

FAQ for Patients transferring to Meddygfa Penrhyn / Peninsula Practice

This FAQ (Frequently Asked Questions) has been devised to support patients who are being transferred to **Solva Surgery, which will be known as Meddygfa Penrhyn / Peninsula Practice from 1st November 2024.**

How do I make an appointment?

You can make an appointment by telephone or in person. The practice is open 8am – 6.30pm, Mondays to Fridays (excluding bank holidays).

The telephone number for Meddygfa Penrhyn is (01437) 721306. If your call is not urgent, please call after 10am.

Appointments with a GP are available daily and can be booked in advance, with urgent appointments available on the day. The Reception staff may ask you for some basic details of your problem to log for the GP, they have been trained to do this at the request of the GPs.

How do I order a prescription?

To order your repeat prescription, please drop off your backing slip (the right-hand side of the prescription where your medication is listed) at Meddygfa Penrhyn or Well Community Pharmacy on Cross Square. Please order 10 days before your repeat medication runs out to allow time for the prescription to be reviewed and processed in the surgery, and then processed at the Pharmacy you use.

Alternatively, you can order your repeat medication through the NHS App, please see below.

Please note that Well Community Pharmacy are no longer providing their repeats ordering service.

If you are unable to use either of these methods, perhaps because you are housebound, please contact the Surgery.

How can I contact the practice electronically?

Meddygfa Penrhyn operates the same online means of contacting the practice for non-urgent matters as St David's Surgery did, known as E-consult. You can contact the Surgery for online advice through the practice at <https://solvasurgery.gpsurgery.net/>. A new website is under development for Meddygfa Penrhyn.

What is the NHS App?

Meddygfa Penrhyn offers the NHS App which enables patients to use practice online services such as ordering repeat prescriptions. In time, this will be extended to include the online booking of appointments.

Patients transferring to Meddygfa Penrhyn will be able to use the NHS App from mid-November and leaflets will be available at the Surgery and Well Community Pharmacy on Cross Square with details of how to register. The NHS App is also available via a web browser, so you don't need to have a smart phone to use it.

What's happening to the staff at St David's Surgery?

Under employment law the employed staff at St David's Surgery are eligible to transfer to Meddygfa Penrhyn on 1st November and the team there are looking forward to welcoming their new colleagues. There have been a series of meetings with the staff transferring to try to make this transfer as smooth as possible in the circumstances. The Health Board is grateful for the support from the community for the frontline staff in St David's Surgery and hopes this support will be ongoing for the wider team in Meddygfa Penrhyn.

Who are the GPs at Meddygfa Penrhyn?

There are two salaried GPs currently, Dr Pathy who is the Clinical Lead GP, and Dr Unversucht. They will be joined by Dr Hopwood from St David's Surgery. These doctors are supported by locum GPs, many of whom work regular sessions in Solva.

How do I request a home visit?

Home visits are undertaken by the GPs based on a clinical assessment of need. If you think you need a home visit, please contact the Surgery before 10am on the day.

What about transport to Meddygfa Penrhyn (Solva Surgery)?

A leaflet from PACTO was enclosed with the recent letters to patients, this contained information on buses, the Fflecsi bus and Country Cars. Wherever possible every effort will be made to arrange appointments around bus times as appropriate. Please make the Receptionist aware if you are travelling on the bus when you make the appointment.

What about the branch surgery in St David's?

The Health Board is working with Shalom House on establishing a small branch surgery in a self-contained part of their premises on Nun Street. Nurse-led clinics will operate every morning, offering blood tests, BP checks, height and weight measurements, B12 injections, wound care and chronic disease management clinics for Asthma, Diabetes, Hypertension and COPD. In time it is hoped that multi-disciplinary Cluster and Community services will also be available from the Shalom branch.

If you would prefer your nurse appointment to be at Shalom than in Solva, please tell us when you make the appointment. Priority will be given to those patients who have difficulty travelling to Solva, such as those who rely on public transport. Please note that there is no parking at Shalom.

How is the Health Board going to ensure there's enough space in Meddygfa Penrhyn for all the extra patients?

Internal alterations to the Surgery building in Solva are taking place through October and November to convert some underused rooms and make optimal use of the available space to accommodate all the patients and staff. This will include creating new rooms for clinical consultations and altering the Reception space. The Health Board apologises in advance for any inconvenience to patients while this essential building work is in progress.

What about parking?

Meddygfa Penrhyn has 16 parking spaces for patients. In addition, disabled parking spaces are situated on the flat near the door and there is good access for wheelchairs.

How is the Health Board going to ensure the service meets the needs of all the patients?

The Health Board will be closely and continually monitoring the services at Meddygfa Penrhyn to ensure that patients have good access to high quality services. The Health Board will continue to work with the Peninsula Stakeholders Group and Working Group, which includes representatives from St David's City Council, and the community councils of Solva and Llanrhian.