

Surgery Newsletter

May 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.

20th June 2024

5th September 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 March we:

- **Answered 5,405 phone calls**
- **Issued 21,073 items via prescription**
- **3,173 patients had an appointment of which 3,048 were seen face to face**
- **Made 1,471 referrals for further care**
- **Issued 253 fit notes**
- **Received 6,313 digital requests**
- **125 patients did not attend their appointments**



We will be not be accepting emailed requests for prescriptions for much longer.

We are encouraging patients to now use the NHS Wales app to order repeat prescriptions online. The app integrates directly with the clinical system and your notes, and is a more secure way of tracking prescriptions than emails, which often get blocked by spam filters.

You can download the NHS Wales App on your mobile phone or tablet from your Google Play store, Apple App store or via a browser on your computer: app.nhs.wales.

If you cannot use the app then we ask that you instead request via our online Klinik questionnaire available Monday to Friday 8.00am to 12.30pm on our website.



We have a 'One Problem Per Consultation' policy

We kindly ask that all patients try and stick to our 'One Problem Per Consultation' policy. The main reason for this request is for clinical safety.

Please submit a separate Klinik form for each problem. A GP will triage the Klinik submissions and may decide to combine them in to a single consultation if appropriate.

What is an Advanced Nurse Practitioner (ANP)?

We welcome Felicity and Tara our newly appointed Advanced Nurse Practitioners to the Alyn Family Doctors team.

Many patients are unsure about what exactly an ANP is, and what they can do.

An Advanced Nurse Practitioner (ANP) is a Registered Nurse (RN) educated to master's degree level (or equivalent) in clinical practice. They form an important role within the surgery. Following the triage process, you may be allocated an appointment with an ANP instead of a GP.

What does an Advanced Nurse Practitioner do?

There's a whole range of tasks that ANPs can carry out. They can:

- Take a full medical history, carry out physical assessments and examinations.
- Make a diagnosis and carry out treatment, including prescribing medicines.
- Plan follow-up treatment.
- Refer patients to hospitals for further tests.

Can Advanced Nurse Practitioners prescribe medication?

All fully qualified Advanced Nurse Practitioners can prescribe medication for any condition within their competence.

They can see patients with undiagnosed, undifferentiated medical conditions and make treatment decisions.

Advanced Nurse Practitioners can utilise the wider multidisciplinary team if they are unsure about making a clinical judgement, for instance, gaining advice from a GP if they require further expertise.

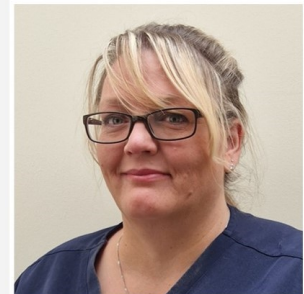
What can patients see Advanced Nurse Practitioners for?

Patients can see Advanced Nurse Practitioners for both acute and long-term conditions. This ranges from the treatment of common illnesses, such as infections to more complicated or chronic conditions, such as diabetes and COPD.

At Alyn Family Doctors, a GP will have triaged your request for assistance and decided that an ANP is best suited to help you.



Tara Morris
Advance Nurse Practitioner



Felicity Smith
Advance Nurse Practitioner



Don't need it?

Cancel it!

In **April** a total of

152

Appointments were missed

If you miss an appointment, this stops someone else from getting treatment sooner



Alyn Meddygon Teulu Alyn
Family Doctors

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>



Companions



Free emotional and practical companionship for people at the end of life, and those close to them.

How do I get a Companion?

To find out what Companion services are available in your area, contact us on:

02922 679 740

walescompanion@mariecurie.org.uk

If you have any questions about living with a terminal illness or bereavement, call our free Support Line on **0800 090 2309*** or visit mariecurie.org.uk/support

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