

CANOLFAN IECHYD LLANGOLLEN HEALTH CENTRE

Dr A Evans

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To all patients registered with the practice at this address

Glyn Ceiriog and Plas Madoc Branch Surgeries

The last 18 months have brought about many changes for GP practices and we have been forced to rethink how we work and re-evaluate the environment in which we work. This has meant that, for much of the past year, we have had to consolidate our practice team onto one site. This has enabled us to continue working in the safest and most efficient way at our premises in Llangollen. We have had many occasions on which members of our clinical staff have had to self-isolate, but, through this consolidation, we have been able to deliver a consistent service to our patient population.

Glyn Ceiriog Health Centre

In pre-Covid times, our branch surgery in Glyn Ceiriog was open for five mornings a week, Monday to Friday and alternate Wednesday afternoons. Since September 2020 we have endeavoured to have a GP on the premises in Glyn Ceiriog for three mornings per week. From week commencing 14th June, we will be increasing our GP presence in Glyn Ceiriog to four mornings per week. We have put arrangements in place with Glyn Ceiriog pharmacy to allow patients to request repeat medication without having to travel to Llangollen.

In addition to this, we are hoping that the carpet in Glyn Ceiriog surgery will be replaced with washable flooring very soon. Once this has happened we will be reinstating the fifth GP session, nurse sessions and a reception service in the building, although access into the building will still need to be carefully controlled. We will keep patients updated with progress via the local community councillors.

Plas Madoc Surgery

In pre-Covid times, Plas Madoc branch surgery was open for three mornings per week and has been closed since the start of the pandemic. Arrangements have been in place with Plas Madoc pharmacy for the transfer of repeat medication requests and prescriptions. We have looked at different ways in which our Plas Madoc building could be used to benefit our patient population and it is currently serving as an administrative office for the South Wrexham Vaccination Team.

However, we have had to take into account the physical restrictions of the building: lack of space, lack of adequate ventilation and restricted access and egress for both patients and staff. Regretfully, we have come to the conclusion that Plas Madoc surgery does not provide safe accommodation for a GP practice in this new world in which we now find ourselves and we have, therefore, applied to the health board to close our branch surgery in Plas Madoc.

We understand that this may cause concern for some of you and we have put together some frequently asked questions, which you can find at the end of this letter. We hope these will help to alleviate those concerns. These FAQs will also be posted on our website and we will add to them as questions arise.

Equally we would very much like to understand your views on this proposed closure and we are inviting feedback from patients. This feedback will be included in our formal application to Betsi Cadwaladr University Health Board. Please be assured that your feedback will be treated confidentially and will not be shared outside of the practice and the Health Board.

You can send us feedback by any of the following methods:

- **Feedback form available on our website under the “Our Practice” tab:**
www.llangollenhealth.com
- **Post – please post your feedback to the address at the top of this letter for the attention of Tessa Orton-Jones, Practice Manager**
- **Email your views to** Tessa.Orton-Jones@wales.nhs.uk
- **Alternatively, if you prefer to speak to an independent organisation, you can contact the North Wales Community Health Council in confidence as follows:**
Email: yourvoice@wales.nhs.uk
Address: Mrs Carol Williams, North Wales Community Health Council, 11 Llys Castan, Ffordd Y Parc, Parc Menai, Bangor, LL57 4FH
Telephone: 01248 679284 (ext 3) (A telephone services is in place. Messages are regularly checked by staff – we aim to return your call by the next working day).

We would be grateful to receive any feedback by 31st July 2021 . We will keep patients updated via community councillors and on our website at www.llangollenhealth.com.

Yours faithfully

Tessa Orton-Jones

Practice Manager

On behalf of Dr A D Evans & Partners

I bob claf yn y cyfeiriad hwn

Meddygfeydd Cangen Glyn Ceiriog a Phlas Madoc

Mae'r 18 mis diwethaf wedi arwain at lawer o newidiadau i feddygon teulu ac rydym wedi cael ein gorfodi i ailfeddwl sut rydym yn gweithio ac ail-werthuso'r amgylchedd rydym yn gweithio ynddo. Mae hyn wedi golygu, am lawer o'r flwyddyn ddiwethaf, ein bod wedi gorfod cyfuno ein tîm ymarfer ar un safle. Mae hyn wedi ein galluogi i barhau i weithio yn y ffordd fwyaf diogel ac effeithlon yn ein hadeilad yn Llangollen. Rydym wedi cael sawl achlysur pan fu'n rhaid i aelodau o'n staff clinigol hunan-ynysu, ond, trwy'r gydol yr amser hwn rydym wedi gallu darparu gwasanaeth cyson i'n cleifion.

