

# Mount Pleasant Practice

*At Mount Pleasant Practice we pride ourselves on providing an efficient, innovative, safe and comprehensive range of health services that delivers person centered healthcare for all the family, in a happy caring environment.*

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[www.mountpleasantpractice.com](http://www.mountpleasantpractice.com)

## Contact us.

### *Chepstow Branch-*

Chepstow Community Hospital,  
Tempest Way,  
Chepstow,  
NP16 5XR  
Phone: 01291 440154

### *Portskewett Branch-*

12A Main Road,  
Portskewett,  
Caldicot,  
NP26 5SD  
Phone: 01291 425242

## OPENING TIMES

### CHEPSTOW BRANCH

(Phones)

Monday: 08:00 - 18:30  
Tuesday: 08:00 - 18:30  
Wednesday: 08:00 -18:30  
Thursday: 08:00- 18:30  
Friday: 08:30 -18:30  
Closed all weekend.

(Doors)

Monday: 08:00 - 18:30  
Tuesday: 08:00 - 18:30  
Wednesday: 08:00 -18:30  
Thursday: 08:00- 18:30  
Friday: 08:30 -18:30  
Closed all weekend.

### PORTSKEWETT SURGERY

(Phones)

Monday: 08:00 - 12:30 14:00 - 17:00  
Tuesday: 08:00 - 12:30  
Wednesday: 08:00 - 12:3- 14:00 - 17:00  
Thursday: 08:00 - 12:30  
Friday: 08:00 - 12:30 14:00 - 17:00

(Doors)

Monday: 08:30 - 12:30 14:00 - 17:00  
Tuesday: 08:30 - 12:30  
Wednesday: 08:30 - 12:3- 14:00 - 17:00  
Thursday: 08:00 - 12:30  
Friday: 08:30 - 12:30 14:00 - 17:00

**Out of Hours** - For advice and urgent medical matters outside of opening times, please call 111.

**Facebook** - [@MountPleasantPractice](#)  
**Website** - [www.mountpleasantpractice.com](http://www.mountpleasantpractice.com)

## Appointment Guide

### What's new?

[Care Navigation](#) - Extensively trained to help you seek the most appropriate avenue of care.

[Econsult](#) – Allows patients to submit their symptoms or requests to a GP electronically, around the clock NHS self-help information, signposting to services, and a symptom checker.

### Appointment Types

**Telephone Appointments** Due to the pandemic, you will likely be booked to have a telephone appointment with the GP as first protocol. This reduces the risk of spreading Coronavirus, keeping our staff and patients safe. If a GP would like you to be examined this will be arranged after the initial telephone appointment.

**Routine Appointments** Due to the pandemic, you will only be called into the surgery if necessary and will likely receive a call back from a GP first. You can call the surgery at 8am to book on the day. If we are unable to offer you an appointment on the day, you will need to call back another day

**Urgent Appointments** These appointments are for conditions that are too urgent to wait another day. The GP/Nurse Practitioner will not be able to help you with any routine queries in this type of appointment. These appointments are bookable on the day by telephoning the surgery.

**Home Visits** If a patient is Housebound and needs to be assessed a Home Visit will be arranged. The GP/Nurse Practitioner will assess all requests for home visits on an individual basis before deciding if an urgent home visit is needed. Please note that having available transport is not a reason to request a home visit.

## Care Navigation

### **What is Care Navigation?**

A Care Navigators role is to **direct you to the most appropriate healthcare professional** for your care needs by asking you some relevant questions.

### **Care Navigators..**

- Ask you some relevant questions
- Direct you to the most appropriate route of care.

### **Care Navigators never...**

- Offer clinical advice

this new way of working is about offering the choice to see other specialists in the practice team. If they have the expertise to deal with the problem; it will often be quicker and you may not need to see the GP each time. (Our Care Navigators have been trained using the West Wakefield Model)

### **We can offer the following services WITHIN the Surgery.**

#### **1. Practice Pharmacist.**

Your practice pharmacist is a specialist in medication. The Pharmacist is best placed to see patients who require information on medication, are experiencing problems with medication or need a medication review.

#### **2. Minor Illness Nurse**

Our Senior Practice Nurse is trained in Minor Illness. You may be directed to see the Practice Nurse with any Minor Illness.

### **3. Health Care Assistant**

We have 3 Health Care Assistants. The Health Care Assistants can help you with lifestyle advice and smoking cessation as well as taking your bloods and performing other routine tasks like ECG's, Blood Pressure and even Ear Syringing!

