

Llanrhaeadr Branch application FAQs

Q: I've received a letter advising me that Llanfyllin Group Practice has submitted an application to close their branch site at Llanrhaeadr. Why have I received this?

A: You have received the letter as you or a member of your household has been identified as a registered patient at Llanfyllin Group Practice. The same letter has been sent to all households with registered patients.

Q: My partner/children are also registered at the practice; they haven't received a letter. Should they have?

A: No. The letter has been sent to the household addresses. If there is more than one registered patient at the household, the letter is intended to be seen by all.

Q: How many patients are registered with the Llanfyllin Group Practice.

A: 11,500 patients are registered with the practice.

Q: An application has been submitted to close Llanrhaeadr branch site, what happens now?

A: The Health Board will now seek to gather thoughts and opinions from patients and anyone else who might be impacted to ensure that all information is available to inform the final decision. This is called the 'Engagement or Consultation Period'.

Q: An application has been submitted to close Llanrhaeadr branch site, does this mean it will close? Has the decision already been made?

A: No. Submission of an application does not mean the branch will automatically close. There are several stages in assessing the application, and patient feedback is a critical step for the Health Board. It is very important you share your opinion in a meaningful way through the patient questionnaire that we have developed.

Q: How can I make sure my opinions and thoughts are heard?

A: You can find out more by visiting our website <https://pthb.nhs.wales/lym> or using the QR code:



Our online survey is quick and simple to use however, should you be unable to complete the survey online, you can request a paper copy from our Primary Care team at primarycaregeneral.powys@wales.nhs.uk or by calling us on 01597 828805 and a copy will be sent to you.

Q: Will there be a drop-in-session that I can attend?

A: Yes, there will be an opportunity to attend a drop-in-session and an online session. Dates and times will shortly be shared on our website: <https://pthb.nhs.wales/lym> and <https://biap.gig.cymru/llym>

Q: How will my feedback influence the final decision?

A: All information gathered during the engagement period will be considered as part of the final decision-making process. It is important that you share your views by completing the patient survey.

Q: How will I access services if the branch closes?

A: Llanfyllin Group Practice currently operates over three sites. If the Llanrhaeadr branch was to close, services would continue to be provided from the Llanfyllin Medical Practice and the Four Crosses Medical Practice.

Q: If the site at Llanrhaeadr closes, would I stay registered at Llanfyllin Group Practice?

A: Yes. Your registration will not change.

Q: If the site at Llanrhaeadr closes, will I still be able to have home visits when I need them?

A: Yes. You will still receive home visits if it is clinically appropriate to do so.

Q: Can I choose to register with another General Practice?

A: Yes, providing your address is located within another General Practice area. You can contact that practice directly and ask to register with them.

Q. What is the current position on Llanfyllin Pharmacy?

A. Work is progressing to secure a new community pharmacy service in Llanfyllin, and a recommendation has been made by our Pharmaceutical Applications Committee.

It is essential that we follow due process in line with National Health Service (Pharmaceutical Services) (Wales) Regulations 2020 and related legislation. Due to commercial sensitivities, we are not able to share further details at this stage but look forward to updating you further once the contractual process has concluded.

In the meantime, we are grateful to Llanfyllin Group Practice who continue to offer dispensing services for all their patients until the new pharmacy is established.

More information is available from the health board website: [Update from Powys Teaching Health Board on Pharmacy Services in Llanfyllin - Powys Teaching Health ...](#)

Q: Does my MS know about this?

A: We have contacted MSs, MPs, County Councillors and Town and Community Councils to inform them of the application.

Q. If a decision is taken to close the Llanrhaeadr branch when would this happen?

A: We expect a decision to be taken by the end of 2026. If closure is approved there is a minimum of a three-month notice period.