETAILS

General Enquiries and Home Visits	01686 611611
Appointments	01686 611622
Cancellation line	01686 611611 / 01686 611622 option 2
Email	NMC@wales.nhs.uk
Website	http://www.newtownmedicalpractice.nhs.wales
Follow us on Facebook	@newtownmedicalpractice
Follow us on Instagram	https://www.instagram.com/newtown_medical_practice/

SURGERY TIMES

(By appointment - Telephone 01686 611622)

Monday - Friday 8.30 - 11.20am 4.00 - 6.00pm

Saturday and out-of-hours cover by NHS 111

We have provided easy access to the building for the disabled as well as a toilet for their needs.

A wheelchair is also provided in the waiting area, if required.

Baby changing facilities and a children's play area are available.

Facilities for car parking are limited, and we are only able to provide one space for the disabled at any one time. Unfortunately, due to space limitations, parking for other patients is unavailable, although setting down and picking up patients is possible.

TIMES OF ADDITIONAL CLINICS

Monday	2.00 - 4.00pm Child immunisation clinic
Tuesday	1.45 - 4.00pm Diabetic clinic
Wednesday	1.45 - 4.00pm Diabetic clinic
Thursday	2.00 - 4.00pm Child health surveillance and immunisation clinic

DISPENSARY

For patients' resident outside the boundary of the town, as designated by the Local Health Board, we are able to dispense their medicines on the premises, rather than them having to obtain their medicine from a pharmacist.

Dispensary Opening Times

Open 8.30am - 6.30pm

For collection of medicines to eligible dispensing patients (patients living in designated dispensing area) and of prescriptions for patients not eligible for dispensing.

CHEMIST OPENING TIMES

Local Chemists

Allied, Park Street, Newtown Tel: 01686 626722	Open 9.00am - 5.30pm	Mon - Fri
	9.00am - 12.00pm	Sat
Boots, High Street, Newtown Tel: 01686 626241	Open 9.00am - 5.30pm	Mon - Sat
On bank holidays they open alternately between	12 noon - 1.00pm	
Morrison's, Newtown Tel: 01686 628764	Open 9.00am - 7.00pm	Mon - Sat
	10.00am - 4.00pm	Sun

NEW PATIENTS

We ask all new patients registering with the practice to make an appointment with the health care assistant for a health check. This enables the doctors to become familiar with your medical history and any current medication, as well as providing an opportunity to check your current level of health. It may take several weeks for your health records to be transferred from your previous doctor, and information obtained at the health check could be very helpful to the doctor.

HOW TO SEE THE DOCTOR

By appointment at the Surgery

All visits to the doctor are by appointment, including urgent appointments. You will be signposted to a relevant clinician who will talk to you on the telephone, but should they feel you need to be seen they will make you a face-to-face appointment.

Receptionists are in the surgery for you to make appointments:

- In person between 8.30am - 6.00pm (the doors open at 8.30am)
- By telephone between 8.30am - 6.00pm
- By internet via NHS App - Please ask at reception for details

Minor Illness Clinic

We operate a Minor Illness Clinic, which is run by Nurse Practitioner and Practice Nurses. If you have a common ailment such as sore throat, cough, or urinary tract infection then you will be given an appointment for this clinic after assessment by a triage clinician. These clinicians are qualified to deal with such complaints and is able to prescribe accordingly. This allows the doctors to deal with more complex problems.

Triage Requests for Urgent Appointments

The practice operates a clinician led triage system for patients wishing to see a doctor for an urgent on the day appointment. A clinician will ring you back after giving brief details to the Receptionist.

Patients phoning to request to speak to or see a doctor urgently will be asked for brief details by the receptionist and informed that a Clinician will phone them back to assess their needs and make arrangements for appropriate care to be provided.

Many problems which patients are anxious to have attended to urgently, can be satisfactorily resolved without the patient attending the surgery to see a GP. They can be dealt with by telephone consultation with a suitable clinician who will offer appropriate advice or a prescription for collection.

The time saved by the GPs by resolving a proportion of the urgent problems after a telephone conversation enables more time to be spent seeing patients with more complex problems.

Also, many patients find this service preferable to having to take the time to come to the surgery to see a GP, when it is not necessary.

Please ask the receptionist if you wish to speak privately, rather than at the reception desk.

Unless your problem cannot wait, please make a booking for a routine appointment rather than take an urgent one. Urgent appointments are shorter, and the doctor only has time to deal with a single complaint.

