

GP - Frequently Asked Questions

Do you need a GP?

Our service can provide information on General Practice services in Wales, including how to register with a GP (Doctor), what to expect from your GP, and information on GP charges. Simply call us on 0845 46 47 and speak to a Health Information Adviser.



How do I find a GP?

To find a GP you should contact your Business Service Centre/Local Health Board who will be able to provide you with a list of GP's in your area. Recommendation from friends and neighbours may be helpful. Local practices will produce an information leaflet and may have a website.

How do I register with a GP?

Once you have decided on the practice you wish to register with you should telephone/visit the surgery to see if the GP agrees to accept you. You will be given an appointment to visit the surgery and be given a medical check-up.

How do I change my GP and do I have to give a reason?

You do not have to give an explanation if you want to change your GP. To change your GP you can telephone/visit the surgery you wish to register with and if they are happy to take you on you will need to give them your medical card. Once you have registered your medical records will be forwarded to your new GP Practice.

What if I have lost my Medical Card?

If you have lost your medical card your new surgery should have a form for you to fill in. Alternatively you can telephone your local Business Service Centre who will replace it.

What can I expect from my GP practice?

Your GP should provide you with a practice leaflet setting out the services you can expect as a patient such as surgery times, home visits, clinics etc.

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How can I access a GP when my surgery is closed?

Can I get a second medical opinion?

Am I entitled to see my Medical Records?

How do I access a GP while on holiday in the UK?

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What should I do if I want to complain about my GP?

If you have a complaint about your GP you should first speak to the GP concerned or the Practice Manager. If you are not satisfied then you can take your complaint to the Local Health Board. Your local Community Health Council can also offer advice when making a complaint.

How can I access a GP when my surgery is closed?

After normal surgery hours if you require a GP you should telephone the practice, an answer phone message will direct you to the out of hours service provided.

Can I get a second medical opinion?

You do not have the automatic right for a second opinion but if you are not happy with your GP's decision you can request to see another GP or a hospital based specialist for further advice. If your GP is in agreement an appointment will be arranged.

Am I entitled to see my Medical Records?

If you wish to see your records you should telephone the Practice Manager to discuss this. The Practice Manager can arrange for you to view your records at a convenient time. If you are refused you can make a formal request for access.

How do I access a GP while on holiday in the UK?

If you require a GP while away from home you can visit another practice. Any GP can treat you as a temporary patient if you are away for longer than 24 hours. It is often best to telephone the surgery first.

An alternative approach is to telephone NHS Direct Wales where a Nurse Adviser may be able to help with your problem. If you are going to be away from home for 3 months or more you should register with a GP at your new address as soon as possible.

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