



Welcome to Llanfyllin Group Practice



Llanfyllin Group Practice is based in three separate centres. Our doctors, nurses, Health Care Assistants, and other health care professionals provide a wide range of clinics and services to over 11,000 patients from our main purpose-built site in Llanfyllin and routine appointments from our two branches surgeries situated in Llanrhaeadr and Four Crosses.

All our premises are easily accessible with disabled access, parking and toilet facilities.

Our Doctors & Partners

Dr. Melanie Plant — Lead Partner MB, BS, MRCGP
Dr. Alun Lovell — Partner MB ChB
Dr. Ajith Kartha — Partner MB, BS, MRCP, MRCGP, DRCOG
Dr. Kate O'Dwyer — MRCGP — Partner MB, BCh, DRCOG
Dr. Raman Rao — Partner MRCGP
Dr. Rebecca Edwards DFFP — Salaried MBChB, MRCGP
Dr. Elena France — Salaried MD
Dr. David Griffiths — Salaried MD
Dr. Dan Fagan — Locum MB, BS(London), BSc
Juliet Sagar — Managing Partner
Tony Hewett — Pharmacist Partner



Acute Team

Debra Lovell — Acute Team Lead
Debbie Rigby
Suzanne Jones
Natascha Jones

Nursing Team

Leanne Thomas
Tracey Hutton
Enid Ellis
Nerys Price
Annie Evans
Amelia Roberts

Healthcare Assistants

Helen Jones
Glesni Griffiths
Amy Foote

Surgery Opening Hours

Phone lines: 8:00am til 6:30pm, Monday—Friday
Llanfyllin — Monday- Friday 8.30am- 6:00pm
Four Crosses — Monday — Friday 8.30am — 5.30pm
Llanrhaeadr — Monday, Tuesday, Thursday & Friday —
8.30am — 5.30pm
Wednesday — Closed



Please note the practice has several closure dates throughout the year to support professional development for both our clinical and non-clinical teams, more information including closure dates are on our website: www.llanfyllingp.co.uk/opening-hours

How do I make an appointment?

To make an appointment please contact us on **01691 648054 (select option 1)**

Your call will be answered by one of our trained reception team who will request as much information as possible in order that they can direct you in a timely manner to the most appropriate clinician.

This can allow for rapid resolution of your problem, potentially without the need for you to come to the surgery.

A member of the clinical team will contact you via phone, if they feel that you need to be seen you will be given a day and time to visit the surgery

You can also request a non-urgent appointment or a call-back from one of our reception team via email enquiries.llanfyllin@wales.nhs.uk



Appointments

We aim to offer a range of appointment types to suit individual needs and schedules. These include face-to-face consultations or consultations over the phone. We strive to ensure you communicate with the most appropriate member of our practice medical team — this includes doctors, nurse practitioners, practice pharmacists, nurses, and healthcare assistants.

For any new problems, your request will be reviewed by a GP and you will be contacted the same day by either a clinician or receptionist to inform you what the next step is.

Urgent Requests

If your request is for urgent medical attention on the day the receptionist will take as much information as they can from you and will book you onto the acute triage for the same day. It is important that you provide as much information as you can to ensure that the clinicians triaging all urgent requests are able to prioritise patients based on clinical need.

We will make a clinical decision as to the most appropriate way to deal with your concern, this may be arranging a prescription, providing advice, arranging a referral or requesting you come in for a face-to-face appointment.

Practice Services

We offer all core NHS funded General Medical Services to our registered patients as well as a range of enhanced services.

We also offer a range of private services and clinics that are not funded by the NHS.

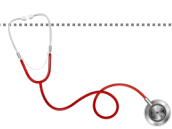
To see a full list of services we offer, including fees for private services, please visit:

www.llanfyllingp.co.uk/practice-services

Home visits

Please telephone reception **before 12pm** if you require a home visit that day. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a district nurse, or indeed arrange a hospital attendance.

Home visits are only available for patients who are housebound because of illness or disability. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit, there are also better facilities for examining and treating patients at the surgery.



Ordering your Medication

To request prescriptions please allow 72 hours (3 full working days) notice. Any medication that is not on your repeat list may take up to 5 full working days to be fulfilled.

