



# Haygarth Pulse



March 2018

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

Number: 10



## 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 Easter 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

Thursday 29 <sup>th</sup> March 2018	8.30am-6.30pm
Friday 30 <sup>th</sup> March 2018	Closed
Monday 2 <sup>nd</sup> April 2018	Closed
Tuesday 3 <sup>rd</sup> April 2018	8.30am-6.30pm (closed 1-2pm)

#### Talgarth

Thursday 29 <sup>th</sup> March 2018	8.00am-6.00pm (closed 1-2pm)
Friday 30 <sup>th</sup> March 2018	Closed
Monday 2 <sup>nd</sup> April 2018	Closed
Tuesday 3 <sup>rd</sup> April 2018	8.00am-6.00pm

**Normal opening times resume on Tuesday 3<sup>rd</sup> April 2018**

## Practice Closure

Both Hay and Talgarth Medical Centres will be closed 1pm-6.30pm on Wednesday 11<sup>th</sup> April for staff training.

**If you need a Doctor during this time please phone**

**Shropdoc 0333 222 6655**

## Fund Raising

The practice has raised money by holding events such as 'Save the Children Christmas Jumper Day' 'Children in Need Bake Off', as well as raising money through the sale of second hand books in the waiting room.

We have recently been able to donate £140.00 each to Brecon and Longtown Mountain Rescue.

A big thank you to all of you who generously donate and buy the books.

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

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**Staffing changes**

Farewell to

Mike Prosser  
Dispenser

Dr Sophie Bennett  
Salaried GP

Welcome to

Natalia Gwatkin and  
Kerry Cooper who both  
join our Practice Nurse  
Team

Susan Fuller and  
Chelsey Weale who  
both join our Reception  
team

Christine Probert who  
joins our Dispensary  
Team

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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

**Shropdoc out of hours  
contact number is**

**0333 2226655**

**Patient Suggestions**

It would feel a much “friendlier” service if there was someone at the front desk all of the time to greet people and help them with their enquiries – it feels quite “unfriendly” that the receptionists are out of site behind a wall a lot of the time. I waited 5 mins for a receptionist to appear today which felt unnecessary, although the receptionist was delightful when I did eventually see her.

*Receptionists do not work at the reception desk all the time due to confidentiality issues – there is only a limited amount of work they could do from there when not dealing with patients. Unfortunately, we do not have the resources to have someone on the desk all the time. Reception staff also have to deal with the telephone.*

**Annabel Judson – Community Connector for Powys Association of Voluntary Organisations (PAVO)**

PAVO Community Connectors can put you in touch with voluntary organisation and community groups to support you.

Patients contact them about many different things such as shopping support, transport, benefits, health conditions, housing, loneliness and much more.

They are able to work with you to access the right local services, support and information. They can refer or signpost to organisations such as Red Cross, Royal Voluntary Services, Dementia Matters in Powys, Credu, Advocacy Organisations, Age Cymru, Disability Powys, Citizens Advice Bureau and local groups such as wellbeing groups and luncheon clubs.

Annabel is based in Hay surgery every Thursday morning. She can be contacted on her mobile on 07590 639617 – Tuesday to Friday 9am until 5pm.

Alternatively, you can contact the duty Connector on 01597 828649 – Monday to Friday 10am until 4pm or e-mail: -

Community.connectors@pavo.org.uk

For more information, please visit [www.pavo.org.uk](http://www.pavo.org.uk)

**Thank you**

Although the 2017 Christmas festivities are well and truly over, the staff at Haygarth Doctors would like to say a big thank you to those patients who so generously bought in gifts to the practice. They were very much appreciated and enjoyed by all.