Ensure you make an appointment for routine or follow-up appointments in good time.

It is best to stay with the same doctor throughout one particular problem or illness.

If you need an urgent appointment, ring between 8.30am and 2.00pm if possible.

Please keep your appointment or cancel in good time if you cannot make it. We have an Answerphone available 24hrs a day which you may leave a message to cancel your appointment. NB, we do not return calls left on this facility.

Home Visits

Home visits are also only made by the doctors after they have spoken to you on the telephone to assess whether a home visit would be appropriate. An Urgent Care Practitioner or a GP may undertake the home visits after a telephone assessment. A visit will only be made if you are not well enough or are too infirm to leave the house. Otherwise, you will be asked to attend the surgery.

Please telephone for a home visit before 10.30am unless a genuine emergency needing a home visit arises later.

Telephone 01686 611611 or 01686 611622

Emergencies

There is always a doctor available for emergencies which, in the judgement of the doctor, need attention before the time of the next surgery.

The doctor may give telephone advice, ask you to attend the surgery or the Minor Injury Unit at the surgery or make a home visit as appropriate.

Telephone

During The Day 01686 611611/01686 611622 A receptionist will answer

Out of Hours 111 Between 6pm & 8.30am and at weekends your call will be answered by 111 who will deal with your problem.

Telephone Queries to the Doctor

Doctors are happy to discuss medical matters and give advice over the telephone. Please leave a message with a receptionist asking the doctor to call you back. The doctors can only take eight calls a day.

If you are not contactable by phone for the doctor to call you back, then the best time to telephone is between 8.30am - 1.00pm.

NHS Direct - 24-hour Medical Advice

You have the choice of ringing NHS Direct.

NHS Direct offers a 24-hour nurse-led general health advice service for patients requiring advice on any health matters via the NHS Direct telephone enquiry service.

To contact them, telephone 0845 46 47 or 111

This service is also available online at [The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Minor Injuries Service at Newtown Medical Practice

Newtown Medical Practice provides a Minor Injuries Service from The Surgery, Park Street, Newtown, Powys.

The service is available from 8.00am – 6.30pm.

Patients who have a minor injury should present at the practice reception desk.

Patients are initially assessed by a practice nurse and treated as appropriate or referred to the relevant healthcare professionals.

The practice will provide a minor injury service only and not an Accident and Emergency service. Therefore, if patients experience some of the following examples: suspected fractures, serious injury/bleeding, chest pains, severe breathing difficulties, blows to the head with loss of consciousness, severe burns, penetrating eye injuries, you need to attend an Accident and Emergency Department.

For those patients presenting between 8.00 – 8.30am only minor injuries will be dealt with. All routine and non-urgent queries will not be dealt with until the practice opens at 8.30am.

TEST RESULTS

If you have undergone tests or x-rays, you will be informed as to how to obtain details of the results, if necessary. (For example, blood, urine, or x-ray results are usually available after five working days.)

Please telephone between 2.00 - 4.00pm, Monday to Friday only.

REPEAT PRESCRIPTIONS

A computer request sheet is provided with your prescription if your medication is on repeat prescription.

We take 48 hours to process orders for repeat prescriptions, which does not include weekends or bank holidays. When you require further supplies of your regular medication, please call at reception, and leave your computer request form or send it to the practice together with an SAE. Alternatively, requests can be made via the internet; please ask at reception for details to register for NHS App.

Please do not telephone - it blocks the lines for emergency calls and a written request avoids mistakes.

Arrangements can be made with Lloyds for your prescription to be collected from the surgery and your medicines delivered to your home. Boots and Morrison's offer a prescription collection service and make up your medicine for collection from their Newtown branches.

If the medication you require is not on the request sheet, you may need to see or speak to your doctor. Please check with the dispensary staff first.

We like to review patients on repeat prescriptions regularly. The next review date is stated on your computer request sheet. Please make an appointment with the doctor.

OTHER SERVICES

Advanced Nurse Practitioner

We have one ANP who is qualified to deal with minor illness and women health issues for which she is able to prescribe, if appropriate.

Pharmacist

Currently we have a remote Clinical Pharmacist who is able to deal with medication queries, hospital discharge letters, medication reconciliation and advice.

Practice Nurses

We have practice nurses who are available by appointment.

Their role in the practice is always increasing, and they are available for immunisations and travel vaccinations, contraceptive advice and pill checks, weight and dietary advice, smears, ear syringing, blood tests, blood pressure monitoring, asthma management, hypertension management and general monitoring of long-term conditions, minor illness clinics.

