



# Haygarth Pulse



December 2018

[www.hay-garth.co.uk](http://www.hay-garth.co.uk)

Number: 13



## Reception Opening Hours

### Hay-on-Wye

8:30 am – 6.30 pm  
Closed for lunch 1-2pm  
Monday and Tuesday

### Talgarth

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

## Missed Appointments

Unfortunately we continue to have some wasted appointment time due to patients failing to cancel their appointments. If you are unable to attend please contact the surgery to cancel your appointment, this will allow this appointment to be offered to another patient.

If you have a mobile telephone number recorded on your contact details, you will receive an appointment reminder via text. If you wish to cancel the appointment you can text back 'cancel appointment' up to 48 hours after receiving the reminder message and up to 2 hours before the appointment.

**Please check with reception that we have the correct contact details for you.**

## Haygarth Doctors Christmas and New Year opening hours 2018/19

### Please note the following opening hours

#### Hay-on-Wye

Monday 24 <sup>th</sup> December 2018	8.30am-3pm
Tuesday 25 <sup>th</sup> December 2018	Closed
Wednesday 26 <sup>th</sup> December 2018	Closed
Thursday 27 <sup>th</sup> December 2018	8.30am-6.30pm
Friday 28 <sup>th</sup> December 2018	8.30am-6.30pm
Monday 31 <sup>st</sup> December 2018	8.30am-1pm
Tuesday 1 <sup>st</sup> January 2019	Closed

#### Talgarth

Monday 24 <sup>th</sup> December 2018	8am-1pm
Tuesday 25 <sup>th</sup> December 2018	Closed
Wednesday 26 <sup>th</sup> December 2018	Closed
Thursday 27 <sup>th</sup> December 2018	8am-6pm (closed 1-2pm)
Friday 28 <sup>th</sup> December 2018	8am-6pm (closed 1-2pm)
Monday 31 <sup>st</sup> December 2019	8am-3pm
Tuesday 1 <sup>st</sup> January 2019	Closed

### Normal opening times resume on Wednesday 2<sup>nd</sup> January 2019

\*\*\*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 all telephone calls to or from Haygarth Doctors are recorded for Training and Quality purposes**

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**Medical Students**

We will be continuing to host medical students from Cardiff University up until the beginning of February 2019

Continuing with the training theme, we are currently assisting Emily Jones from RM Jones Chemist with her Independent Prescribing Course. She will be present in some clinics at the surgery over the next few months

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**Future editions**

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

**Out of Hours  
Contact number  
is 111  
If you are unable  
to connect to this  
number please  
call 0345 46 47**

**Patient Comment and Suggestion Box**

- Hook on back of door in patients toilet for bags/walking stick - *Will arrange for hooks for patient toilets on both sites*
- Triage system very off putting. That you will be rung back any time and where ever you are and that there is such a barrier between you and the doctor - *Noted. Have received both positive and negative comments with regard to the triage system. It is not intended to be a block between the patient and the GP. Patients can ask for a GP appointment. They do not have to disclose information to the Practice Nurse if they do not want to.*
- Comment about radio not being on, confidentiality issue but then it was turned on. Suggest may be practical idea to introduce a 'cheese counter' method (numbered ticket issued on arrival) so patients have an idea of how long they may have to wait thus if have time could go for a coffee or for a brisk walk or cycle. - *Oversight that radio was not turned on. This is normally done every morning. Emergency clinic is 'sit and wait' and, unfortunately, there are times when this can be a considerable time.*
- Can we please do without Radio 2 -*Radio 2 is a suitable mix of talking and music for all ages and will not be changed. Unfortunately we cannot please everyone.*
- Stickers for kids visits to the doctor - *Good idea, and will purchase*
- Please consider using paper cups for supplying water, not plastic - *Will look into associated costs.*
- When you show patients name and room number on the display device, suggest also include name of doctor as not all doctors introduce themselves - *Not possible to include name on display as rooms are used by various clinicians hence the room number is displayed. Reminder to doctors running emergency clinic to introduce themselves. Not an issue for routine clinics as patient would have the name of clinician they have been booked in with.*

**Practice Staff Christmas Lunch**

Both Hay and Talgarth Medical Centres will be closed between 12.30pm – 2.30pm on Wednesday 19<sup>th</sup> December 2018 to allow the practice staff to get together for a Christmas lunch. Please accept our apologies for any inconvenience that this may cause.

If you need a Doctor during this time please call  
**01497 822100 or 01874 713000**  
Haygarth Doctors and staff would like to wish you all a  
Merry Christmas and a Happy New Year.