

Surgery Newsletter

April 2024

Practice Training Dates 2024

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

18th April 2024

20th June 2024



Every month we release our GP infographics which can be viewed on our social media, in our reception areas and here on our newsletter. We hope you find these infographics insightful.

In the month of February we:

- Answered 5,221 phone calls
- Issued 19,942 items via prescription
- 3,218 patients had an appointment of which 3,127 were seen face to face
- Made 1,356 referrals for further care
- Issued 252 fit notes
- Received 6,236 digital requests
- 91 patients did not attend their appointments



April is stress awareness month. Most people feel stressed sometimes and some people find stress helpful or even motivating. But if stress is affecting your life, there are things you can try that may help.

Stress can cause many different symptoms. It might affect how you feel physically, mentally and also how you behave. It's not always easy to recognise when stress is the reason you're feeling or acting differently.

Physical symptoms

- headaches or dizziness
- muscle tension or pain
- stomach problems
- chest pain or a faster heartbeat
- sexual problems

Mental symptoms

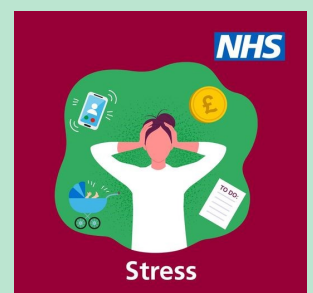
- difficulty concentrating
- struggling to make decisions
- feeling overwhelmed
- constantly worrying
- being forgetful

Changes in behaviour

- being irritable and snappy
- sleeping too much or too little
- eating too much or too little
- avoiding certain places or people
- drinking or smoking more

See a GP if:

- you're struggling to cope with stress
- things you're trying yourself are not helping



As qualified healthcare professionals, Pharmacists are experts in medicine who can help you with minor health concerns. Pharmacists can dispense prescribed medication, offer free clinical advice and over-the-counter medicines for a range of common ailments.

Pharmacies throughout Wales offer a Common Ailments Service. This service is free of charge and offers patients a consultation and medication for common ailments that cannot be managed by self-care alone. The conditions are:

Acne, diarrhoea, nappy rash, athletes Foot, dry Eye, oral thrush, backache (acute), haemorrhoids, ringworm, chickenpox, hayfever, scabies, cold sores, head Lice, sore throat, colic, indigestion, teething, conjunctivitis (bacterial), intertrigo, threadworm, constipation, ingrowing toenail, vaginal thrush, dermatitis (dry skin), mouth ulcers, verruca.

The Pharmacist Independent Prescribing services is also available at selected pharmacies locally, where suitably qualified and competent pharmacists can prescribe for a range of minor illnesses . These independent prescribers can now offer advice and treatment for the following conditions: urinary tract infections, skin, infections - impetigo, rash, ear infections, sinusitis and sinus pain, sore throat and tonsillitis, eczema/ dermatitis and shingles.

Pharmacies offering the ‘sore throat test and treat’ service can assess your symptoms, and where appropriate, perform a test using a quick and pain free test where they will swab your throat. Following a consultation and assessment by the pharmacist, medication may be supplied for those patients where an antibiotic is required.

To utilise any of these services, you will require an appointment with a pharmacist at your selected pharmacy for an assessment and treatment.

Simply call them to arrange an appointment for this service or visit <https://111.wales.nhs.uk/localservices/> to see live availability at local pharmacies.

Most pharmacies also provide a range of other services, such as emergency contraception, emergency medicines supply, health checks, needle exchange facilities, and over the counter medication.

TOGETHER WE CAN CHOOSE WELL **NHS**

- SELF CARE**
MANY MINOR ISSUES LIKE COUGHS, GRAZES AND SORE THROATS CAN BE TREATED AT HOME
- PHARMACY**
MEDICAL ADVICE AND TREATMENTS FOR THINGS LIKE COLDS, TUMMY TROUBLES, RASHES, ACES & PAINS
- NHS 111**
VISIT [111.NHS.UK](https://111.nhs.uk) OR CALL 111 IF YOU NEED MEDICAL HELP QUICKLY. 24/7
- MENTAL HEALTH**
CALL 0800 183 0558 FOR FREE, CONFIDENTIAL HELP, SUPPORT INFORMATION & GUIDANCE
- GP**
GP PRACTICES PROVIDE ADVICE & SUPPORT ON A RANGE OF HEALTH CONCERNS- SEVEN DAYS A WEEK
- A&E**
FOR LIFE-THREATENING EMERGENCIES LIKE HEART ATTACKS. 24/7

TOGETHER WE CAN STAY HEALTHY

NHS 111 Wales

GIG NHS WALES

1112 & PRESS OPTION

For urgent mental health support call 111 and press OPTION 2


Healthcare advice you can trust - 24 | 7

111.WALES.NHS.UK

Free to call from a landline or mobile, even if you have no credit left.

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When completing a Klinik form you can now log in using your NHS login details. This will mean your demographics will automatically be added to the form saving you time when submitting your enquiry or request.

 Sign in with NHS login

For weekly news and updates follow us on Facebook

<https://www.facebook.com/alynfamilydoctors>



Alyn Meddygon Teulu Alyn
Family Doctors

Has a **ZERO TOLERANCE** policy towards

- offensive language or swearing
- verbal abuse of any kind
- racist comments or stereotypes
- threats of or actual physical harm

Healthcare services are here to help

Poor behaviour could result in removal from the practice list.

PLEASE KEEP BEING PATIENT & KIND

Useful contact details

Alyn Family Doctors– 0333 332 3260

Wrexham Maelor hospital– 01978 291 100

Llay Pharmacy– 01978 852 294

Gresford Pharmacy– 01978 852 336

Rossett Pharmacy— 01244 570 310

District Nurse– 0300 084 9990

Midwives– 01978 757 546

Health Visitor—03000 849 980

Cheshire Health Visitor 01244 382 111

Phlebotomy– 03000 850 003

Rossett Community Agent- 07421 138913

Gresford Community Agent- 07747 431607

Llay Community Agent—07300 418284