Healthcare Assistants

Our healthcare assistants are qualified to assist the doctors and practice nurses by carrying out a range of medical procedures. Each morning this includes a clinic for taking blood samples; other duties include taking ECGs and blood pressures. This range of duties may increase in future to include other medical services.

We ask all new patients registered with the practice to make an appointment with the health care assistant for a health check.

District Nursing Services - 01686 613255

District nurses provide care to patients in the community. The District Nurse Team are at Montgomery County Infirmary.

A Macmillan nursing service is also available.

Antenatal Clinics - 01686 617200

These are held at Montgomery County Infirmary (Newtown Hospital) with the midwives.

Patients can self-refer directly to the midwives. Parent craft classes are held at Newtown Hospital.

Baby Clinics

These are held with the doctors and practice nurses between 2.00 - 4.00pm on Mondays and Thursdays.

Diabetic Clinics

A clinic is held on Tuesday and a Wednesday for regular review of diabetic patients. For advice about diabetes, speak to the practice nurse.

Asthma Management

This is carried out by the doctors, with the assistance of the practice nurses, who see individual patients on a regular basis to monitor the level of their control of asthma, and to modify medication as appropriate. It is important that all asthmatics have at least an annual review.

Cervical Smears

Our practice nurses are fully trained to carry out this procedure.

Contraception

Our practice nurses are fully trained to give advice, for all ages, on all forms of contraception. Some procedures (e.g. coil fitting) need preparation so please inform reception of your needs.

Immunisations

For travel abroad, please arrange to see the practice nurse at least eight weeks prior to departure. Please tell the receptionist what you need when you make an appointment. Remember to check with the practice nurse if your tetanus is up to date. We are a Yellow Fever Centre.

NEWTOWN HOSPITAL

The hospital has x-ray facilities, physiotherapy, occupational therapy, and dietician and provides a wide range of outpatient clinics. Self-referral forms are available on our website.

OTHER INFORMATION

Return of Loaned Equipment

We are able to loan out certain items of medical equipment on a short-term basis (e.g., nebulisers, crutches). We would appreciate prompt return, following patient recovery.

Ambulance Transport

Wherever possible, patients are expected to use available public transport, a taxi, drive themselves, or get a friend or relation to take them to and from hospital.

If you are unable to travel to the hospital because of the condition of your health, please ring the Transport Booking Service 0300 1232303. They will be able to arrange transport for you, for your first visit.

For any follow-up visits or admission, you will need to arrange transport via the hospital when you attend the hospital clinic.

Newtown Hospital

Your doctors work in close association with the district nurses who are based at Newtown Hospital.

If unsure about the services they offer, please ask at reception.

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.

PATIENT CONFIDENTIALITY

All information which the practice holds about patients is treated with strict confidentiality. Your patient record contains historical details of your health record. Relevant details are made available to other health professionals when your GP refers you to them for investigation or treatment. A disclosure in other circumstances of patient identifiable information will only occur with the express consent of the patient. Anonymised data which cannot be traced back to actual patients is provided for audit and research. You have the right to view your patient records or ask for copies.

COMPLIMENTS, COMMENTS AND COMPLAINTS

We endeavour to provide an efficient, friendly service. We ask our staff to treat you with courtesy and friendliness and would ask you to treat them in the same way. They have a difficult job, and it is not their fault if the doctors are delayed, and you have to wait.

If you have any compliments, comments or wish to raise a concern, we would like to hear them so that we can improve the service we give wherever possible.

You may like to speak or write to our general manager, Sue Rogers, who will be pleased to listen and consider what you have to say.

For concerns about health services, you will need to contact the Local Health Board.

If you have a concern regarding the service we provide, you can either ask the General Manager to look into it or, if you prefer, you can ask the Local Health Board to do so.

The contact details of Powys Local Health Board, who can provide general information on health services available for Powys residents are as follows:

Powys LHB

BRONLLYS

LD3 0LU

Tel: 01874 711661

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.

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

This is the most common cause of absence from work through illness. In some people it is a recurrent problem but usually it is an isolated incident resulting from injury caused by sports or lifting.

If you suffer an acute low back pain, we now advise you to keep as mobile as possible. In addition, painkillers available from the local chemist, such as paracetamol or ibuprofen, can help to control pain. With these measures, the back should recover within two to three weeks.