**Our Care Navigators can also help you access the following EXTERNAL services**

- Community Pharmacy Minor Ailments Scheme
- Welsh Eye Care Service
- Dental Helpline
- Minor Injuries Unit
- Gwent Mental Health Consortium
- Primary Mental Health Support Services

# eConsult

## What is it?

eConsult is a quick and efficient way to resolve health issues without the stress of repeated phone calls to try and get through to our busy reception. It can save having to take time off work for your appointments!

***“Use eConsult to ask your GP surgery about your health symptoms, conditions or treatment. You can even request things like sick notes and GP letters.”***

## How does it work?

Pop onto our new website at [www.mountpleasantpractice.com](http://www.mountpleasantpractice.com) click on the econsult button and you will be directed to this page.

- Find your symptom, condition, or request.
- Fill out a quick form.
- We respond with advice, a prescription, or an appointment.

## Is it safe?

eConsult has designed a red-flagging system to ensure that we are always alerted of any serious symptoms. eConsult is also designed to recognize any emergencies and you will be prompted to call 999.

***“I was able to ask my question and then be told what to do without thinking I was wasting anyone's time.”***

***Patient, Harris Memorial Surgery, Kernow***

Over 3,000 Surgeries across the UK have incorporated eConsult into their routine, and it's quickly becoming the new 'norm'. Patients and staff are loving it!

You can chose to help yourself, get advice from the pharmacy or from a GP. There is even an option for you to send in a photo of the issue at hand!



***“I I was unsure whether I needed a face to face consultation so I used eConsult online consultation instead at my NHS practice. eConsult gave me peace of mind that my concerns were heard in a timely fashion without taking up an urgent appointment.” Patient, Docklands Medical Centre***

# Medical Services

## **Practice Pharmacist.**

Our Practice Pharmacist is a specialist in medication. The Pharmacist is best placed to see patients who require information on medication, are experiencing problems with medication or need a medication review.

## **Practice Nurse**

You may be directed to see the Practice Nurse with any general conditions including, ECG's, Coil checks and removals, swabs and much more.

## **Health Care Assistants**

We have 4 Health Care Assistants. The Health Care Assistants can help you with lifestyle advice and smoking cessation as well as taking your bloods and performing other routine tasks like ECG's, Blood Pressure and even Ear Syringing!

## **Care Navigators**

Often a Care Navigator will be your first point of contact at the surgery. The Care Navigators are not medically trained, however they have all completed accredited Care Navigation training as well as in house training to enable them to effectively navigate you to the most appropriate member of our clinical team.

## Dispensary

**We are lucky to be able to offer a dispensing service to certain patients!**

You are eligible for dispensing if you live more than 1 mile in a straight line from your nearest chemist. If you are eligible for dispensing it means there is no need for you to go to a different pharmacy to pick up your medication! We can dispense it for you in house!

### **Requesting Prescriptions**

You can pop in and provide us with a written note that includes your name, date of birth, and any necessary medications... But you may find its easier and safer to request your prescription online! **Email** – [Dispensary.w93021@wales.nhs.uk](mailto:Dispensary.w93021@wales.nhs.uk) or order online via **My Health Online**. (You can register via our website [www.mountpleasantpractice.com](http://www.mountpleasantpractice.com))

### **The Team**

All of our Dispensers are **NVQ trained and experienced** staff members who will do their best to make it as easy as possible for you to obtain prescriptions. You can see the Dispensary team on the "Our Staff" page.

### **Opening Times**

There is a dispensary on each of our sites and they will be open from 8.30am until close every weekday.



## Access Standards.

### The General Medical Services (GMS) Standards Are:

- People receive a prompt response to their contact with a GP practice via telephone.
- Practices have the appropriate telephone systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
- People receive bilingual information on local and emergency services when contacting a practice.
- People are able to access information on how to get help and advice.
- People receive the right care at the right time in a joined up way which is based on their needs.
- People can use a range of options to contact their GP Practice.
- People are able to email a practice to request non-urgent consultation or a call back.
- Practices understand the needs of people within their practice and use this information to anticipate the demand on its services.

**DIOGELU CYMRU**  
KEEP WALES SAFE

**Beth i'w ddisgwyl gan eich meddygfa leol**

**GIG CYMRU**  
NHS WALES

**1**  
Pan fyddwch chi'n cysylltu â'ch meddygfa, byddwch chi'n cael eich trin yn deg ni waeth pa ddull cysylltu a ddewiswch.

**2**  
Os byddwch yn dewis cysylltu â'ch meddygfa dros y ffôn, bydd galwadau'n cael eu hateb gan aelod hyfforddedig o staff a fydd yn asesu eich anghenion clinigol.  
I wneud yn siŵr eich bod yn cael y cymorth gorau, efallai y cewch eich cyfeirio at wasanaeth arall – bydd y rhesymau am hyn yn cael eu hesbonio'n glir i chi.

