OUTCOME OF PROCUREMENT PROCESS:
PONTYPOOL MEDICAL CENTRE

FREQUENTLY ASKED QUESTIONS

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

All existing patients will remain registered with Pontypool Medical Centre, under the new name of Ty Afon Group Practice. From 1 April 2027, you will continue to access all your health care needs from the following;

- Pontypool main surgery, Off Town Bridge, Pontypool;
- New Inn Medical Centre, The Walk, New Inn;
- Goytre Surgery, 35 Highfield, Penperlleni.

The patient telephone number(s) will also remain unchanged, and you will continue to be able to contact your GP practice on 01495 763141 (main), 01495 763141 (New Inn), 01873 880220 (Goytre).

Q2 Is the practice changing its name?

Yes, from the 1 April 2027, the practice will be known as Ty Afon Group practice. This will not affect your registration with the practice.

Q3 Will I still be able to see my usual GP or other Health Care Professional at Ty Afon Group Practice?

All employed practice staff, both clinicians and admin/reception staff will remain at Ty Afon Group Practice under the new management.

Q4 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.

Q5 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.

Q6 What if I do not wish to remain registered at Ty Afon Group Practice? 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.
Abersychan Group Practice, Panteg Health Centre and Trosnant Lodge Medical Practice provide GP services to patients residing in the Pontypool and surrounding areas, however exact boundaries will need to be confirmed when requesting registration at the practice.

Abersychan Group Practice	01495 772239
Panteg Health Centre	01495 763608
Trosnant Lodge Medical Practice	01495 762709

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 241254 or 01495 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/