

### **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. The practice is not a limited partnership. We have recently become a GP training Practice Provider in February 2025.

### **GP Partners:**

Dr Simon Braybrook (Male) GP trainer  
Dr Rhian Bartholomew (Female) GP trainer

### **Salaried Doctors:**

Dr Simon Gray (Male)  
Dr Salsabila Abdulrahman (Female)  
Dr Bilal Hussein (Male)

### **Paramedics:**

Dan Faulkner, Kate Morris and Aaron Lockitt

### **Practice Nurses**

Bridget Hennessey  
Emma Cook  
Mandy Sing (Health Care Support Worker)  
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.

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**House calls**

Requests for house calls will be assessed by the clinical team, and should a visit be considered appropriate then a member of the team will visit.

Please phone the surgery number **02920 483126** before 11.00am on the day you require the house call.

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 day at 12 o'clock for appointments for the following 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 routine appointments that can be booked in advance with our 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, either generally or in relation to a specific condition. We will try to accommodate this preference if possible, however there may be occasions where the clinician is unavailable or not best suited to deal with your needs.

Butetown Medical Practice has recently become a training practice. This means that the doctors and nurses here are actively involved in the training of future GPs, pharmacists and Nurses. As such, you may be offered an appointment with a registrar doctor – these are fully qualified doctors who have been working in the hospital but have now come out into general practice to continue and complete their training to qualify as GPs. Student nurses and medical students may be sitting in on clinics as part of their ongoing training when you attend for your appointments.

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.

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## 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.

## 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 through our practice website. 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](mailto: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. A person is to be regarded as temporarily resident in a place if, when that person arrives in that place, they intend to stay there for more than 24 hours but not more than 12 weeks. 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](mailto: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

Further information on cervical screening below

<https://phw.nhs.wales/services-and-teams/screening/cervical-screening-wales/>

### **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. Our practice nurses are available by appointment to offer travel health advice and immunisation advice where appropriate. Our practice nurses can provide travel health advice and arrange appropriate immunisations. Please complete travel risk assessment form at least 6 weeks before departure. Vaccines need time to take effect, and some may require a course over several weeks. The practice nurse will contact you by telephone to arrange an appointment.

Travel risk assessment form <https://msw.fpm-group.co.uk/edit/travel-risk-assessment-v2>

### **Travel Vaccinations**

#### **Vaccines included in the NHS Provision are:**

- **Hepatitis A**
- **Typhoid**
- **Tetanus**

We **do not currently offer yellow fever** vaccination.

All other vaccinations are available privately. We have included links to relevant organisations below where these can be arranged:

<https://www.nomadtravel.co.uk/travel-clinic/cardiff-travel-clinic>

<https://healthclinics.superdrug.com/store/cardiff/>

**[View the NHS Travel Vaccination Advice](#)**

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### **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.

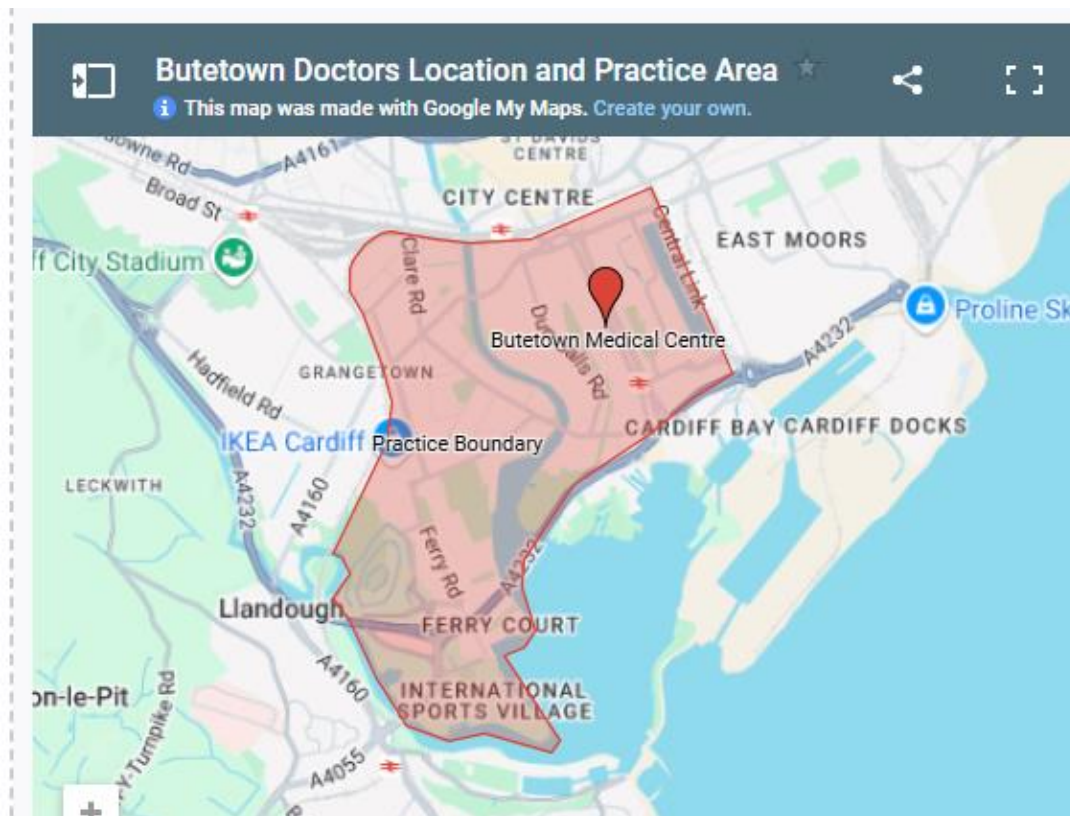
### **Disabled Access**

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.

### **New patient registration update**



### **New patients**

#### **Practice Area**

The Practice is open to new patients who live in our Practice area which covers Butetown, Grangtown, Atlantic Wharf, Cardiff Bay, and Windsor Quay.

It is bounded to the North and West by the railway line, thus NOT including most of the City Centre. To the South its boundary is the River Ely. To the East it is the Central Link A4234 dual carriageway. 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.

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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 regarding 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 in 2025 became 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.

### **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.

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## **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 Common Ailments Service (CAS)** is a scheme offered by local pharmacies that provides patients with free NHS advice and treatment for a range of minor illnesses. How to access the Common Ailments Service

**The Common Ailments service** can be accessed through your local pharmacy. A pharmacist will be available to have a short consultation with you before advising you on how best to treat your illness.

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

## **Who can access the Common Ailments Service**

The scheme aims to help people who have a minor illness by providing treatment and advice. There are 27 conditions covered by the service. If your illness is not covered by the service, your pharmacist can still provide you with advice

Anyone who is staying in Wales for at least 24 hours after visiting the pharmacist can use the service.

## **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 3 days (72 hours) 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.

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## 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](mailto: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

- Llais [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org) Tel 02920 235558
- Cardiff and Vale Concerns Team Tel 029 21836318 email [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

If you are not happy with the Practice's response, you can contact the Public Services Ombudsman for Wales. Public Services Ombudsman for Wales

- Tel: 0300 790 0203 /02920 235 558
- [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- [Ask@ombudsman.wales](mailto:Ask@ombudsman.wales)
- Address: 1 Ffordd yr Hen Gae Pencoed CF35 5LJ