**3**  
Pan fo mynediad at wasanaeth (e.e. ymgynghoriad) yn glinigol briodol, byddwch yn cael eich asesu ac yn cael cynnig ymgynghoriad priodol, ar amser priodol heb fod angen ffonio'n ôl. Gall hyn olygu bod apwyntiad yn cael ei drefnu ar gyfer dyddiad yn y dyfodol ond bydd yn gyson â'ch angen clinigol a aseswyd.

**4**  
Byddwch yn gallu cysylltu â'ch meddygfa drwy wasanaeth ar-lein a derbyn gwasanaeth tebyg i'r rhai sy'n dewis ffonio.

**5**  
Bydd eich meddygfa yn agored ac yn onest am y gwasanaethau a gynigir, sut i gael gafael arnynt a sut i gael mynediad at wasanaethau ychwanegol neu eraill pan fo angen.

**HELPWCH NI I'CH HELPU CHI**

© L. © Howford y Goron 2022. Llywodraeth Cymru, WG44963  
Bydd yn arweirio gŵelwedd i gŵelwedd ffr yn Gymraeg

## **A trusted App from your GP Surgery**

You don't always need them but when you do, your GP Surgery is there for you, and now they have an App to help you manage your health and connect with your GP surgery remotely, whenever you need to. So download the App now and connect with your GP Surgery.

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### **BOOK APPOINTMENTS & ORDER REPEAT MEDICATION ONLINE**

Easily book appointment online through a secured booking portal & order your medication online. The app will remind you when to take the medication and when to order it again.

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### **FIND OUT WHAT'S ON LOCALLY**

Find out what events are being held locally, connect with local volunteers, get local news and find useful telephone numbers.

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### **CONSULT WITH YOUR DOCTOR ONLINE**

Our app allows you to contact your doctor online, for clinical and non-clinical matters.

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### **GET INFORMATION ABOUT YOUR GP SURGERY**

Opening times, doctors and staff, contact details & get help when your surgery is closed.

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### **FIND THE SERVICE YOU NEED**

Unsure what service you need? Our app will help you decide if you need medical attention when you are unwell, and who can best help you.

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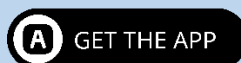
### **CHECK YOUR SYMPTOMS AND SELF-REFER**

Use our symptom checker tool and find out when and where to get help.

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### **RECEIVE NOTIFICATIONS DIRECTLY FROM YOUR GP SURGERY**

Enable push notifications and your surgery will send you information about the surgery, news and any updates relevant to you.



## Carer Friendly Practice

We're proud to be the first practice in Monmouthshire to be undertaking the Carer Friendly Accreditation!



### What does that mean for our carers?

Carer Friendly is an initiative that aims to recognize, improve and increase access to information and support for unpaid carers.

### How to get support

You should fill in the form below to register with Monmouthshire Carers Project.

### Are you looking after someone?

- They maybe a family member, friend or neighbour who is elderly, ill or disabled and they couldn't manage without your help.
- Have you ever thought that you may be a carer?

*If so, you are a carer!*

Even if the person you care for has refused an assessment or support, you can still have a carer's needs assessment, and you can ask for it to take place somewhere that is convenient for you, in your home, the home of the person you care for, or elsewhere if you prefer.

If you are over 18 and want to discuss your caring role more contact the Integrated Service Team for your area.

**Abergavenny Tel: 01873 735885**

**Monmouth/Raglan/Usk/Trellech Tel: 01600 773041**

**Chepstow/Caldicot Tel: 01291 635666**

If you are under 18 and want to discuss your caring role more you can talk to

**Children's Services – Monmouthshire County Council Tel: 01291 636355**

## Register with Monmouthshire Carers Project

Full name: .....

Date of birth: ...../ ...../ .....

Contact number: .....

Email address: .....

Address: .....

.....

.....

DOB of person/people you care for: ...../...../..... ...../ ...../ .....

I wish to register with the Monmouthshire Carers Project. In return, I will be kept up to date with the latest information for carers and will receive quarterly newsletters, information about Carers Week, Carers Rights Day as well as information about training opportunities or specific events for carers in Monmouthshire.

The Monmouthshire Carers Project is a partnership between Monmouthshire County Council, Aneurin Bevan University Health Board and Gwent Association of Voluntary Organisations.

I understand that my personal data will be shared between these partner organisations for purposes related to the Monmouthshire Carers Project but will not be used for any other purpose or shared with any other agency without my permission.

By completing this form I consent to my data being used in this way.

Signed: .....

Date: ...../...../.....

Please send this form to:

**Tracey Davies** (Carers Co-ordinator)

GAVO, Usk Office, Room 4A, Sessions House, 43 Maryport Street, Usk , NP15 1AD