OUTCOME OF PROCUREMENT PROCESS:
LLISWERRY MEDICAL CENTRE

FREQUENTLY ASKED QUESTIONS

Q1 What does the outcome mean for me and/or my family?

All existing patients will remain registered with Lliswerry Medical Centre. From 1 January 2027, you will continue to access all your health care needs from the premises at Fallowfield Drive, Newport.

The patient telephone number will also remain unchanged, and you will continue to be able to contact your GP practice on 01633 277333, or online via https://www.lliswerrymedicalcentre.co.uk/

Q2 Will I still be able to see my usual GP or other Health Care Professional at Lliswerry Medical Centre?

All practice staff, both clinicians and admin/reception staff will remain at Lliswerry Medical Centre under the new management.

Q3 Will there be any changes to how I order my monthly repeat prescription?

The new partners do not intend to make any changes to the existing arrangements. The partners wish to reassure patients that any changes to processes will be done so for the benefit of patients and in engagement with patient representatives and communicated clearly.

Q4 Will my current medical care or treatment be disrupted?

No. All patient care will continue and the new partners are dedicated to ensure delivery of excellent patient care.

Q5 What if I do not wish to remain registered at Lliswerry Medical Centre? How do I register with an alternative provider if I choose to?

You can choose to register with an alternative neighbouring practice if you wish to do so, and providing you reside within the boundary of that practice.
Rugby Surgery, Beechwood Surgery, Bellevue Group Practice, Park Surgery and Ringland Medical Practice provide GP services to patients residing in the Lliswerry and surrounding areas, however exact boundaries will need to be confirmed when requesting registration at the practice.

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.

Rugby Surgery	01633 258545
Beechwood Surgery	01633 277771
Bellevue Group Practice	01633 256337
Park Surgery	01633 277442
Ringland Medical Practice	01633 742960

Alternatively, a member of the Primary Care Contracting Team can support you with this, if preferred, by telephoning 01495 241258.

Q6 Can I do anything to help?

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 community pharmacy instead of the practice?
- Did you know about the Community Pharmacy Common Ailment Scheme?

The community pharmacy common ailment scheme is a service 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.

More information can be found in your local pharmacy or via https://abuhb.nhs.wales/hospitals/pharmacies-chemists/common-ailments-service/