Ways to order your repeat medication:

'Pre-Ordered Dispensing System (PODS) – please speak to our dispensing team for details

Online – via our website's ordering form – www.llanfyllingp.co.uk/medication-request-form

Email – dispensary.llanfyllin@wales.nhs.uk

Medication side slip – side slips can be handed in at the dispensary at any site

Post – you can post your order to the practice using the addresses overleaf



What are repeat prescriptions?

Many people have a 'repeat prescription', meaning that they can regularly request certain medication(s) without having to see their doctor each time. Some people order these repeat prescriptions themselves and in other cases the order is left with the dispensary at the time of collecting the previous supply of medication. You may know this as 'managed repeats' or 'POD'S'.

How do I cancel an appointment?

If you need to cancel or rearrange your appointment, please contact us on **01691 648 054**, via our website, or via our email—

enquiries.llanfyllin@wales.nhs.uk

I have a minor injury—what should I do?

Llanfyllin surgery is a minor injury centre—you can walk into the practice with a minor injury between the hours of **8am—6pm Monday—Friday**

If you have a minor injury out of our operating hours, the nearest Minor Injury Unit is based at Victoria Memorial Hospital in Welshpool, open **8am—8pm Monday - Sunday**.
Address:

*Victoria Memorial Hospital
Salop Road
Welshpool
SY21 7DU*

I have a Dental emergency—what should I do?

If you have a regular dentist, please contact them if its within their working hours. If you do not have a regular dentist, or unable to access yours, Powys Teaching Health Board will provide you will emergency treatment. You can access this service by calling NHS Direct on **111**

What should I do if I'm unwell out of opening hours?

You can call **111** out of our surgery hours. If you are using a mobile and cannot connect, please call **0345 46 47**. You can also visit www.111.wales.nhs.uk for online advice.

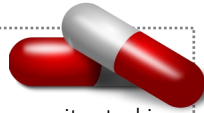
I am a new patient who requires regular medication, what should I do?

If you are needing repeat medication from one of the surgery dispensaries, then you will need to:

1. Supply the dispensary with written evidence of your repeat medication from your previous GP surgery. We ask all patients who are registering with ourselves to obtain a leavers report from their previous surgery so that we can add medication onto their repeat. If you cannot obtain a leavers report then we ask patients to bring in another document such as a repeat side slip, this must be current and up to date. Written requests from new patients for repeat items will not be actioned.
2. Ensure that you have sufficient medication from your previous GP surgery as this process is quite lengthy and can take some time. Once we have received your leavers report from your previous surgery this still needs scanning to your record, a pharmacist to add medication to repeat one by one, a prescription to be printed, signed, labelled, dispensed, checked, and placed on our collection shelves. We ask for a minimum of 5 working days to produce these requests.



Danby's Pharmacy



We have a contract with our Danby's Pharmacy, situated in the main town of Llanfyllin that any patients who live within 1 mile of Danby's Pharmacy will receive their dispensed prescriptions from there rather than the surgery. This applies to all repeat and acute medications. If you register at the surgery and find you fall to be a Danby's Pharmacy patient, you will need to speak to themselves regarding re-ordering medication and their opening times. The number for Danby's Pharmacy is 01691 648 054.

Why does the dispensary need the time it does to process my repeat prescription?

The dispensary team have a long list of steps to follow when getting medication ready for collection.

1. The prescriptions are processed by our dispensary admin desk from various channels including our answer phone, My Health online (which can also be used by our app), post or verbal requests.
2. Once these requests are processed they will be put out for signing by one of our GP's. Requests received in the morning go out for signing in the afternoon. Requests received in the afternoon before 4pm go out for signing the next morning. **Prescriptions HAVE to be signed off by a GP before we are able to being to process them in the dispensary.**
3. Once a prescription is signed it makes its way into the dispensary to be labelled. We have 2 deliveries a day AM and PM with a cut off time for both. If your prescription is labelled after the cut off time, items for your script will not be received until the next working day.
4. Once the items for your prescription are delivered the prescription will be dispensed. Prescriptions are dispensed chronologically. Whichever prescriptions have been received into the dispensary and labelled first will be dispensed first.
5. Prescriptions receive a final check by a member of the dispensary team and are bagged up.
6. Prescriptions are placed on the shelf for team members to put away ready for patient collection.

