

# 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

How to access the practice.

#### Covid Vaccination Rollout

We are receiving a very small amount of supply with one weeks' notice. Please see Page 2 for more information.

#### You're Feedback

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

Dear Patients,

It is with regret that we write to inform you that Dr Singh has resigned from the Practice and will be leaving at the end of March. We would like to thank him for all of his care and dedication to all of our patients over the past 8 years and wish him all the very best in his future undertakings. Dr Shekar will be continuing to provide General Medical Services.

In the meantime we have secured the services of the below GPs.

We are advertising for a GP to join us here at the surgery and have received a large amount of interest. Please be assured that we will continue to provide you with the same level of care.

I would like to take this opportunity to introduce you to the team and also remind you that you can access the surgery for non-urgent queries via askmyGP at your leisure. We aim to respond to queries within two hours, during our opening hours.

#### General Practitioners

- Dr Shekar Nagaraj
- Dr Singh (Leaving Date March 31<sup>st</sup> 2021)
- Dr Dromey (Male)
- Dr Sian Jones (Female)
- Dr Shetty (Female)

#### Advanced Nurse Practitioners

You can see one of our ANPs for minor illness/ailments;

- Hollie Davies
- Frances Johnston

#### Practice Nurse Team

For dressings, immunisations, vaccinations, chronic disease management you can see our Practice Nurse team;

- Debbie Simpson
- Jenny Butler-Barnes

#### Reception & Admin Team

- Emma Holmes
- Catherine Jones
- Helen Threader
- Siwan Gethin
- Rosie Williams
- Heather Bould

#### Practice Management Team

- Sarah Moorley – Practice Manager
- Jill Hartle – Deputy Practice Manager

# PENRHYN BAY & DEGANWY SURGERY NEWSLETTER

Page 2

## Covid Vaccination Programme

Over the last seven weeks we have worked very closely with Venue Cymru and our District Nursing team to ensure that as many patients in the first few cohorts are vaccinated. Venue Cymru is now concentrating on 2nd doses for healthcare workers so we will be vaccinating the majority of eligible patients for the next few weeks. It is dependent on supply though. We receive one weeks' notice as to how many vaccines we will receive the following week but as soon as we get confirmation we book patients in. As the supply we receive is quite low each week it will take about 1-2 weeks to finish our 65-69 year olds (Cohort 5). Please do not think we have forgotten you if you have not been contacted yet. We will be contacting patients in Cohort 6 (Moderate at risk 16-64yrs) over the next week or so.

If Venue Cymru have availability then they will let us know and we will send a text to you so please can you make sure that we have your up to date mobile number. Thank you.

Please contact us using askmyGP regarding your vaccine if you have not received your appointment as the phone lines are extremely busy with such calls and it will relieve the pressure on the system for patients who are unwell or unable to use askmyGP to contact us easier.

FOR MORE INFORMATION PLEASE VISIT THE BCUHB WEBSITE <https://bcuhb.nhs.wales/covid-19/covid-19-vaccination-information/>



# PENRHYN BAY & DEGANWY SURGERY NEWSLETTER

PAGE 3

## ASKMYGP

IN ORDER TO ALLEVIATE YOUR TIME WAITING TO GET THROUGH TO US VIA THE TELEPHONE IF YOU HAVE ACCESS TO THE INTERNET PLEASE VISIT THE PRACTICE WEBSITE AND REGISTER FOR ASKMYGP WHICH WILL ENABLE YOU TO DIRECTLY SUBMIT YOUR QUERY OR APPOINTMENT REQUEST DIRECTLY TO THE CLINICAL TEAM.



IT IS FASTER AND EASIER FOR YOU AND US.

WE WILL TRY TO CONTACT YOU AT LEAST 3 TIMES. IF WE ARE UNABLE TO CONTACT YOU, YOU WILL NEED TO RE-CONTACT THE SURGERY.

## 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

We all have a responsibility to look after ourselves

### Choose Pharmacy

Local Pharmacies have a choose pharmacy scheme where you can attend under the NHS for minor ailments, such as eye infection, athletes foot, scabies and more.

### EYE PROBLEMS

Any local Optician can see you with any eye problems under the WECS (Welsh Eye Care Service) such as dry eye, infection, eyelid, eyelash issues.

# PENRHYN BAY & DEGANWY SURGERY

## NEWSLETTER

### 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

Practice Manager

Penrhyn Bay Medical Centre

Plas Penrhyn

Penrhyn Bay

Conwy

LL30 3EU

Alternatively you can e-mail us at [enquiries.w94018@wales.nhs.uk](mailto:enquiries.w94018@wales.nhs.uk)

PAGE 4

### 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.

Since August last year we have seen an increase of staff being abused at the front door and on the telephones. As a result of this we have lost receptionist staff. Please be reminded they are here to help you at all times.

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.

Thank you all for your co-operation during this difficult time.

Since 23<sup>rd</sup> March 2020 year we have seen a total of 6283 patients face to face in addition to dealing with all online requests and telephone consultations.