

**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

### AUGUST 2024

## **PRACTICE ACTIVITY DATA FOR JUNE 2024**

Total number of calls to the surgery =5290

Total number of calls answered in 2 minutes = 4566

Items issued via prescription = 22387

Text message sent and received = 1152

Referrals made = 632

Appointments made = 3973

Patients seen = 3754

Patients who **did not attend** an appointment = 219

**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.

## **AUGUST BANK HOLIDAY**

The surgery will be closed on Monday 26<sup>th</sup> August for the August Bank Holiday

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

## **FLU VACCINATIONS - AUTUMN 2024**

Please contact the surgery to book your flu vaccination you if are:

- aged 65 and over
- you will turn 65 by March 31st 2025
- you have an at risk condition eg diabetes, copd
- you are pregnant
- you are a carer

## **CHILDRENS NASAL FLU SPRAY – AUTUMN 2024**

Children who are aged 2 or 3 years on 31<sup>st</sup> August 2024 (born between 1 September 2020 and 31 August 2022) are eligible to have their nasal flu spray from September onwards.

It's very important to protect your child from flu to make sure they stay as healthy as possible.

We are encouraging all children to have their nasal flu spray in September so they are protected before flu starts to circulate as children are 'super spreaders' of flu.

Appointments are now available to book. Please contact us to book an appointment for your child.