



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. Ajith Kartha — Partner MB, BS, MRCP, MRCGP, DRCOG
Dr. Kate O'Dwyer — MRCGP — Partner MB, BCh, DRCOG
Dr. Raman Rao — Partner MRCGP
Dr. James Harris — Partner MB BS
Dr. Rebecca Edwards DFFP — Salaried MBChB, MRCGP
Dr. Elena France — Salaried MD
Dr. David Griffiths — Salaried MB ChB
Dr. Lydia Maw — Salaried MB BCh
Juliet Sagar — Managing Partner
Tony Hewett — Pharmacist Partner, BPharm, MRPharmS, PGDip

Acute Team

Debra Lovell — RN, Qualified Prescriber
Debbie Rigby — RN, Qualified Prescriber
Suzanne Jones RN, Qualified Prescriber
Natascha Jones RN, Qualified Prescriber
Matt Kenyon — HCPC Registered Paramedic



Nursing Team

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

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.

Patients can request an appointment with a specific clinician they wish, subject to availability.

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, with our GPs, nursing team and HCAs.

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 Prescriptions

We offer a repeat prescribing service to our patients, with dispensaries located at all three of our sites. If you are on monthly medication, please let us know whether you would like to collect from either Llanfyllin, Four Crosses or Llanrhaeadr surgery.

You can order your prescription in the following ways:

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

NHS Wales App—you can download the app onto your phone or sign up online

When requesting your prescription please give **72 hours (3 working days) notice**. Any medication not on your repeat list or from other organisations may take up to **5 working days**.

If you live within one mile of Danby's pharmacy in Llanfyllin, you will need to order and collect your prescription from there. The number for Danby's Pharmacy is **01691 648 244**.

Training Practice

Llanfyllin Group Practice is accredited as a GP Training Practice, welcoming GP Registrars and Medical Students regularly throughout the year.

GP registrars and Medical Students are attached to one of our doctors here at the practice who is their trainer and support during their time with us.

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.

Dispensary Opening Hours

Llanfyllin — 8:30am—6:30pm Monday to Friday

(Closed Saturday & Sunday)

Four Crosses—8:30am—5:30pm Monday to Friday

(Closed Saturday & Sunday)

Llanrhaeadr— 8:30am—5:30pm Monday, Tuesday, Thursday, Friday

(Closed Wednesday, Saturday & Sunday)

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.

Registering as a New Patient

We welcome all new residents living in our practice area who wish to become patients of our practice. You can register with the practice in the following ways:

If you wish to register with the practice you can download our **New Patient Questionnaire** and **GMS1 Patient Registration Form** from our website—www.llanfyllingp.co.uk/new-patients.

Please print out the forms onto A4 paper and once completed and signed forward to Llanfyllin surgery by **post**, or by **dropping off at one of our surgeries**. Alternatively, you can pick up a '**Registration Pack**' from any of our three sites or email your completed forms into us.

Our practice coverage is shown below:



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 with the following:

Our Website—www.llanfyllingp.co.uk

Our Facebook page—www.facebook.com/llanfyllinGP

'My Surgery App'—our app is available to download on Apple and Android devices



Zero Tolerance

All our team at the practice have the right to carry out their work without threat of abuse or 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.

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 0LY

Tel: 01874 711661

Website: www.pthb.nhs.wales

