

EAST IHC BCUHB HILLCREST 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:

We hope you find these infographics insightful. In the month of September, we:

- Answered 33,476 phone calls
- Issued 27,283 items via prescription
- 6,159 Patients had an appointment
- Made 562 referrals for further care
- Issued 261 fit notes
- Received 98 digital requests

MISSED APPOINTMENTS

In the month of October 333 appointments were not attended.

- GP/Advanced Nurse Practitioner - 78
- Practice Nurse - 123
- HCA -132

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 **01978 788287**



NHS WALES APP

Hillcrest Medical Centre 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 visit...

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

PATIENT PARTICIPATION GROUP

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 Hillcrest Medical Centre. We invite registered patients to join our Patient Participation Group. For more information on what it entails please [click here](#).

How do I join?

Simply complete the online form by clicking the link below or ask at reception for a paper copy.

[Patient Participation Registration Form](#)



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
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/government/news/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 do expect that there will be a huge demand on our appointments.

Our reception staff are trained to ask brief reasons for appointments so that we can book you with the appropriate person who can help you, we cannot always accommodate requests to see specific clinicians, but we will try where possible.

We may also signpost to other services including our local pharmacies, by doing this we can meet the needs of more patients.



COVID VACCINATIONS

As Winter approaches the next round of **COVID vaccinations** will become available and we strongly recommend that individuals who are eligible and receive an invitation take this opportunity to boost their immunity; we will not be offering vaccinations in the practice but for those of you who are eligible, you will have/will soon be receiving an invite from the Vaccination Centre.

They will be offering eligible patients the opportunity to have their 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 COVID Centre.