

Surgery Newsletter

July 2023

Welcome to our practice newsletter

We are pleased to send you our first edition of the Alyn Family Doctors Surgery Newsletter. This will contain Practice news, updates and wider primary care messages and announcements, which you can expect to receive on a monthly basis.

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 May we:

- **Answered 5,621 phone calls**
- **Issued 22,011 items via prescription**
- **3,483 patients had an appointment of which 3,312 were seen face to face**
- **Made 1440 referrals for further care**
- **Issued 263 fit notes**
- **Received 4,993 digital requests**
- **171 patients did not attend appointments**



Practice Training Dates 2023

Alyn Family Doctors will be closed for staff training as part of a compulsory Welsh Government programme on the following dates from 12.30pm –5.00pm.

10th August 2023

14th September 2023



Community Engagement

During the month of July our Patient Engagement Coordinator has had the pleasure of heading out in the community to meet some of our patients to gain feedback about our services. Groups visited included the Friendship Group based at Llay Library, Gresford Retirement Group and Rossett Community café, alongside home visits to some of our housebound patients with the Gresford Community Agent. It has been very useful gaining feedback from a patients perspective and to hear patients concerns . We will be using the information collected to help improve our services and grow as a surgery. We look forward to heading out to meet more groups and building connections within the community in the future. Thank you all for your feedback and warm welcome.

Do you have a disability, impairment or sensory loss?

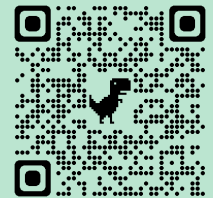
If so please contact our team at the surgery. We would like to know your preferred method of contact. Please advise if you would prefer communication via email, text message, large font letters, telephone or any other format. Please also advise if you require an interpreter at face to face appointments.

If you have a new telephone number / email or have moved address please ensure you contact our team to update your details. This will help us provide a better service and ensure we can provide you with the best care.



For weekly news and updates follow us on Facebook

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



Klinik community event at Gresford Trust

On September 20th 2023 we will be hosting an event at Gresford Trust for patients to come along and speak with our team and members of the Klinik team about using our Online triage system. More details will be issued in our August Newsletter.

Contact us online
Get help from your GP with Klinik! You can submit any medical query, including an appointment request.
START HERE
KLINIK ACCESS
NHS
8.00am - 12.30pm
Monday to Friday
ONLINE ACCESS

Thank you for taking the time to read our monthly Newsletter. We hope you have found the information relevant and useful to you. If you have any feedback, please feel free to email our team at:

Generalenquiries@alynfamilydoctors.co.uk

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 510 310

District Nurse– 0300 084 9990

Midwives– 01978 757 546

Health Visitor—03000 849 980

Cheshire Health Visitor 01244 382 111

Phlebotomy– 03000 850 003