



Haygarth Pulse



March 2017

www.hay-garth.co.uk

Number: 6

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

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

Total Triage

Changes in the way you make a routine GP appointment at Hay and Talgarth Surgeries –

In response to increasing waiting times to see a GP, Haygarth surgeries are piloting a new nurse telephone triage system to ensure we manage the growing clinical workload and that each patient ALWAYS sees the most appropriate clinician within an appropriate period of time.

When you contact the surgery either by telephone or present at the desk to request a routine appointment with a GP, the reception team will take your contact details and add them to the total triage list for the Practice Nurse to call you back later that day or even the next day if this is more convenient for you. The practice nurse will then assess your symptoms/concerns and offer you 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.

We very much hope that this system will make best use of the services available both at the practice and in the wider community, (and by doing so indirectly increase the availability of GP appointments), so that you can more easily secure this when it is necessary.

The practice will be conducting a patient survey on the Total Triage system and a report will be published in the next edition of Haygarth Pulse.

My Health on Line

Due to the introduction of Total Triage, patients who are registered with 'My Health on Line' will no longer be able to use the facility of making routine GP appointments. However you will be able to continue to order your repeat medication (even when the surgery is closed). Registration via "My Health On Line" portal on the Haygarth Doctors website. www.hay-garth.co.uk

Staffing changes

Farewell to Dr Rhian Jones who left the practice at the end of December 2016.

Welcome to Dr Steven Epstein who rejoined the practice January 2017

and

Dr Rebecca Thomas who will be joining the practice in April 2017

New - GP Registrar/GP Returner

Dr Jodi West MBChB, GP Returner, has a six month placement with us from January 2017

Dr Katie Walbeoff, GP Registrar, has a six month placement with us starting in February 2017

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

The shingles vaccine

It's not always possible to prevent shingles, but a vaccine called Zostavax can reduce your chances of developing the condition. If you still develop shingles after having this vaccine, the condition may be milder and last for a shorter time than usual.

This vaccine is now routinely offered to older people on the NHS. It is given as a single injection to anyone who has reached the age of 70 since the program started in 2013. There is also a catch up program for those who have reached the age of 78 or 79 since the program started in 2013. However, in both cases, you must also be under 80 on the day of vaccination.

We will be running clinics at Hay and Talgarth surgeries during the month of May, please contact the surgery to make an appointment.

For further information about shingles please follow the below link: - <http://www.shindlesaware.co.uk/>

Suggestions and comments

'I've used your total triage today and it is not helpful, it delays the process to see a doctor and my query could have been addressed by the nurse when I phoned rather than waiting for someone to phone me. It certainly did not help my time.'

'Could you make making a complaint or giving feedback accessible by e-mail or phone rather than having to write in.'

We have received lots of positive comments regarding Total Triage. It is early days and the system will evolve.

We ask that all formal complaints are made in writing addressed to the Practice Manager.

Easter Opening times

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 surgeries will be closed for the Easter break as below: - Hay-on-Wye

Friday 14 April 2017	Closed
Monday 17 April 2017	Closed

Talgarth

Friday 14 April 2017	Closed
Monday 17 April	Closed

Normal opening times resume on Tuesday 18 April 2017