

## **ASHFIELD ROAD, NEWBRIDGE BRANCH SURGERY CLOSURE** **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 North Celynfen Practice, Crumlin. This means that from 1 December 2025, **you will access all your health care needs from Crown St, Crumlin, Newport NP11 4PQ.** The practice remains committed to delivering Health Care Services to all their registered patients from the Crumlin site.

**Q2 It can be difficult to get an appointment; will this be impacted further with Newbridge patients having to attend Crumlin?**

A2 The practice is not reducing the number of appointments available to patients or reducing their staffing levels. All staff and appointments from the Newbridge branch will be transferred to increase the number of appointments available at the Crumlin practice site. The practice anticipates that having the same resources, but over less sites, will allow them to manage patient demand more efficiently and safely. The main site has 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 main site in Crumlin?**

A3 All practice staff, both clinicians and administrative/reception staff will still be available for you to consult with/speak to from the site in Crumlin subject to their daily availability.

**Q4 It will not be easy for me to drop my monthly repeat prescription request to the Crumlin site.**

A4 A number of options are available to you to order repeat prescriptions, including arrangements are already in place to allow all patients to order repeat prescriptions via NHS Wales App. If you have any questions on these options, please contact your practice for further support and advice.

**Q5 Will there be more doctors and nurses available at Crumlin?**

A5 Yes, the clinical staff from the Newbridge branch site will transfer to the Crumlin site. Providing care from only one 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 site in Crumlin 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 the Crumlin site. They will try and accommodate patients by offering a range of consultations including telephone consultations, but there will be occasions where a face-to-face appointment is needed. There are excellent public transport links, with four bus services per hour running between Newbridge and Crumlin. Additionally, Community Transport Associations can help you find community or voluntary transport providers in your county. The contact telephone number for the Community Transport Association in Gwent is: 01792 844 290. Additionally, the practice will continue to undertake home visits to registered patients where clinically appropriate, regardless of where they reside.

**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 241254 or 241258.

**Q8 Why can't things stay the same, I have been attending Ashfield Road, Newbridge Branch Surgery for many years?**

A8 The current lease agreement for the Ashfield Road, Newbridge premises is ending December 2025. The branch is not utilised to a level where renewing the lease would be viable. The practice also feels the resources saved by closing the Ashfield Road, Newbridge site will allow them to invest further in developing patient services.

**Q9 Can I do anything to help?**

A9 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, practice pharmacist, etc?
- Could I visit a community pharmacy instead of the practice?
- Did you know about the Community Pharmacy Common Ailment Scheme?

The 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.**