



LLANFYLLIN GROUP PRACTICE

Patient Information

IMPORTANT NUMBERS

In Hours (08:00 - 18:30): **01691 648054**

Out of Hours (18:30 - 08:00): **01743 455364**

Acute Medical Emergencies: **999**

NHS 111: **111**

(If phoning from a mobile phone and unable to connect to 111
please phone **0345 46 47**)



The Doctors & Partners

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

Acute Team Lead

Debbie Lovell

Our Practice

Llanfyllin Group Practice is based in three separate centres. Our Doctors, nurses, Health Care Assistants and other healthcare professionals provide a wide range of clinics and services to over 10,000 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 and parking

facilities

- ◆ 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 (such as insurance medicals, private sick notes and certain vaccinations) that are not funded by the NHS

We're on the Internet & Facebook

The practice web site is available at the following address:

<http://www.llanfyllingp.co.uk> where you can keep up to date with the services we offer and download a variety of information.

We also have a Facebook Page where we share all up to date information: <http://www.facebook.com/llanfyllinGP/>

The practice also has an app called "My Surgery App" – for details on how to register please visit <https://www.surgeryapp.co.uk/>

Prescriptions

To request prescriptions please give 72 hours (3 working days) notice, either in writing, by phone or in person. Any medication not on your repeat list or from other organisations may take up to 5 working days. Repeat medication can also be pre-ordered using our monthly POD system—please speak to the dispensary for details.

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

Most prescriptions can be dispensed from the Practice, but if you live within one mile of the chemist you must collect your medicines from there.

Booking an Appointment

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 Health Care Assistants.

To make an appointment please contact us on 01691 648054 (select option 1). Your call will be triaged 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.

Minor Injury Service

We offer a Minor Injuries, open access service at Llanfyllin Medical Centre only. The service is available between 08:00 and 18:30 (Please note normal surgery hours are from 08:30 and only Minor Injuries will be dealt with from 08:00).

Test Results

If your GP, Nurse, or Health Care Assistant carries out a test (such as a blood test, x-ray or smear) please make sure you know how to find out the results. You may be asked to attend a surgery or call one of our team. Results will only be disclosed to the patient (or with consent to the parent or legal guardian). Remember even if your test results are normal yet you are still feeling unwell, we would wish to see you again.

Cancellations

If you cannot attend an appointment, please inform the reception staff as soon as possible. This will allow someone else to have your appointment and reduce overall waiting times.

You can cancel your appointment in the following ways:

- Via telephone – call 01691 648 054
- Via our website – visit www.llanfyllingp.co.uk/forms/8/cancel-an-appointment
- Via email – email us at enquiries.llanfyllin@wales.nhs.uk

Home Visits

Please ensure that you ring to request a visit before 12pm. It is not possible to request a particular Doctor. Please ask for a call **only** if you are too ill or disabled to attend a surgery, where there are proper facilities. Lack of transport can often be overcome with the help of family, friends, or neighbours.

GP Training

The practice is approved as a training practice to help qualified doctors in their final stages to become GP's. We also participate in the training of medical students. Consultations with registrars will only take place with your prior approval and consent and may be recorded.

Data Protection

All information acquired in our work is highly confidential and cannot be divulged to a third party without express permission from the patient. The Patient, under the Data Protection Act of 1998, is entitled to access their clinical records or other personal data. To use this service please contact the Practice Manager.

Zero Tolerance

All our staff at the surgery have the right to carry out their work without threat of violence. Llanfyllin Group Practice has a policy of removing from their list any patient who is physically or verbally abusive or threatening towards any member of our staff. We promise to treat our patients with respect - in return, we feel our staff are entitled to the same respect.

Surgery Opening Times

Llanfyllin

The Medical Centre, High Street, Llanfyllin, Powys, SY22 5DG

Appointments & Enquiries

Tel: 01691 648054 – 8am to 6:30pm Monday - Friday

Email: enquiries.llanfyllin@wales.nhs.uk

Fax - 01691 648165

Llanfyllin Opening Times

Monday – 8:30am – 6:00pm

Tuesday – 8:30am – 6:00pm

Wednesday – 8:30am – 6:00pm

Thursday – 8:30am – 6:00pm

Friday – 8:30am – 6:00pm

Llanfyllin Dispensary Opening Times

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

Llanrhaeadr

The Medical Centre, Dolybont, Llanrhaeadr, Powys, SY10 0LJ

Llanrhaeadr Opening Times

Monday – 8:30am – 5:30pm

Tuesday – 8:30am – 5:30pm

Wednesday – *CLOSED*

Thursday – 8:30am – 5:30pm

Friday – 8:30am – 5:30pm

Llanrhaeadr Dispensary Opening Times

Monday – 8:30am – 5:30pm

Tuesday – 8:30am – 5:30pm

Wednesday – *CLOSED*

Thursday – 8:30am – 5:30pm

Friday – 8:30am – 5:30pm

Four Crosses

**The Medical Centre, Four Crosses, Business Park, Llanymynech,
Powys, SY22 6ST**

Four Crosses Opening Times

Monday – 8:30am – 5:30pm

Tuesday – 8:30am – 5:30pm

Wednesday – 8:30am – 5:30pm

Thursday – 8:30am – 5:30pm

Friday – 8:30am – 5:30pm

Four Crosses Dispensary Opening Times

Monday – 8:30am – 5:30pm

Tuesday – 8:30am – 5:30pm

Wednesday – 8:30am – 5:30pm

Thursday – 8:30am – 5:30pm

Friday – 8:30am – 5:30pm

All Surgeries are closed on Saturday & Sunday

