

Our Practice

Llanfyllin Group Practice is based in three separate centres. Our doctors, nurses, healthcare 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 branch surgeries in Four Crosses and Llanrhaeadr.

- 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 on 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

Zero Tolerance

All the 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 staff. We promise to treat our patients with respect – in return, we feel our staff are entitled to the same respect.

Data Protection

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

CONTACT US

Appointments & Enquiries:

Tel: 01691 648 054

Phone Hours (Mon to Fri): 8:00am – 6:30pm

Email: enquiries.llanfyllin@wales.nhs.uk

Llanfyllin

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

Door Opening Hours: (Mon to Fri) 8:30am – 6:00pm

Dispensary Opening Hours: (Mon to Fri) 8:30am – 6:30pm

Minor Injuries Opening Hours: (Mon to Fri) 8:00am – 6:30pm

Four Crosses

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

Door Opening Times: (Mon to Fri) 8:30am – 5:30pm

Dispensary Opening Hours: (Mon to Fri) 8:30am – 5:30pm

Llanrhaeadr

The Medical Centre, Dolybont, Llanrhaeadr, Powys, SY100LJ

Door Opening Times: (Mon/ Tues/ Thur/ Fri) 8:30am – 5:30pm

Dispensary Opening Hours: (Mon/ Tues/ Thur/ Fri)
8:30am – 5:30pm

****Llanrhaeadr is closed on a Wednesday****

****All surgeries are closed on Saturdays & Sundays****

The practice uses a local deputising service to cover out of hours and weekends. If you require attention out of hours, please telephone the appropriate emergency number overleaf.



Llanfyllin Group Practice

Patient Information Leaflet

Visit our website for further information:

www.llanfyllingp.co.uk

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 healthcare assistants.

If you need to book an appointment, please call 01691 648 054. You will initially be greeted with an automated bilingual message, choose the option for appointments and you will be transferred through to one of our trained reception team. The receptionist will ask you some questions about why you are calling. They are doing this at the request of our GPs and this information is important to allow our receptionists to direct you to the most appropriate clinician to help you, which may not always be a GP. A member of the clinical team will contact you via phone, and 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. This service is available between the hours of 8:00am and 6:30pm. (Please note normal surgery hours are from 8:30am and only Minor Injuries will be dealt with from 8:00am).

Important Phone Numbers

In Hours (8:00am – 6:30pm): 01691 648 054

Out of Hours (6:30pm – 8:00am): 01743 455 364

Acute Medical Emergencies: 999

NHS 111 (available 24hrs a day): 111

(If you are calling 111 from a mobile and unable to connect, please call 0345 46 67)

Test Results

If your GP, nurse, or healthcare assistant carries out a test (such as a blood test, x-ray or smear), please make sure that 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 results are normal, yet you are still feeling unwell, we would wish to see you again.

Cancellations

It is important that you inform the reception staff if you are unable to attend your appointment as this will allow for that appointment to be offered to another patient. If you need to cancel your appointment, you can do so in the following ways:

- Call us on 01691 648 054
- Email us at enquiries.llanfyllin@wales.nhs.uk
- Complete the form on our website: www.llanfyllingp.co.uk/forms/8/cancel-an-appointment

Home Visits

Please ensure that you ring to request a visit between 10:30am and 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 the 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 an approved training practice to help qualified doctors in their final stages to become GPs. We also participate in the training of Medical Students. Consultations with GP Registrars will only take place with your prior approval and consent and may be recorded.

Find us on Facebook!

www.facebook.com/lanfyllinGP

Prescriptions

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

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

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** – Partner MB, BCh, DRCOG, MRCGP
- **Dr. Raman Rao** – Partner MRCGP
- **Dr. Rebecca Edwards** – Salaried MBChB, MRCGP, DFFP
- **Dr. Elena France** – Salaried MD
- **Dr. David Griffiths** – Salaried GP
- **Dr. Dan Fagan** – Locum MB, BS(London), BSc
- **Juliet Sagar** – Managing Partner
- **Tony Hewett** – Pharmacist Partner