**Bellevue Group Practice Current Operating System During Coronavirus Pandemic**

**\*\*\*PLEASE NOTE: DUE TO CORONAVIRUS RESTRICTIONS WE HAVE TEMPORARILY HAD TO SUSPEND SOME OF OUR REGULAR SERVICES.\*\*\***

**Bellevue Group Practice:**

Opening Times

|  |  |
| --- | --- |
| Monday | 8.00am - 6.30pm |
| Tuesday | 8.00am - 6.30pm |
| Wednesday | 8.00am - 6.30pm |
| Thursday | 8.00am - 6.30pm |
| Friday | 8.00am - 6.30pm |

Tel: 01633 256337

**Bettws Health Centre:**

\*\*\*Please note we have taken the decision to close Bettws Health Centre so we can better protect our patients and staff from Coronavirus. We are currently only using the Bellevue Surgery site but we are reviewing this situation regularly with other Newport GP Practices and Aneurin Bevan\*\*\*

**Current Appointment Information**

Remember that you can still ask for an appointment for a health concern not related to coronavirus. Please **DO NOT**attend the surgery unless you have a pre-arranged appointment. Open access surgery is not currently available, and we are unfortunately unable to allow patients to book appointments using My Health Online.

To help minimise the risk of spreading the virus, we are asking patients to instead telephone the surgery on 01633 256337 to request a GP/Nurse appointment. The receptionist will take your details and you will be added to a triage list for the nurse to review.

You will then receive a phone call from the relevant clinician, or a call back informing you of when the clinician will be contacting you. We are unable to provide an exact time of your expected call back, but please ensure you are able to hear and answer your phone promptly.

We are able conduct many consultations over the phone without the need to see the patient in person. However, the clinician may ask you to attend the surgery for an allotted appointment time if appropriate. Please bear in mind to reduce time spent waiting in the surgery you will only be permitted to enter the building up to 5 minutes before you allotted appointment time, anyone arriving earlier than this will be asked to wait outside.

**\*\*\*PLEASE DO NOT ATTEND THE SURGERY WITHOUT BEING ALLOCATED AN APPOINTMENT\*\*\***

**In an emergency, dial 999**

**Blood Tests**

Blood tests are still be conducted where appropriate. If a GP or hospital has asked for a blood test, you will need to contact the surgery and request a call back from the blood nurse to arrange a suitable appointment.

**Skin Conditions**

In some cases of skin issues e.g. rashes/minor cuts etc., we are now able to assess and treat patients with symptoms via the sending and receiving of digital images. You may be asked to send a picture of the affected area rather than come in to the surgery, the nurse triaging your call will advise you if this is appropriate.