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AllWales.Alerts@wales.nhs.uk

Dyddiad / Date: 27th July 2022

Welsh Government
(GP Access Poster)

This alert has been cascaded to the following:

All Wales GP Practice Managers
All Wales GP OOHs
All Wales Sessional GPs
All Wales HB Primary Care Managers
All Wales Medial Committees

What to expect from your local surgery



When you contact your surgery, you will be treated fairly regardless of the contact method you choose.



If you choose to contact your surgery by telephone, calls will be answered by a trained member of staff who will assess your clinical needs.

To make sure you get the best support, you may be signposted to another service - the reasons for this will be clearly explained to you.



Where access to a service (e.g., a consultation) is clinically appropriate, you will be assessed and offered an appropriate consultation, at an appropriate time without the need to ring back.

This may mean that an appointment is booked for a date in the future but will be consistent with your assessed clinical need.



You will be able to contact your surgery via an online service and receive a similar service to those who choose a telephone route.



Your surgery will be open and honest about the services offered, how to access them and how to access additional or alternative services when required.

Beth i'w ddisgwyl gan eich meddygfa leol



Pan fyddwch chi'n cysylltu â'ch meddygfa, byddwch chi'n cael eich trin yn deg ni waeth pa ddull cysylltu a ddewiswch.



Os byddwch yn dewis cysylltu â'ch meddygfa dros y ffôn, bydd galwadau'n cael eu hateb gan aelod hyfforddedig o staff a fydd yn asesu eich anghenion clinigol.

I wneud yn siŵr eich bod yn cael y cymorth gorau, efallai y cewch eich cyfeirio at wasanaeth arall – bydd y rhesymau am hyn yn cael eu hesbonio'n glir ichi.



Pan fo mynediad at wasanaeth (e.e. ymgynghoriad) yn glinigol briodol, byddwch yn cael eich asesu ac yn cael cynnig ymgynghoriad priodol, ar amser priodol heb fod angen ffonio'n ôl. Gall hyn olygu bod apwyntiad yn cael ei drefnu ar gyfer dyddiad yn y dyfodol ond bydd yn gyson â'ch angen clinigol a aseswyd.



Byddwch yn gallu cysylltu â'ch meddygfa drwy wasanaeth ar-lein a derbyn gwasanaeth tebyg i'r rhai sy'n dewis ffonio.



Bydd eich meddygfa yn agored ac yn onest am y gwasanaethau a gynigir, sut i gael gafael arnynt a sut i gael mynediad at wasanaethau ychwanegol neu eraill pan fo angen.