

Primary Care – FAQs

1. How do I know if my GP Practice closed?

The current advice is please DO NOT attend your surgery and give your GP practice a call if you urgently need to see a doctor.

2. If I have a doctor's appointment booked do I still attend?

If you have a routine doctor's appointment arranged and have not heard from your GP practice as to whether it has been cancelled, please check their website, official social media channels or contact the practice by telephone.

3. Will I be contacted directly if an appointment has been cancelled?

If you have not been contacted directly about your appointment, please check their website and/or official social media channels regarding routine appointments. If there are no updates, please telephone your GP Practice prior to your appointment.

4. Will I still be able to ring my GP practice for advice?

All requests will be screened by telephone in the first instance, therefore please contact your GP practice by telephone.

5. Will I be able to have a video appointment with my GP?

Video appointments are currently being rolled out across Aneurin Bevan University Health Board, however not all GP Practices currently offer this service. Please contact your GP Practice if you urgently need to see a doctor.

6. How can I get a repeat prescription if my practice is closed?

In the first instance please check the GP practice website and/or official social media channels regarding repeat prescriptions, if no update is available, please telephone the practice for advice. Each practice will have a process in place to ensure all patients that need repeat medication are able to access it.

7. What happens if I need to see a doctor about an on-going or underlying health issue?

If you need to speak to a doctor urgently please contact your GP Practice by telephone. In a life threatening emergency please dial 999.

8. Can I go to my pharmacy instead of the GP?

Pharmacies can provide advice and guidance instead of a GP, however we are advising anyone who has coronavirus symptoms and/or is currently self-isolating to avoid visiting the pharmacy. You may contact the pharmacy by telephone or send a friend/family member who does not have symptoms on your behalf.

9. Can I still go to my dental appointment?

Please contact your dental practice to find out whether they are still going ahead with routine appointments. If you are experiencing symptoms of coronavirus or are currently self-isolating, please contact your dental practice to re-arrange your appointment.

10. Will I still receive a home visit?

If you usually receive home visits from a healthcare professional, you will be contacted by telephone if these change. It is important that we protect the health of our staff at this time so if you are experiencing symptoms please make your carer/healthcare professional aware.