

Surgery Newsletter

August 2023

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.

14th September 2023



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 June we:

- **Answered 5,759 phone calls**
- **Issued 22,083 items via prescription**
- **3, 739 patients had an appointment of which were seen face to face**
- **Made 1,519 referrals for further care**
- **Issued 281 fit notes**
- **Received 4,425 digital requests**
- **167 patients did not attend appointments**



Do you want to know more about how the surgery triages patients, and how to use the online services? A date for your diary!

On **20th September**, we welcome patients to join us at Gresford Trust for our Klinik community event.

Members of our team and patient advisors will be joined by a member of the company, Klinik, which provides the software used by our GPs to triage your appointment requests.

This event is designed to help patients gain confidence in using the system and how it works within our surgery.

Patients will have the opportunity to speak with team members and ask any questions they may have regarding Klinik and the triage process. We will have laptops and mobile devices set up for patients to access a dummy system and complete a dummy form with the support of the team.

Sessions will take place throughout the day at 9.30am, 10.30am, 11.30am, 1.30pm and 2.30pm. No appointment needed.

Please note it will not be possible to discuss individual cases and medical details on the day of the event. There will be no clinical staff present. We look forward to meeting you and chatting with you about the system and your experiences.

Are you moving away to university this September?

If you spend more weeks of the year at your university address than your family's address, you need to register with a GP near your university. That way you can receive emergency care if you need it, and access health services quickly and easily while you're away. This is especially important if you have an ongoing health condition, such as asthma, diabetes or epilepsy. You can register with a local GP or health centre, one attached to your university is likely to be the most convenient, the doctors working there will be experienced in the health needs of students.

Do you suffer from hearing loss?

We have upgraded our hearing loop systems in both surgeries. Our hearing loops are now portable and can be taken in to your consultation. Please ask our patient advisors if you wish to use the service.



Travel vaccinations.

If you are traveling abroad and think you may need travel vaccinations our nurses can advise what treatment you will require. Call in to surgery and ask at reception for a travel form. Forms must be completed and sent back to surgery a minimum of 8 weeks prior to travel. A nurse will review your form and contact you about booking an appointment.

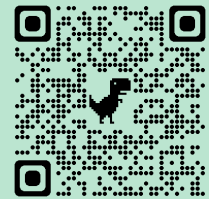


Thank you for taking the time to read our monthly Newsletter. We hope you have found the information relevant and useful to you. If you have any feedback, please feel free to email our team at:

Generalenquiries@alynfamilydoctors.co.uk

For weekly news and updates follow us on Facebook

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



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