ALL REPEAT PRESCRIPTION ORDERS NEED 3 FULL WORKING DAYS TO PROCESS

Orders placed on..... before 4pm	Will be ready for collection the afternoon of.....
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

What are acute prescriptions?

Acute prescriptions are medicines that have been issued by the GP but not added to your repeat record. This can be for new medication issued for a trial period and will require a review visit with your GP prior to being added onto your repeat prescription. It can also be a single prescription for medication issued on a one off basis, i.e. A course of antibiotics to treat a bacterial infection. Acute prescriptions are usually given to you by the GP during a consultation following a telephone consultation.

What about any items I want to order that are not on my repeat list?

If you are needing to re-order items that are not on your repeat prescription these will take longer to process.

Requests for items not on repeat have to be approved by a doctor or clinician and added to your medical record. All of our clinicians have a limit on the amount of requests they can process daily so not all requests will be looked at the day they're received. If a prescription is signed off by a GP it then has to follow all the same steps that our repeat prescriptions have to follow.

Prescriptions NOT on your repeat list can take 5 WORKING DAYS to process.

Orders placed on.....	Will be ready for collection
Monday	Monday
Tuesday	Tuesday
Wednesday	Wednesday
Thursday	Thursday
Friday	Friday

Hospital Prescriptions

If you are prescribed new medication by a Hospital Consultant, the hospital will write to the surgery and inform your GP of the details of your new medication. This may take some time, so in the meantime the hospital should issue a supply of medication to see you through. If you have not received the medication from the hospital it means that the medication is not urgent. When attending hospital clinics, you may receive a recommendation letter, this is not a prescription and like all other non-repeat requests can take up to 5 working days to issue.

For more information, including dispensary opening times, please see our website:

www.llanfyllingp.co.uk

Confidentiality & Medical Records

The practice complies with General Data Protection Regulations and access to medical records legislation.

A detailed privacy notice is available on our website:
www.llanfyllingp.co.uk/privacy-policy

This privacy notice explains why we collect information about you, how we keep it safe and confidential and how that information may be used.

Access to Records

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data



How to raise a concern or complaint Our complaints procedure is in line with the NHS 'Putting Things Right'.

Our complaints procedure is in line with the NHS '[Putting Things Right](#)' leaflet. We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong.

If you are concerned about the service, you have received or want to make a complaint, please speak to a member of the team. You will be given information about the complaint process and how we respond to and manage complaints.

Our aim is to resolve all complaints in a timely manner, and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback.

Social Media & Communication

You can keep up to date with all the latest practice news and updates using the following:

1. **Our Website**—www.llanfyllingp.co.uk
2. **Our Facebook page**—www.facebook.com/llanfyllinGP
3. **Our App**—our app is available to download on Apple and Android devices, in the app store search 'My Surgery App'



Contact Us

Llanfyllin Medical Centre (Main Site)

Address:

Llanfyllin Group Practice
High Street
Llanfyllin
Powys
SY22 5DG

Tel: 01691 648 054

Out of Hours: 111 or www.111.wales.nhs.uk

Fax: 01691 648 165

Email: enquiries.llanfyllin@wales.nhs.uk

Four Crosses Medical Centre (Branch Surgery)

Address:

Four Crosses Medical Centre
Four Crosses Business Park
Llanymynech
Powys
SY22 6ST

Tel: 01691 648 054

Out of Hours: 111

Email: enquiries.llanfyllin@wales.nhs.uk

Llanrhaeadr Medical Centre (Branch Surgery)

Address:

Llanrhaeadr Medical Centre
Dolybont
Llanrhaeadr
Powys
SY10 0LJ

Tel: 01691 648 054

Out of Hours: 111

Email: enquiries.llanfyllin@wales.nhs.uk

Local Health Board

Our local health board is

Powys Teaching Health Board:

Bronllys Hospital

Bronllys

Brecon

LD3 OLY

Tel: 01874 711661

Website: www.pthb.nhs.wales

