



# LLANFYLLIN GROUP PRACTICE

## Patient Information – Large Print Leaflet

### IMPORTANT NUMBERS

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

Out of Hours (18:30 - 08:00): **111**

Acute Medical Emergencies: **999** NHS 111: **111**

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

### Our Doctors & Partners

Dr. Melanie Plant — *Lead GP Partner*, MB, BS, MRCGP

Dr. Ajith Kartha — *GP Partner*, MB, BS, MRCP, MRCGP, DRCOG

Dr. Kate O'Dwyer — *GP Partner*, MBBCh, DRCOG, MRCGP

Dr. James Harris — *GP Partner*, MS BS

Dr. Rebecca Edwards — *Salaried GP*, MBChB, MRCGP, DFFP

Dr. Elena France — *Salaried GP*, MD

Dr. David Griffiths — *Salaried GP*, MB ChB

Dr. Lydia Maw — *Salaried GP*, MB BCh

Dr. Mohammed Abbas — *Salaried GP*, MB BS

Juliet Sagar — *Managing Partner*

Tony Hewett — *Pharmacist Partner*, BPharm, MRPharmS, PGDip

## Our 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.

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/>

You are also contact the practice during our opening hours using our **online Klinik form** – you can access this by clicking the 'Contact Us Online' banner on our website homepage.

Alternatively, you can find it here:

<https://access.klinik.co.uk/contact/llanfyllin-group-practice/>

## Booking an Appointment

Please use the following options to request an appointment:

1. Using our online Klinik form
2. If you're unable to access the online form, please call us on 01691 648 054

Klinik submissions are sent straight to a clinician or receptionist depending on the nature of your request, and if calling, you will speak with 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 visit the surgery.

Once your request has been reviewed, a member of the team will contact you via phone or text message. If it is decided that you need to be seen, you will be given a date and time to visit the surgery. If your request is deemed urgent, you must be available to attend the practice and take a phone call on the day.

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

## Prescriptions

We offer a repeat prescribing service to our patients, with dispensaries located at all three of our sites. If you live within one mile of the pharmacy in Llanfyllin, you will need to collect your prescription from there.

To request a repeat prescription, please give **3 working days'** notice. Any medication not on your repeat list, or from other organisations, may take up to **5 working days**.

You can order your medication in the following ways:

1. **'Pre-Ordered Dispensing System' (PODS)** – please speak to a member of our team for details
2. **Online** – via our Klinik form (available during our opening hours)
3. Via the **NHS Wales App**
4. Using your **Medication side slip** – these can be ticked and handed in to the dispensary at any of our sites
5. **By Post** – you can post your order to us using the address at the end of this leaflet

## Minor Injury Service

Llanfyllin surgery is a minor injury centre—you can walk into the practice with a minor injury between the hours of 8am—6:30pm 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 detailed below:

***Victoria Memorial Hospital, Salop Road, Welshpool, SY21 7DU***

## Cancelling an Appointment

If you are unable to attend an appointment, please inform us as soon as possible. This will allow another patient to have your appointment and help to reduce overall waiting times.

You can cancel your appointment in the following ways:

- 1. Using the link in your appointment reminder text message –**  
patients with valid mobile numbers on their record will receive reminder text messages for their appointments
- 2. Via our website using our Klinik form**
- 3. Via telephone –** call 01691 648 054

## 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

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 at the practice, who is their trainer and support during their time with us.

Consent will always be sought from the patient before any appointments with students.

## Data Protection

All information acquired in our work is highly confidential and cannot be disclosed to a third party without express permission from the patient.

The patient, under the Data Protection Act 1998, is entitled to access their medical records and other personal data. To use this service, please contact us for further information.

## 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 team. We promise to treat our patients with respect – in return, our staff are entitled to the same respect.

## Surgery Locations & Opening Times

**Llanfyllin surgery** - 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 to Friday – 8:30am – 6:30pm

**Llanfyllin Dispensary Opening Times** – as above

**Llanrhaeadr surgery** - The Medical Centre, Dolybont, Llanrhaeadr-Ym-Mochnant, Oswestry, SY21 0LJ

**Llanrhaeadr Opening Times** – Monday, Tuesday, Thursday, Friday – 8:30am – 5:30pm

***\*CLOSED ON WEDNESDAYS\****

**Llanrhaeadr Dispensary Opening Times** – as above

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

**Llanrhaeadr Opening Times** – Monday to Friday – 8:30am – 5:30pm

**Four Crosses Dispensary Opening Times** – as above

***\*All Surgeries are closed on Saturday & Sunday\****