

Winter 2020

THANK YOU

From all the staff at the practice, a heartfelt thank you for the generosity shown towards us over the Christmas period. We would like to wish all our patients and their families the very best for 2020.

NEW WEBSITE

**** Our new website is now live ****

<https://www.uwchaledmedicalpractice.wales.nhs.uk/>

We hope that you'll find the website useful. Keep checking the website for updates and important information. We would be glad to receive your feedback and any ideas you may have about how we can develop it further.

The Welsh version of the site relies on Google translate at present and we sincerely apologise for this. We are always committed to the Welsh language and will strive for a solution during the course of the year.

CHANGES

Over the coming months, the practice will be making changes to its systems and ways of working. Some changes are required by Welsh Government and the Local Health Board and others are adaptations that we as an organisation wish to make. The aim is to modernize and develop our services for the future. We will try our best to keep you informed and give you plenty of notice before any changes take effect. The most imminent changes are as follows;

Phone System

From the 1st February, when you call the practice a bilingual recorded message will play before your call is answered by the receptionist. All calls will also be recorded and monitored for safety and quality purposes. This is a requirement by Welsh Government for all practices in Wales.

Messages

From the 1st February, those registered with the on-line system 'My Health On-line' will be able to send non-urgent messages to the practice via the system.

Posting of Prescriptions

If you are a non-dispensing patient and collect your prescription from a designated pharmacy, please be aware that from the 1st February we'll be posting prescriptions on a Friday only. This means you will need to ensure that you provide us with plenty of notice, in addition to the notice required by the pharmacy to prepare your prescription.

Reception

We will be creating a new reception area. The main reason for this is to separate the dispensary and reception to improve the working environment for staff and provide a distinction between the two areas of work. We hope that patients will also see the benefit with an improved reception service.

DRUG SHORTAGES

Due to a national drug shortage, we are having difficulty in obtaining some medicines at present and others are not available at all. The list of drugs affected is growing and the situation is constantly changing.

The situation is completely out of our hands, therefore please be patient.

If you have any questions, concerns or would like further information please speak to Sian Williams, Dispensary Manager.

CAR Y LLAN PATIENT TRANSPORT



Are you struggling with transport?

Car y Llan provides transport to and from your home to the surgery

- ✓ Service available Thursday & Friday weekly
- ✓ Wheelchair accessible vehicle
- ✓ Reserved for patients without their own transport
- ✓ Small fee of 25p per mile, capped at £5

If you would like to use this service

Please speak to a member of staff who will make arrangements for you

01490 420210

A volunteer led community transport scheme
for the benefit of rural patients