OUTCOME OF PROCUREMENT PROCESS:
MEDDYGFA GELLIGAER SURGERY

FREQUENTLY ASKED QUESTIONS

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

All existing patients will remain registered with Meddygfa Gelligaer Surgery. From 1 January 2027, you will continue to access all your health care needs from the premises at Heol Penallta, Hengoed.

The patient telephone number will also remain unchanged, and you will continue to be able to contact your GP practice on 01443 802186, or online via www.gelligaersurgery.wales.nhs.uk

Q2 Will I still be able to see my usual GP or other Health Care Professional at Meddygfa Gelligaer Surgery?

All employed practice staff, both clinicians and admin/reception staff will remain at Meddygfa Gelligaer Surgery 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 Meddygfa Gelligaer Surgery? 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.
Bryntirion Surgery, Meddygfa Oakfield Street Surgery, Nelson Surgery, Pengam Health Centre, South Street Surgery and Pontllanfraith Health Centre provide GP services to patients residing in the Gelligaer and surrounding areas, however exact boundaries will need to be confirmed when requesting registration at the practice.

Bryntirion Surgery	01443 830796
Meddygfa Oakfield Street	01443 812979
Nelson Surgery	01443 450340
Pengam Health Centre	01443 834672
South Street Surgery	01443 821255
Pontllanfraith Health Centre	01495 227131

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 Contracting Team can support you with this, if preferred, by telephoning 01495 241258/241246.

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 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.**

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