

Proposed Closure of Plas Madoc Branch Surgery - FAQs

What is the current situation with Plas Madoc Surgery?

Plas Madoc Surgery has been temporarily closed since March 2020 due to the Covid-19 pandemic. We are now applying to the health board to close the surgery permanently.

Why do you want to close it?

Unfortunately our building at Plas Madoc does not provide safe accommodation for a healthcare setting. There are issues with lack of adequate ventilation, lack of space and restricted access and egress for both patients and staff. We believe we can offer patients a safer, more efficient and sustainable service by transferring our clinical capacity from Plas Madoc to Llangollen.

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

No, no one will be asked to register elsewhere. We have no plans to change the practice boundaries or list size.

What about all the people who live on the Plas Madoc Estate? How will they access GP services?

The Plas Madoc Estate is currently served by 4 GP practices. 19% of residents on the Plas Madoc Estate are registered with our practice and the huge majority of these patients already access services at Llangollen Health Centre. We have identified only 19 patients out of our patient population of 9335 who have used solely Plas Madoc Surgery during the last three years of its active operation. The way patients access GP services has changed since the surgery was last open and the majority of these appointments would now be carried out by telephone or video consultation.

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 this make it harder to get an appointment in Llangollen?

No. All Plas Madoc clinical sessions will be transferred to Llangollen. This will create more appointments as a clinical session in Llangollen is longer than a Plas Madoc one. Our analysis has shown that 38% of those who booked appointments in Plas Madoc Surgery live in Llangollen or other areas of our practice. We also know that during the last three years of its active operation, 15.9% of the appointments at Plas Madoc were either not used or the patient did not attend. Therefore transferring our GP and nurse time to Llangollen will increase capacity there.

Will I be able to see my usual GP?

Yes. You will also have a greater choice of GP and nurses as all clinical 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.

What if I can't afford the bus fare?

We fully understand that a small number of patients will be worried about the cost of transport to Llangollen. It is our intention to work with the We Are Plas Madoc community group to establish a practice-funded scheme to support those in need with travel costs.

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.