



GIG
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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

**DERI BRANCH SURGERY CLOSURE, RIVERSIDE WALK, DERI,
BARGOED**
FREQUENTLY ASKED QUESTIONS

Q1 What does the closure of the branch surgery mean for me and/or my family?

A1 When the branch site closes, all existing patients will remain registered with Meddygfa Cwm Rhymni Practice, Rhymney. This means that from 20th October 2023, **you will access all your health care needs from the sites in Rhymney or the New Tredegar branch site.**

The practice remains committed to delivering Health Care Services to all their registered patients either via video, telephone, or face to face consultations from the Rhymney and New Tredegar sites.

Q2 It is already difficult to get an appointment, often with a long wait, also difficult to get through on the telephone, surely this will impact further with all the Deri patients having to attend the other sites in Rhymney/New Tredegar?

A2 The practice is not reducing the number of appointments available to patients or reducing their staffing levels. All staff and appointments from Deri will be transferred to increase the number of appointments available at the other sites. The practice anticipates that having the same resources, but over less sites, will allow them to manage patient demand more efficiently and safely. The other sites have adequate consulting rooms to manage the increase of appointments being delivered.

Q3 Will I still be able to see my usual GP or other Health Care Professional at the other sites in Rhymney/New Tredegar?

A3 All practice staff, both clinicians and admin/reception staff will still be available for you to consult with/speak to from the remaining sites in Rhymney/New Tredegar subject to their daily availability.

Q4 It will not be easy for me to drop my monthly repeat prescription request at Rhymney.

A4 Arrangements are already in place to allow Deri patients to order repeat prescriptions via local pharmacies and My Health On-Line (MHOL). The practice has confirmed that this will continue and that they will contact all Pharmacies that currently collect prescriptions

from Deri and advise them that these prescriptions will need collecting from Rhymney/New Tredegar as appropriate.

Q5 Will there be more doctors and nurses available at the other sites?

A5 Yes, the clinical staff from the Deri branch site will transfer to the remaining sites. The practice feels that having one less site may also help to attract new GPs or other clinical staff to work at Meddygfa Cwm Rhymni Practice. Providing care from one less site will support the practice to have a greater range of clinical expertise available under the same roof, enhancing patient care and safety and providing better continuity of care for patients.

Q6 I have mobility issues and/or transport issues which makes attending the other sites in Rhymney/New Tredegar difficult, what are my options?

A6 Following the recent engagement period where people could feedback about the proposed closure, the practice understands that a small number of patients may have difficulties travelling to alternative sites. They will try and accommodate patients by offering a range of consultations including telephone and video consultation, but there will be occasions where a face-to-face appointment is needed.

The practice will continue to undertake home visits to registered patients where clinically appropriate, regardless of where they reside.

If you feel you cannot travel to Rhymney/New Tredegar, you may wish to register with another GP practice closer to home. As long as you live within their practice's boundary, you can. The surgery below covers most of the Deri area and practice contact numbers/ practice websites are included for your convenience:

GP Practice
Bryntirion Surgery 01443 830 769 www.bryntirionsurgery.wales.nhs.uk

Q7 How do I register with an alternative provider if I choose to?

A7 You can contact the practice of your choice directly and request to register with them, and they will be able to support you through the registration process. Alternatively, a member of the Primary Care Team can support you with this, if preferred, by telephoning 01495 241282, 01495 241258 or 01495 241293.

Q8 How will I know what services alternative GP practices provide and how to access them?

A8 You can find information about how to access the services offered at each of the practices by visiting their website, details of which are included in the table above. Alternatively, you can ring the practice directly to make enquiries.

Q9 Why can't things stay the same, I have been attending Deri Branch Surgery for many years?

A9 Closing the Deri branch site will support the Practice to continue to deliver services to their patients and ensure a sustainable practice and workforce in the long term.

Q10 Is this about money?

A10 No, there is sufficient money to secure all the GPs that are needed for the population.

Q11 Can I do anything to help?

A11 General advice for anyone thinking about making an appointment with the practice would be to consider:

- Do I need to see a doctor, or could I request a different member of the healthcare team, e.g. practice nurse, advanced practitioner etc?
- Could I visit a pharmacy instead of the practice?
- Did you know about the Community Pharmacy Common Ailment Scheme?

A community pharmacy common ailment service is a scheme for patients who are able to consult a participating community pharmacy, rather than their GP, for a **defined list** of common ailments which may not require being seen by a nurse or doctor. The pharmacist will supply medication from an agreed formulary, give advice or refer the patient to the GP if necessary. **Medicines are supplied free of charge.**
