

# EAST IHC BCUHB ST MARKS DEE VIEW MEDICAL CENTRE NEWSLETTER

Autumn Update - November 2023



## INFORMATION

### Practice Data

Every month we release information as to how we are performing as a practice. These informatics can be seen in our reception areas and are available on our website:

In the month of September, we:

- Received 33,476 phone calls
- Answered 27,283 phone calls within 2 minutes
- Issued 2,363 items via prescription
- 2,181 Patients had an appointment
- Made 344 referrals for further care
- Issued 88 fit notes
- Received 413 digital requests

## MISSED APPOINTMENTS

In the month of October 130 appointments were not attended.

- GP/Advanced Nurse Practitioner - 38
- Practice Nurse - 84
- HCA - 8

Please help us reduce this wasted clinical time by cancelling the appointments if you cannot make it to the surgery.

You can cancel your appointment by calling the surgery on **01244 812003**



# NHS WALES APP

St Marks Dee View is now connected to the NHS Wales App which will replace My Health Online. The app allows you to access a range of NHS services such as:

- **Viewing a list of your medication**
- **Ordering your repeat prescriptions**
- **Your immunisation list**
- **Check and cancel appointments**
- **NHS 111 advice**
- **Organ and blood donation services**



The 'NHS Wales App' is available online at <https://app.nhs.wales/login> and can also be downloaded on your smartphone or tablet via the Apple App Store or Google Play Store.

To access GP services online via the App you must have a fully verified NHS login, or valid photo ID to set one up, and be aged 16 or over.

For further information and help please visit:

<https://apphelp.nhs.wales/about-us/>

## PATIENT PARTICIPATION GROUP Coming Soon!

**Your patient participation group needs you!**

To make sure that our services meet the needs of all of our local population, we are looking to roll out a Patient Participation Group (PPG) at St Marks Dee View Surgery. We invite registered patients to join our Patient Participation Group. For more information on what it entails please [click here](#)



# STAFF TRAINING

## **\*Save The Date\***

We will be closed for staff training as part of a compulsory Welsh Government programme on the following dates from 1.00pm – 5.00pm.

- 16 November 2023
- 29 February 2024



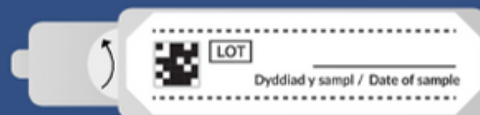
We have recently said goodbye to a few staff members and are in the process of recruiting new starters. We really appreciate your patience as we train them in our practice processes.

## BOWEL TEST KIT



**Gallai'r pecyn prawf di-dâl y GIG yma achub eich bywyd**  
**This free NHS test kit could save your life**

**Mae sgrinio coluddion ar gyfer pobl 55 -74 oed**



**Bowel screening is for people aged 55-74**

**0800 294 3370**

[www.icc.gig.cymru/sgrinio-coluddion](http://www.icc.gig.cymru/sgrinio-coluddion)  
[www.phw.nhs.wales/bowel-screening](http://www.phw.nhs.wales/bowel-screening)



Follow the link for further information...

**[Bowel cancer screening age lowered to 55 | GOV.WALES](https://www.gov.wales/bowel-cancer-screening-age-lowered-to-55)**

# SELF-CARE THIS WINTER

Many minor illnesses can be treated using over the counter medicines. Please speak to your pharmacist in the first instance as they can often make appropriate recommendations.

Looking ahead to the winter months we expect that there will be a significant demand on our appointments. Our reception staff are trained to ask patients for the reason for calling in order to book you with the appropriate clinician who can help you. We cannot always accommodate requests to see specific clinicians, but we will where it is possible to do so.

Where appropriate we may also signpost patients to other services including local pharmacies and the Urgent Primary Care Centre.



## COVID VACCINATIONS

As Winter approaches the next round of **COVID vaccinations** for eligible patients are now available and we strongly recommend that individuals who receive an invitation take this opportunity to boost their immunity. Please note that most vaccinations this year will not take place in the practice but in Wrexham's local Vaccination Centre.

Eligible patients will also be offered the flu jab when they attend the local vaccination centres for their Covid boosters. If you do decide not to attend for your COVID vaccination but still wish to receive your Flu vaccination, then please still attend your appointment at the Vaccination Centre.