Canolfan Iechyd Glyn Ceiriog

Cyn dyddiau Covid roedd ein meddygfa cangen yng Nglyn Ceiriog ar agor pum bore'r wythnos, dydd Llun i ddydd Gwener a bob yn ail bawn Mercher. Ers Medi 2020 rydym wedi ymdrechu i gael Meddyg ar y safle yng Nglyn Ceiriog am dri bore'r wythnos. O'r wythnos yn dechrau 14 Mehefin, byddwn yn cynyddu presenoldeb ein Meddygon Teulu yng Nglyn Ceiriog i bedwar bore'r wythnos. Rydym wedi trefnu gyda fferyllfa Glyn Ceiriog i ganiatáu i gleifion ofyn am feddyginiaeth ailadrodd heb orfod teithio i Langollen.

Yn ogystal â hyn, rydym yn gobeithio y bydd y carped ym Meddygfa Glyn Ceiriog yn cael ei ddisodli gyda lloriau golchadwy yn fuan. Unwaith y bydd hyn wedi digwydd yna byddwn yn adfer y pumed sesiwn Meddyg Teulu, sesiynau nyrsio a gwasanaeth derbynfa yn yr adeilad, er bydd angen rheoli mynediad i'r adeilad yn ofalus o hyd. Byddwn yn diweddarau cleifion am y cynnydd trwy'r cynghorwyr cymunedol lleol.

Meddygfa Plas Madoc

Yn y cyfnod cyn-Covid, roedd meddygfa cangen Plas Madoc ar agor am dri bore'r wythnos ac mae wedi bod ar gau ers dechrau'r pandemig. Mae trefniadau wedi bod ar waith gyda fferyllfa Plas Madoc ar gyfer trosglwyddo ceisiadau a phresgripsiynau am feddyginiaeth ail-adrodd. Rydym wedi edrych ar wahanol ffyrdd y gellid defnyddio ein hadeilad Plas Madoc er budd ein cleifion ac ar hyn o bryd mae'n gwasanaethu fel swyddfa weinyddol ar gyfer Tîm Brechu De Wrecsam

Fodd bynnag, rydym wedi gorfod ystyried cyfyngiadau'r adeilad; diffyg lle, diffyg awyru digonol a mynediad ac allanfa cyfyngedig ar gyfer cleifion a staff. Yn anffodus, rydym wedi dod i'r casgliad nad ydy Meddygfa Plas Madoc yn darparu lleoliad diogel ar gyfer meddygfa yn y byd sydd ohoni, ac felly, rydym wedi gwneud cais i'r bwrdd iechyd i gau ein meddygfa cangen ym Mhlas Madoc.

Rydym yn deall y gallai hyn beri pryder i rai ohonoch ac rydym wedi llunio rhai cwestiynau cyffredin, y gallwch ddod o hyd iddynt hwy ar ddiwedd y llythyr hwn. Gobeithiwn y bydd y rhain yn helpu i leddfu rhai o'r pryderon. Bydd y Cwestiynau Cyffredin hyn hefyd ar gael ar ein gwefan, a byddwn yn ychwanegu atynt wrth i gwestiynau godi.

Yn yr un modd, hoffem ddeall eich barn ar y cau arfaethedig hwn ac rydym yn gwahodd adborth gan gleifion. Bydd yr adborth hwn yn cael ei gynnwys yn ein cais ffurfiol i Fwrdd Iechyd Prifysgol Betsi Cadwaladr. Gallaf eich sicrhau y bydd eich adborth yn cael ei drin yn gyfrinachol a ni fydd yn cael ei rannu y tu allan i'r practis a'r Bwrdd Iechyd.

Gallwch yrru eich adborth atom trwyn unrhyw un o'r dulliau canlynol:

- **Ffurflen adborth ar gael ar ein gwefan o dan ddolen "Our Practice"**
www.llangollenhealth.com
- **Post - anfonwch eich adborth trwy'r post i'r cyfeiriad ar dop y llythyr yma i sylw Tessa Orton-Jones, Rheolwraig Practis**
- **E-bostio eich sylwadau i Tessa.Orton-Jones@wales.nhs.uk**
- **Fel arall, os yw'n well gennych siarad â sefydliad annibynnol, gallwch gysylltu â Chyngor Iechyd Cymuned Gogledd Cymru yn gyfrinachol fel a ganlyn:**
 - E-bost:** yourvoice@wales.nhs.uk
 - Cyfeiriad:** Mrs Carol Williams, Cyngor Iechyd Cymuned Gogledd Cymru, 11 Llys Castan, Ffordd Y Parc, Parc Menai, Bangor, LL57 4FH
 - Ffôn:** 01248 679284 (peiriant ateb. Mae negeseuon yn cael eu hadfer yn aml gan staff – ymdrechwn i ddychwelyd galwadau erbyn y diwrnod gwaith nesaf)

