



Welcome to Butetown Medical Practice February 2025

Butetown Medical Practice was established in 1997 and provides a range of primary medical services to over 10,000 patients in the centre of Cardiff.

Partners:

Dr Simon Braybrook, Dr Rhian Bartholomew

Doctors: Dr Simon Gray, Dr Salsabila Abdulrahman,

Paramedics:

Dan Faulkner, Kate Morris and Aaron Lockitt

Practice Nurses

Bridget Hennessey

Latoya Cameron (Health Care Practitioner)

Administrative team

Practice Manager: Siobhan Burns

Assistant Practice Manager: Victoria Dimond

Essential information for patients

How to book an appointment.

Please note our phone lines open at 8.00am to make an appointment please dial **02920 483126**. Our reception opens at 8.30am.

Call between 8.00am-10.30am for problems you feel are **clinically urgent**.

Call after 11.00am for problems that are **not clinically urgent**.

The morning appointments are Urgent on the day only. All appointments are initially booked as a F2F consultation at the practice. The phone line opens from 8.00am please phone the surgery as early as possible as demand is high for same day appointments.

We have a limited number of appointments available each day. If these have already been taken when your call is answered, certain alternatives will be offered. Please consider these carefully.

For GP appointments we open the diaries every week. We have done this because of experience where there have been high number of DNAs when the appointments are booked several weeks in advance. We continually monitor this and amend to ensure we are being effective as we can.

If you are ringing with a query which does not need a consultation then please avoid ringing before 11am when the phones are most busy with patients booking appointments for that day.

We also offer booked appointments that can be booked weeks in advance with our clinicians and practice nurses which may help you plan a little better. Please contact the practice on **02920 483126**

If you require medical advice and or treatment when the surgery is closed between 6.30 pm -8.00 am and you are unable to wait until the practice re-opens, then please contact the NHS helpline by dialling 111 or 999 in the case of an emergency.

Travel vaccinations

If you're planning to travel outside the UK you may need to be vaccinated against some of the serious diseases found in other parts of the world.

[View the NHS Travel Vaccination Advice](#)

Cancelling or Changing an Appointment

If you cannot keep an appointment, please inform us as soon as possible on **02920 483 126**.

You can also complete our appointment cancellation notification request form. This can only be used if your appointment has been arranged for more than 24 hours in advance (excluding weekends and public holidays). You can also email enquiries.W97291@wales.nhs.uk to inform staff of the cancellation.

Temporary Registrations

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Contacting the practice: Please be aware this service is not for urgent messages or clinical questions and may take up to 7 days for the practice to respond, please do not use this service for any urgent medical queries as this service is only monitored during practice working hours Monday to Friday. Your questions will be passed to an appropriate member of staff for a response. We aim to respond to all questions within two working days. Our email is: enquiries@W97291@wales.nhs.uk

Nurse appointments

The nursing team operates by appointment only. Please indicate to the staff what your needs from the nurses are so that they can make an appointment for the correct length of time. Please contact the practice on **02920 483126**

Travel Health

Our practice nurses are available by appointment to offer medical advice regarding travel and vaccinations where appropriate. Please telephone reception to book an appointment. Our nurses can provide travel health advice and arrange for appropriate immunisations. Please arrange an appointment for a travel consultation at least 6-8 weeks before departure if possible.

Vaccines need time to take effect, and some may require a course over several weeks.

The following websites will give you additional travel advice: -

[Travel Health](#) for information of vaccinations available on NHS

[MASTA](#) for private vaccination clinics

[Gov.uk](#) for specific country travel advice

[EHIC](#) to apply for your free European Health Insurance Card

New patient registration update

All patients wishing to register will need to complete the appropriate forms at reception and be within our boundary area which can be found on our website. You will be required to complete a registration form, acceptable behaviour form and patient questionnaire. This enables us to obtain details from your previous GP and past medical history so we can provide the appropriate care.

Zero tolerance Policy

As an employer, the practice has a duty of care for the health, safety and wellbeing of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. Staff mental health is as important as their physical health.

All patients and staff are expected to behave in an acceptable, respectful manner.

The practice follows the NHS guidance concerning Zero Tolerance.

Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work is unacceptable and not tolerated.

This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language.

Staff should not be left upset and distressed following an interaction with a patient.

