

PENRHYN BAY & DEGANWY SURGERY NEWSLETTER

This Issue

We continue our aim to keep you informed of the services at Penrhyn Bay & Deganwy Medical Centre and to give you important insights into General Practice.

AskmyGP

New Service to improve patient access and Clinicians.

Make the Most of your GP

Part 1 of our series of articles on making the most of GP Services

Ovarian Cancer Awareness

March is Ovarian Cancer Awareness month. See what we are doing to raise awareness.

Cluster Work

A Cluster is a grouping of GPs working with other health care professionals to plan and provide services locally. Clusters are determined by individual NHS Wales Local Health Boards (LHBs).

Your Feedback

Your feedback is very important to us – feel free to e-mail us or write to us with your comments or questions. The contact details are on the back page of this newsletter.



Get help online with askmyGP

GOOD NEWS!!

WE'VE LISTENED AND IT'S NOW MUCH FASTER AND EASIER TO GET HELP FROM YOUR GP

<https://my.askmygp.uk/?c=W94018#/intro>

On Wednesday 13th March 2019 we are launching a new service, called askmyGP, to make contacting us faster and easier. You will be able to submit your requests online, using a smartphone or any computer, saving you and us time. If you have no smartphone or access to the internet, you will still be able to telephone us or walk in, but all requests will be dealt with in the same way. Our receptionists will ask for symptoms or other details of your request for us to complete the request on your behalf and deal with it in the most appropriate way. Leaflets are readily available in reception and there will be a link on our website for patients to access this service on 13th March 2019.

- There's no need to rush at any time
- You can use askmyGP for yourself, your child or someone you care for
- You can choose a named GP if you wish, and say how you would like us to contact you
- We will aim to respond within an hour and a half, and you will be offered a same day face to face appointment if you need to be seen or examined.
- There's no priority for people who phone or walk-in versus online. Everyone is the same.
- There's no need to pre-register or bring documents
- This is a separate login from your My Health Online (MHOL) & website, and you cannot order repeat medication via askmyGP.

Make the most of Your GP Part 1

Try not to worry!

If you get a letter, message or call from us telling you to book an appointment with the doctor following a result, please try not to worry. Your doctor will have already looked at the result and deemed that your condition can be reviewed at their next available appointment, which may entail a wait to be seen.

Please be assured that we will always contact you urgently (often by telephone) should you need to be aware of any results which could be caused by a serious health problem.

Tests arranged by hospital

We are often asked about results, or actions on results of tests that have been arranged by the hospital. Patients should be aware that we do not automatically receive copies of results from the hospital, and that such results will always go to the doctor who organised the test in the first place.

This is in line with current guidance which states that the doctor requesting the test has the responsibility of ensuring the result of such a test is acted upon. Therefore should you need hospital test results or have a query on what action is required then please contact the hospital directly. They are obliged to answer your queries.

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TARGET OVARIAN CANCER



MARCH IS OVARIAN CANCER AWARENESS MONTH, OUR ADVANCED NURSE PRACTITIONER, HOLLIE IS RUNNING THE CHESTER 10K ON SUNDAY MARCH 10TH TO RAISE AWARENESS AND FUNDRAISE FOR THE CAUSE. GOOD LUCK HOLLIE!

Ovarian cancer, or cancer of the ovaries, is one of the most common types of cancer in women.

The ovaries are a pair of small organs located low in the tummy that are connected to the womb and store a woman's supply of eggs. Ovarian cancer mainly affects women who have been through the menopause (usually over the age of 50), but it can sometimes affect younger women.

Symptoms of ovarian cancer

Common symptoms of ovarian cancer include:

- feeling constantly bloated
- a swollen tummy
- feeling full quickly when eating
- needing to wee more often than normal

The symptoms aren't always easy to recognise because they're similar to those of some more common conditions, such as irritable bowel syndrome (IBS).

Staff Update

Dr Shekar & Dr Singh

Hollie Davies Advanced Nurse Practitioner, & Jo Roberts Advanced Nurse Practitioner

Debbie Simpson Practice Nurse & Emma Williams Treatment Room Nurse

Sarah Moorley Interim Practice Manager & Andrea Williams Clinical Governance Manager

Gill Weaver Senior Receptionist, Maria Evans Receptionist, Kathryn Lapington Receptionist, Sanchia Garantini Receptionist & Charlotte Noble Receptionist.

We are currently advertising for a Part Time Practice Nurse.

REPEAT PRESCRIPTIONS

Our Prescribing policy has a 48hr minimum turnaround time. If you have ran out of your medication your usual pharmacy are able to issue you with an emergency supply.

We no longer take prescription requests via the telephone. There are many ways to order your repeat prescription;

- My Health on Line
- Practice Website
- Pharmacy
- Handwritten slip
- Post

We all have a responsibility to look after ourselves

Choose Pharmacy

Your local pharmacy can deal with common ailments such as Acne, Sore throat, Scabies, Thrush, Constipation, Hayfever and more. This is a free service under the NHS and you will be treated the same day. Please take a look at

<http://www.choosewellwales.org.uk/home>

For more information.

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Cluster Work

The Health Board Directors of Primary and Community Care have refreshed the working description of clusters in September 2018:

“A cluster brings together all local services involved in health and care across a geographical area, typically serving a population between 25,000 and 100,000. Working as a cluster ensures care is better co-ordinated to promote the wellbeing of individuals and communities.”

The Practice Manager and a GP are required to attend Five Cluster meetings throughout the year and engage with other Practices and the Local Health Board to discuss and implement ideas to help improve Primary Care Services.

Feedback

We would love to hear your comments about our newsletter and also any articles you could contribute, so feel free to write at any time.

Sarah Moorley

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Alternatively you can e-mail us at enquiries.w94018@wales.nhs.uk

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ZERO TOLERANCE POLICY

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the NHS zero tolerance guidelines on abuse of patients and staff, this Practice will not tolerate any incidents of violence, aggression and/or rudeness by ANY patients to the Practice Staff and/or patients either physically or verbally.

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

If patients continue to be abusive within the Practice premises, they will be informed that the Police will be notified and they will be escorted from the premises.

Easter Closure

WE WILL BE CLOSED FRIDAY 19TH APRIL UNTIL TUESDAY 23RD APRIL 2019 DUE TO THE EASTER BANK HOLIDAY.

IN CASE OF AN EMERGENCY DURING THIS TIME PLEASE CALL THE OUT OF HOURS SERVICE ON 0300 123 55 66.

WE HAVE SECURED FUNDING FROM ROWLANDS PHARMACY TO HELP TOWARDS THE RE-DECORATION OF PENRHYN BAY WAITING ROOM WHICH IS DUE TO START IN THE NEXT COUPLE OF MONTHS. WE WILL KEEP YOU UPDATED VIA THE PRACTICE WEBSITE WWW.PENRHYNBAYANDDEGANWYSURGERIES.CO.UK