Byddem yn ddiolchgar o dderbyn unrhyw adborth erbyn 31 Gorffennaf 2021. Byddwn yn diweddarau cleifion trwy gynghorwyr cymunedol a trwy ein gwefan www.llangollenhealth.com

Yn gywir

Tessa Orton-Jones

Rheolwraig Practis

Ar ran Dr A D Evans & Partneriaid

Will I be asked to leave and re-register at another GP?

No. We have no plans to change the practice boundaries or list size and you will remain a patient of Dr A D Evans & Partners.

Which surgery will I use after the changes?

All our registered patients can use either of our two surgeries but we anticipate that the vast majority of our Plas Madoc based patients will use Llangollen Health Centre.

Will I be able to see my usual GP?

Yes. All our GPs and nursing staff work at Llangollen.

Will I still be able to have a home visit?

Yes. Housebound or very frail patients living in the Plas Madoc area who require a home visit will still be able to request one.

What about District Nurse and Health Visitor services?

These will be unaffected and will continue to operate out of Plas Madoc clinic.

How can I get to Llangollen?

Llangollen Health Centre is conveniently situated on the A539 as you enter Llangollen from the direction of Plas Madoc and there is plenty of parking available.

The number 5 Arriva bus runs every half hour from the Plas Madoc Estate to Bishops Walk Llangollen. The journey takes 11 minutes.

How will I get my repeat medication?

During the pandemic we have worked closely with Plas Madoc Pharmacy to ensure that patients can request and collect their repeat medication without having to travel to Llangollen, and we will continue to do so.

Will I have to come to Llangollen to pick up a sick note?

No – we are able to email or post these out to you.

A ofynnir i mi adael ac ailgofrestru mewn meddyg teulu arall?

Na. Nid oes gennym gynlluniau i newid ffiniau'r practis na maint y rhestr a byddwch yn parhau i fod yn glaf i Dr A D Evans & Partneriaid.

Pa feddygfa byddaf yn ei ddefnyddio ar ôl y newidiadau?

Gall ein holl gleifion cofrestredig ddefnyddio unrhyw un o'n dwy feddygfa ond rydym yn rhagweld y bydd rhan fwyaf o'n cleifion o Blas Madoc yn defnyddio Canolfan Iechyd Llangollen.

A fyddaf yn gallu gweld fy Meddyg Teulu arferol?

Byddwch. Mae ein holl Feddygon Teulu a staff nyrsio yn gweithio yn Llangollen.

A fyddaf yn gallu cael ymweliad i fy nghartref?

Byddwch. Bydd cleifion sy'n gaeth i'w cartrefi neu yn eiddil iawn sy'n byw yn ardal Plas Madoc sydd angen ymweliad cartref yn parhau i allu gofyn am un.

Beth am wasanaethau Nyrsio Cymunedol ac Ymwelydd Iechyd?

Ni fydd unrhyw effaith ar y gwasanaethau yma a byddant yn parhau i weithio o glinig Plas Madoc.

Sut allaf gyrraedd Llangollen?

Mae Canolfan Iechyd Llangollen mewn lleoliad cyfleus ar yr A539 with i chi fynd mewn i Langollen o gyfeiriad Plas Madoc ac mae digon o le i barcio. Mae'r bws Arriva rhif 5 yn rhedeg bob hanner awr o Ystâd Plas Madoc i Bishops Walk Llangollen. Mae'r daith yn cymryd 11 munud.

Sut gallaf gael fy meddyginiaeth ail-adrodd?

Yn ystod y pandemig rydym wedi gweithio'n agos gyda Fferyllfa Plas Madoc i sicrhau y gall cleifion ofyn am eu meddyginiaeth ail-adrodd a'u casglu heb orfod teithio i Langollen, a byddwn yn parhau i wneud hynny.

A fydd yn rhaid i mi ddod i Langollen i godi nodyn Salwch?

Na - gallwn e-bostio neu bostio'r rhain atoch.