Reception opening times

Please note the phone lines open at **8.00am**

Monday	8:30am	6:30pm	
Tuesday	8:30am	6:30pm	
Wednesday	8:30am	6.30pm	
Thursday	8:30am	6:30pm	
Friday	8:30am	6.30pm	

In addition to normal surgery there are specialised services held at Butetown Medical Practice

Child Health (baby clinic)	Tuesday 11.00am-1.30pm
Midwife	Tuesday and Wednesday (Wed appointments made by midwife)
Health Visitor	Tuesday 11.00am-1.30pm
Phlebotomy	Thursday 8.30-11.00

If you need help when we are closed

If you need medical help now, use [NHS 111 online](#) or call **111**.

[NHS 111 online](#) is for people aged 5 and over. Call 111 if you need help for a child under 5. **Call 999 in a medical or mental health emergency.** This is when someone is seriously ill or injured and their life is at risk.

Urgent medical and health advice is available via the 111 helplines. This service operates 24 hours a day seven days a week.

NHS Wales App

The NHS Wales App is available at Butetown Medical Practice. The App is a simple and secure way to book appointments, you can access NHS Wales services such as NHS 111 Wales health advice and blood and organ donation and order repeat prescriptions.

To access NHS Wales App services, you must:

- Be registered with a GP practice in Wales
- Have a fully verified NHS login
- Be aged 16 or over

You can download the app from the app store on your smartphone or tablet. The NHS App is available on Android and Apple devices. To log in to the NHS app you will need to register for an NHS log in (you may have already created this if you downloaded the Covid Pass).

PLEASE NOTE - The surgery is unable to provide technical support for the app.

If you require further assistance, please visit <https://apphelp.nhs.wales/>. This page should provide you with the necessary support and guidance to resolve your connectivity problem.

Alternatives to GP:

Please also be aware that, as with everywhere else in the country, demand for GP appointments outstrips supply. Several additional non-GP services have been set up to help

manage this demand, and we would encourage our patients to use these first wherever possible:

The Choose pharmacy scheme should be used wherever possible, and many pharmacies can now treat numerous conditions such as ear infections, urinary tract infections, sore throats and prescribe oral contraceptives without you seeing a GP.

All dental and eye problems should go to the dentist and optician respectively.

Repeat Prescriptions

Patients needing repeat prescriptions will have a tear off order slip. Please submit this to reception, indicating which items are needed. Please allow minimum of 2 days (48hours) before collection. Please take note of messages and review reminders on the repeat order slip. Please note we **DO NOT** take repeat requests over the telephone.

Health Visitors

We have Flying Start and generic health visitors attached to the practice. The health visitor is present from 11.000-13.30 on Tuesday for weighing babies and advice. They provide support to parents and monitor the growth, wellbeing and development of children.

Midwife

Midwives are attached to the practice, Fiona Gillespie and team run an antenatal clinic every Tuesday morning from 9am-11am.

District Nurses

A team of district nurses provide nursing support to patients at home.

Results

Once a doctor has reviewed your test results, you can phone or visit us after 2pm Monday to Friday. If your test results show that you need more tests or treatment, we will contact you.

Practice complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this Practice, or about the service provided by a deputising doctor working on behalf of the Practice, please let us know.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints, which has now been updated to reflect the new NHS policy "Putting Things Right" which outlines how concerns or complaints are to be managed.

1. Are you able to raise the matter with the person concerned by informal discussion?
2. If not, the next step is to raise the concern in writing with our Complaints Officer Mrs Siobhan Burns please email to **enquiries.W97291@wales.nhs.uk**

3. If you feel unable to raise your concern with the practice, you may put your concern to either the Local Health Board or to the Community Health Council. You can fill in a concerns form and email the team at concerns@wales.nhs.uk

4. We will acknowledge your complaint in writing within 2 working days and we aim to have investigated and reported on your complaint within 30 working days.

5. We will then be able to offer you an explanation or arrange a meeting with the people involved. If a meeting is required occasionally this part of the process might be delayed but we will keep you informed of this throughout.

Contact details:-

Community Health Council; Pro Copy Business Centre, Parc Ty Glas, Llanishren Cardiff. CF14 5DU.

Cardiff and Vale Univesity Board: Chief Executive, Cardiff and Vale University Health Board, Maes y Coed Road, Llanishen, Cardiff CF14 4HH.

<https://cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/>

You can now visit our website www.butetowndoctors.co.uk