The physiotherapy department at Newtown Hospital offers a service to give advice and assessment if you suffer acute neck or back pain. Telephone 01686 617207 for an appointment.

If your back takes longer than three weeks to recover, if you have a recurrent problem, or if the pain extends into your legs, you should make an appointment to see your doctor.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides.

If the skin is unbroken but blistered, apply a loose dry dressing.

If the burn is larger than four to five inches in diameter or if the skin is broken, seek medical advice.

Chickenpox

This is a common viral infection, particularly in small children. On the first day a rash appears as small red patches and, within a few hours of these developing, small blisters appear in the centre of these patches. During the next three- or four-days further spots will appear, and the earlier ones will turn crusty. The most infectious period is from two to three days before the rash appears and up to five days after this date. Oily calamine lotion may be applied to soothe severe itching. Cool baths may also help.

Colds, Minor Coughs and Sore Throats

These infections usually result from viruses which cannot be effectively treated with antibiotics. Rest, plenty of fluids and aspirin (if over 16 years old) or paracetamol tablets will help relieve symptoms.

If you are a smoker, it is essential to stop completely as soon as you develop a respiratory infection of any kind, otherwise it will take much longer to recover and may lead to a more serious chest infection. NB: children whose parents smoke are more prone to coughs, colds, and earache.

Treatment for Babies and Children

Children and babies often have repeated colds. During these, they gradually build up a resistance to infection. Children and babies with colds may be troubled by coughing when they are laid down at night. This is caused by discharge from the nose running down the back of the throat. A baby should be laid on its back, and it may help if the cot is tilted so that the baby's head is higher than its feet. An older child may be more comfortable if sat upright with an extra pillow.

Diarrhoea and Vomiting

This is common and usually caused by a virus. It may be accompanied by stomach ache. The treatment is to stop eating and take plenty of clear fluids.

After 24 hours, if the patient improves, place on a diet of bread, dry toast, biscuits, mashed potato and continue with clear fluids. Over the next few days reintroduce milk, fruit and vegetables.

Breast-fed babies should continue with breast milk. If symptoms do not resolve within 24-48 hours see your doctor.

In babies and small children, it is particularly important to have high fluid intake. Replacement fluids in the form of Dioralyte and Rehydrate are available from your chemist or from your doctor.

If the child appears ill, or shows signs of dehydration (dry mouth, not passing urine or sunken eyes) contact your doctor. If you wish to be prepared for holiday diarrhoea, there are several proprietary anti-diarrhoeals available from the local chemist.

Head Lice

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

High Temperature

A high temperature is usually caused by an infection. It is important, especially in children, to bring the temperature down. This can be done by giving paracetamol (Calpol or Disprol) at regular intervals (four to six hourly), stripping the child, and sponging with lukewarm water. Giving cool drinks can also help. Do not expect the temperature to come down immediately. It is all right for a child with a temperature to be brought to the surgery.

Insect Bites, Stings and Allergies Including Hay Fever

These can usually be treated by antihistamines, available from the chemist without a prescription. Anyone who has previously had a severe reaction of any sort, should seek medical advice.

Minor Cuts and Grazes

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

Nosebleeds

Sit in a chair with your mouth open and pinch your nose just below the bone for approximately 10 minutes by which time the bleeding should have stopped. Ice applied across the bridge of the nose can also be helpful. Avoid hot drinks and alcohol for 24 hours. Blow your nose gently for the next few days. If symptoms persist consult your doctor.

Sprains

Sprains are common particularly of the ankle, where the small ligaments of the ankle are torn, causing pain and swelling. Early treatment should include ice packs, supporting with a bandage and elevating the ankle. If there is severe bruising and you are unable to bear weight, you should seek medical advice.

Sunburn

This is far better avoided than treated. The chemist can advise regarding the purchase of protective cream, and this is an important component in the holiday medical kit. Children or those with fair skin are particularly susceptible and, if they do become burnt, they should avoid further exposure to the sun and use calamine lotion.

Toothache

Local relief can be improved by painkillers, hot water bottle and oil of cloves applied to the tooth. Make an immediate appointment to see your dentist.

- **This leaflet is available in other languages and formats upon request**

Newtown Medical Practice website <https://www.newtownmedicalpractice.nhs.wales/>



Surgery app is available to all patients.

Submit admin requests.

Register for online services.

Self-Refer to physiotherapy and more.

Check your symptoms.

Manage your health and much more.

Download on the App Store



For medication and appointments Please download the NHS APP
<https://app.nhs.wales/login>