



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**

Preference of Clinician

As a patient you have the right to express a preference for a particular clinician, however. There may be occasions where the clinician is unavailable or not best suited to deal with your needs.

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**

Chaperone Policy

We will always respect your privacy, dignity and your religious and cultural beliefs particularly when intimate examinations are advisable - these will only be carried out with your express agreement, and you will be offered a chaperone to attend the examination if you so wish.

You may also request a chaperone when making the appointment or on arrival at the surgery (please let the receptionist know) or at any time during the consultation.

Disabled Access

We make every effort to make the surgery accessible for disabled patients. There is access through the main door, we are on the ground floor and all doors are wheelchair accessible. We also have a wheelchair available for use in surgery.

Hearing Difficulties

If you are experiencing hearing difficulties when being called in to see the doctor or nurse, please do let us know for us to set up an alert on your medical records and personally collect you from the waiting room. Alternatively, we do have the facility of a portable induction loop. If you would like to use this, please ask at reception for assistance.

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

The Practice staff shall always show due respect and courtesy when dealing with patients and their representatives. We respectfully request that patients and their representatives do the same when dealing with members of the practice team.

The NHS operate a zero-tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. No form of aggression (whether verbal or physical in nature) will be tolerated - any instances of such behaviour on the practice premises may result in the perpetrator being reported to the Police and removed from the practice's List of Registered Patients. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Teaching Practice Status/Medical Students

Butetown Medical Practice has recently 2025 become a training practice which means we will be providing placements and help support junior doctors as they train to be fully qualified GPs. When they are on placement, they will learn how to be a successful GPs by being given the opportunity to work with doctors and staff and interact with patients.

We also have medical students and nursing students who are on placement with us throughout the year. When you arrive for your GP or practice nurse consultation you may be asked if a student can be involved in your consultation. You will be able to decide "yes" or "no" to a student's involvement. If you say "No" this will have no effect on the care you receive.

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.

Putting things right

Our aim is to provide the very best care and treatment, and it is important that we welcome comments and learn from people's experiences. Sometimes things might not go as well as expected and, when that happens, we need to look at what went wrong so that we can improve our services.

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.

If you have a concern about the service you have received from the doctors or staff working at this practice, please let us know.

When you make a complaint, you will be contacted within two working days, we will investigate your complaint openly and honestly and will respond to you within 30 working days wherever possible. If the investigation is expected to take longer, we will contact you to explain why, and you will receive a regular update.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your concerns cannot be sorted out in this way, please let us know **as soon as possible**. You can take up to 12 months to let us know. If a longer time has passed and there are good reasons for a delay, please tell us anyway, as we may still be able to deal with your concern.

You can raise your concern with the practice manager

- **by speaking to them in person or by phone on 02920 483126**
- **by email – Enquiries.w97291@Wales.nhs.uk**
- **or write to Butetown Medical Practice @ Loudoun, Plas Iona Cardiff CF10 5HW**

If you wish to speak with someone independent of the Practice or if you would like support with processing your concerns, you may wish to speak with

Cardiff and Vale Community Health Council

Telephone number 02920 377407

Alternatively, if you would prefer to speak to someone outside of the practice please contact

Cardiff and Vale University Health Board Concerns Team

Telephone number 02920 744095 or 02920 743301 <https://cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/>

<https://www.gov.wales/putting-things-right-alternative-language-versions>

<https://www.gov.wales/putting-things-right-alternative-formats>

<https://www.gov.wales/nhs-wales-complaints-and-concerns-putting-things-right>