



Haygarth Pulse



June 2019

www.hay-garth.co.uk

Number: 15

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

New Telephone System

Good news – Haygarth Doctors will be installing a new telephone system at both Hay and Talgarth Surgeries.

We appreciate that patients have been having difficulty in accessing the practice by telephone as the line is often engaged. The new system will be equipped with an auto-attendant facility where patients will be able to choose from the different options available. The new system will enable us to manage the incoming calls to the practice much more efficiently; therefore, we will be able to answer your call in a timely manner.

All calls will continue to be recorded for training and quality purposes.

Installation of the new telephone system will be during August and we hope that there will be minimal disruption to our patients. The installation dates will be advertised on our website and facebook page.

We are hoping that the improved telephone access to the practice will also help reduce the number of patients who 'Do Not Attend' for their appointment. There will be many patients who have failed to get through to the practice to cancel their appointment as the line is often busy.

During May there were 144 missed appointments. If you are unable to attend please contact the surgery to cancel your appointment: -

- Telephone: 01497 822100/01874 713000
- Text back to your automatic message reminder
- Visit the practice in person

If you would like to receive a text reminder for your booked appointment at the practice, please check with reception that we hold your current mobile telephone number.

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

Staffing changes

Welcome back Katie Peel who returns to the Reception team after maternity leave and farewell to Katie Price from the Dispensary team who is due to go on maternity leave soon

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**

Nurse Telephone Triage

Please note that if you have requested a nurse triage call, the nurse will endeavour to contact you at a time that is convenient for you. In the event that you are not able to take the call, the nurse will make a second attempt to contact but if you are still unavailable then you will need to contact the surgery to request a further triage call. Unfortunately, the nurse is unable to leave a message.

Suggestions/Comments Cards

1. Triage system is a great improvement.
Positive feedback.
2. Hate that 'noise' – guaranteed to raise blood pressure/Very agitating music on Radio 2 –try Classic FM.
We find this is a suitable mix of talking and music for all ages and will not be changed. The radio is used to assist with confidentiality and we consider the volume to be appropriate.
3. No-one answers the phone when you ring to make an appointment, you die before they answer and when you have got to wait for the nurse to ring back it's not very good if you are old.
We are currently looking into a new telephone system for the practice. We 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. It is to ensure the patient speaks to/sees the most appropriate person which may not be a GP. However, patients can ask for a GP appointment. We would hope that any patient with communication/hearing difficulties would make this known to the Reception staff. We try to accommodate patient requests with regard to call back where possible.

Practice Closure - Both Hay and Talgarth Medical Centres will be closed for staff training on

Monday 15th July 2019 between 12.30pm and 2.30pm
If you need a Doctor during this time please phone
01497 822100 or 01874 713000

What is Social Prescribing?

Social Prescribing links people with mild or long-term mental health problems into community support to help them improve their well-being. Dawne Shepherd is the link worker for Haygarth and she is available in Hay on a Wednesday morning and in Talgarth on a Wednesday afternoon.