

**MAKING APPOINTMENTS** There are several ways of making an appointment:

**In person.** We are happy to make appointments at the reception desk although it can sometimes be very busy as other patients will be wanting to check in or have other queries to discuss with our reception team.

**By phone.** This is still the most popular way of making an appointment although our lines can sometimes be very busy.

**By e mail.** You can e mail our dedicated patient e mail address [routine.enquiriesw94001@wales.nhs.uk](mailto:routine.enquiriesw94001@wales.nhs.uk) Please only e mail to book an appointment for a routine pre bookable appointment with a doctor or nurse. Please do not use it for anything urgent.

**NHS Wales App:** You can book doctor and nurse appointments through the NHS Wales App

**TYPES OF APPOINTMENTS:** We have several different types of appointment aimed at meeting the needs of the majority of patients:

**Telephone appointments:** A telephone call can often save time for both patients and doctors, please ask for a telephone call if you feel that it is the most appropriate for your need.

**Urgent (same day) appointments:** These are intended for problems that need to be dealt with as a matter of medical urgency.

**Routine appointments:** These can be booked 4-6 weeks in advance and are best suited to follow-up of continuing problems with a doctor of your choice or for non urgent problems.

**Nurse appointments:** Our nurses can deal with a range of common problems including monitoring long term health conditions.

**Home visits:** Please contact us before 11am where possible to request a home visit.

**Same day Child Access:** The surgery has a policy in place to assess and/or see acutely ill children the same day.



# MOSTYN HOUSE MEDICAL PRACTICE

## NEWSLETTER

### MARCH 2024

## **PRACTICE ACTIVITY DATA FOR JANUARY 2024**

Total number of calls to the surgery = 6546

Total number of calls answered in 2 minutes = 6529

Items issued via prescription = 24813

Text message sent and received = 1243

Referrals made = 662

Appointments made = 4707

Patients seen = 4413

Patients who **did not attend** an appointment = 294

**Please contact us if you are unable to make your appointment so it can be offered to someone else.**

## **ORDERING MEDICATION**

Please do not ring the surgery to order your medication unless you are housebound as we are unable to take requests over the phone. Please download the NHS Wales App.

## **BOOTS**

Boots now have a prescribing pharmacist who can prescribe for many conditions. The service is offered at Boots Victoria Centre on a Monday, Tuesday, Thursday and Friday and at Boots Retail Parc on a Wednesday and Saturday. It is advisable to ring them to make an appointment. If you are unsure please speak to a member of our team who will be able to signpost you appropriately.

## **EASTER**

The surgery will be closed on Friday 29<sup>th</sup> March 2024 and Monday 1<sup>st</sup> April 2024 for the Easter Weekend.

If you need to see a doctor during this time and cannot wait till the surgery re opens please ring NHS 111.

## **TRAINING**

The surgery will be closed between 1pm and 5pm on Thursday 25<sup>th</sup> April 2024 for mandatory training with the Health Board.

## **NHS Wales App**

**Have you downloaded the NHS Wales App?** You can use this to order your medication securely on line and to book various appointments at the practice, saving you the need to ring. Appointments available to book are:

- \*A limited number of face to face appointments with a doctor
- \*Asthma Reviews
- \*B12 injections
- \*Smear Appointments if you are due/overdue
- \*Phlebotomy Appointments
- \*Depo Injection

We will look at introducing more on line appointments as more patients download and sign up to the App.

You are also able to cancel your appointment through the app if you are unable to attend.