



Haygarth Pulse



June 2018

www.hay-garth.co.uk

Number: 11

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

Welcome new partners

Haygarth Doctors will be welcoming both Dr Jamie Bingham and Dr Steven Epstein as GP Partners from 1st July 2018.

2-Way Text Messaging

We have now expanded the Text Messaging Service to include appointment reminders for patients who have an appointment at the practice with either a GP, Practice Nurse or Health Care Assistant.

If you have a mobile telephone number recorded on your contact details and you have made an appointment to see a clinician at the practice then you will receive an appointment reminder via text, (provided you have not opted out). If you wish to cancel the appointment you can text back '**cancel appointment**' up to 48 hours after receiving the reminder message (up to 2 hours before the appointment).

If you would be happy to receive a text message reminder about your booked appointment at the practice, please check with reception that the details we hold for you are up to date. However if you do not wish to receive text message reminder, please inform reception.

Practice Closures

Both Hay and Talgarth Medical Centres will be closed **12.30-2.30pm on Thursday 12th July 2018** for staff training.

**If you need a Doctor during this time please phone
Hay Surgery 01497 822100 or Talgarth Surgery 01874 713000**

Both Hay and Talgarth Medical Centres will be closed on **Monday 27th August 2018** for the bank holiday

**If you need a Doctor during this time please phone
Shropdoc 0333 2226655**

Please note all telephone calls to or from Haygarth Doctors are recorded for Training and Quality purposes

Staffing changes

Farewell to

Melanie Dale,
Phlebotomist

**NHS
Wales
celebrates
its**



**on
5th July
2018**

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

My Health On-line

My Health On-line is a facility that allows you to order your repeat medication on-line. You can do this at any time of the day or night and can save you an unnecessary trip to the surgery. Below are some frequently asked questions

Why do I need to provide proof of my identity for registration?

It is important to make sure that the person applying for an account is 'who they say they are' in order to protect patient confidentiality, maintain the security of the system and prevent potential misuse of access. Security is very important to us and this is one of the safeguards that have been put in place.

Is my information in My Health Online secure?

The privacy of your information is very important. Your information is securely held by your GP, and information visible through the website is protected using the highest standards of internet security. The only individuals who can see your information is your GP and other practice staff. If you lose your security details at any time or believe that someone else may have used your password or gained access to your account, contact the practice straight away, by telephone or in person.

Is there a charge for using My Health Online?

No, there is no charge for patients who use My Health Online.

I have forgotten my password/log in details?

If you have set up security questions within your account, you can use the 'forgotten details' link on the MHOL page. If you have not set up security questions within the account contact the practice and we reset your account and provide you with a new pin document.

I don't have internet access at home; can I still use My Health Online?

Yes, you can use My Health Online from any computer that is connected to the internet. Free internet access is available from all libraries in Wales.

I was using My Health Online and walked away for a moment. When I returned I found I was logged out of My Health Online?

My Health Online has a time out function, which means if you are logged in and no activity has occurred in over 20 minutes the system will automatically log itself out. This is to prevent another user from accessing your account. You will need to log back in to complete your session.

I want to make a complaint about My Health Online?

Please contact your GP practice to make a complaint.

I have changed my mind and don't want to use My Health Online anymore?

Please advise your practice and they will remove you from the system.