

### **MAKING APPOINTMENTS – How to make an appointment.**

**In person** You can book an appointment at the reception desk. Please be aware it can be busy at times as our team also helps patients checking in and dealing with other queries.

**By phone** Many patients still prefer to call us. Our lines can get busy, so you may need to wait during peak times.

**By email** For routine, non-urgent appointments only, email:

[routine.enquiriesw94001@wales.nhs.uk](mailto:routine.enquiriesw94001@wales.nhs.uk) Please do not use this email for urgent issues.

**NHS Wales App** You can book doctor and nurse appointments quickly and securely through the NHS Wales App.

**Accurx Triage** Submit a request online via our website or directly at:

<https://accurx.nhs.uk/patient-initiated/W94001>

### **TYPES OF APPOINTMENTS:**

**Telephone appointments:** A convenient option for problems that can be safely dealt with over the phone. Please request a telephone call if you feel it's suitable for your needs.

**Urgent (same day) appointments:** For issues that need to be assessed the same day because they are medically urgent.

**Routine appointments:** Bookable 4–6 weeks ahead. Ideal for follow-ups, ongoing conditions, or non-urgent concerns with the clinician of your choice.

**Nurse appointments:** Our nursing team manages many common conditions and routine health checks, including monitoring long-term illnesses.

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

### **Same day Child Access:**

We will assess and/or see acutely unwell children the same day



## MOSTYN HOUSE MEDICAL PRACTICE

## NEWSLETTER

## FEBRUARY 2026

## **PRACTICE ACTIVITY DATA FOR DECEMBER 2025**

Total number of calls to the surgery = 6554  
Total number of calls answered in 2 minutes = 4841  
Items issued via prescription = 28245  
Text message sent and received = 1619  
Referrals made = 653  
Appointments made = 4261  
Patients seen = 3957  
Patients who **did not attend** an appointment = **304**

**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.

## **CHRISTMAS**

We would like to say a heartfelt thank you to all the patients who kindly brought in Christmas gifts, chocolates and sweets. Your generosity and thoughtfulness were very much appreciated by the whole team, and it truly meant a lot to us during a very busy time of year

## **ELECTRONIC PRESCRIBING**

We are now using Electronic Prescribing, which means your prescription is sent directly to your chosen pharmacy. Please let us know which pharmacy you would like us to send it to.

## **NHS Wales App**

Take control of your health with the NHS Wales App

Did you know you can now manage your repeat prescriptions quickly and easily using the NHS Wales App?

By signing up, you can:

- Order your repeat prescriptions online
- Keep track of what you've requested
- Stay in control of your medication at a time that suits you

Your prescription will then be sent electronically to your chosen pharmacy.

It's simple to set up and helps reduce waiting times on the phone or at the desk.

If you haven't registered yet, now is a great time to get started and make managing your prescriptions easier and more convenient.

If you need any help signing up, our team is happy to support you.

## **Accurx Triage – Contact Us Online**

If you need help with a non urgent medical or admin request you can now contact us online by submitting a request through our website or directly at: <https://accurx.nhs.uk/patient-initiated/W94001>