



Haygarth Pulse



December 2017

www.hay-garth.co.uk

Number: 9



Reception opening hours

Hay-on-Wye
01497 822100
8:30 am – 6.30 pm
Closed for lunch 1-2pm
Monday and Tuesday

Talgarth

01874 713000
8:00 am – 6:00 pm
Closed for lunch 1-2 pm
Wednesday, Thursday &
Friday.

Dispensary opening hours

Monday – Friday
9.00am to 5.15 pm

Contact Us

Haygarth Doctors
The Medical Centre
Forest Road
Hay-on-Wye
Hereford HR3 5DS
01497 822100

The Medical Centre
Hay Road
Talgarth
Powys LD3 0AW
01874 713000

Practice Manager
Mrs Gwyneth Gore

Haygarth Doctors Christmas and New Year Opening hours

Please ensure you have enough medication to see you through the holiday period. Please allow at least 48 working hours before collecting your prescription or medication.

Please note the following opening hours

Hay-on-Wye

Friday 22 nd December 2017	8.30am-6.30pm
Monday 25 th December 2017	Closed
Tuesday 26 th December 2017	Closed
Wednesday 27 th December 2017	8.30am-6.30pm
Thursday 28 th December 2017	8.30am-6.30pm
Friday 29 th December 2017	8.30am-6.30pm
Monday 1 st January 2018	Closed

Talgarth

Friday 22 nd December 2017	8.00am-6.00pm (closed 1-2pm)
Monday 25 th December 2017	Closed
Tuesday 26 th December 2017	Closed
Wednesday 27 th December 2017	8.00am-6.00pm (closed 1-2pm)
Thursday 28 th December 2017	8.00am-6.00pm (closed 1-2pm)
Friday 29 th December 2017	8.00am-6.00pm (closed 1-2pm)
Monday 1 st January 2018	Closed

Normal opening times resume on Tuesday 2nd January 2018

Xmas and New Year INR clinics – Talgarth

Please note that due to the Xmas holidays the INR clinic in Talgarth will be held on: -

Wednesday 27th December 2017
Tuesday 2nd January 2018

Practice Staff Christmas Lunch

Both Hay and Talgarth Surgeries will be closed between **12.30pm-2.30pm on Tuesday 19th December** in order to give the staff an opportunity to get together for Christmas Lunch. Please accept our apologies in advance for any inconvenience.

The GPs and practice staff would like to wish all of our patients a Merry Christmas and a Happy New Year.

Please note all telephone calls to or from Haygarth Doctors are now recorded.

Staffing changes

Farewell to

Rhian Gibbon
Practice Nurse

Emma Finnegan
Secretary

Welcome to

Ann Harris who joins
our secretarial team
early December

Future editions

... is there something you would like us to cover here?
Please let us know – pop a card in our suggestion box

**Shropdoc out of hours
contact number is**

0333 2226655

Mobile telephone numbers

The practice has for some time been sending text messages to patients who have a mobile telephone number recorded on their medical record to invite eligible patients to make an appointment for a flu vaccination or to invite patients to book an appointment for their chronic disease annual review. Therefore, it is important that you notify the practice if your mobile number changes.

If you do not wish to be contacted in this way, please let us know.

Total Triage

As most of our patients will be aware some months ago we made changes in the way that you make a routine GP appointment. Patients who telephone or present at the reception desk to make a routine GP appointment are asked by reception for their contact details, they are then added to the total triage list for the Practice Nurse to call back later that day or on another day if that is more convenient. The Practice Nurse will then assess your symptoms/concerns and offer an appointment with a GP or another healthcare professional appropriate to your needs, or in some cases be able to address your concerns over the phone thus avoiding unnecessary trips to the surgery.

This change was in response to the increasing waiting time to see a GP. Patients were often having to wait 2 weeks or more for a routine GP appointment and in many instances patients were being asked to phone back repeatedly to try and secure an appointment.

Since introducing the total triage system in March of this year we have seen the wait for a routine GP appointment reduce from over 2 weeks to 1 to 5 days. In addition to this the practice is now able to offer some 15 minute routine GP appointments for those patients who have more complex needs.

We have received a lot of positive feedback from our patients regarding the total triage system as it is freeing up many GP appointments, thus allowing those patients who need to be seen by a GP to do so more promptly.

'I am really pleased with the triage system. I have used twice and got excellent advice and referral first time and prompt appointment on 2nd occasion'

'The triage system is excellent'