

Surgery Newsletter

March 2026

Practice Training Dates 2026

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

22nd April 2026



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 January we:

- **Answered 5,550 phone calls**
- **Issued 20,465 items via prescription**
- **2,927 patients had an appointment of which 2,811 were seen face to face**
- **Made 1,331 referrals for further care**
- **Issued 365 fit notes**
- **Received 7,544 digital requests**
- **116 patients did not attend appointments**

Please ensure you are available to take our call

When you complete a Klinik form, it's important to keep your phone close by. A member of our team may need to contact you to gather more information or to offer you an appointment.

If we're unable to reach you, this may delay your care or mean your appointment is offered to another patient.

Thank you for helping us provide a safe and efficient service.



Easter Bank Holiday Opening

Please note that the practice will be **closed on Friday 3rd April** for the Easter Bank Holiday and will **reopen on Tuesday 7th April**.

If you require medical advice during the closure, please call **NHS 111**. Choosing the right service helps you get faster treatment and eases pressure on emergency departments. Always call **111** if you are unsure where to go.

For injuries that are not life-threatening, such as sprains, cuts, or minor burns, you can attend your local **Minor Injuries Unit (MIU)**. MIUs offer quicker care for these conditions. Only go to **Accident & Emergency (A&E)** or call **999** for serious or life-threatening situations, such as chest pain, difficulty breathing, severe bleeding, or head injuries.

For prescription requests, please contact us before the holiday to avoid delays. We wish all our patients a safe and healthy Easter.



Urinary tract infections (UTIs) are a common discomfort, affecting the bladder, urethra, or kidneys. While they are often treated with antibiotics, the way you access care can vary.

Symptoms of a UTI -

- painful urination
- cloudy urine
- a sudden urgency to pee
- lower tummy pain

It is important to note that symptoms can vary. In children, a UTI might manifest as irritability, vomiting, or bed-wetting. For older, frail individuals or those with dementia, the signs are often neurological—look for sudden confusion, agitation, or increased incontinence.

If you are a woman aged 16–64 with an uncomplicated UTI, you no longer need a GP appointment. Under the NHS Common Ailment Service, community pharmacists in Wales can now assess and treat you directly if necessary, by prescribing antibiotics. This service provides faster access to relief. Men, children, and pregnant women should still see their GP.

If your symptoms require a GP's attention, please complete a **Klinik form** on our website or contact reception before 12.20pm Monday - Friday. A GP will triage your request and decide if a urine sample is needed. If requested, please use a surgery-provided container and return it **before 12:00 PM** to ensure it reaches the lab for testing.



Cancer Awareness : Know the Signs

March highlights both Ovarian Cancer Awareness Month and Prostate Cancer Awareness Month—an important opportunity to raise awareness of two cancers affecting people across Wales.

In Wales, cancer remains a leading cause of death, with prostate cancer being the most common cancer in men and affecting thousands each year. Early diagnosis is key, yet many cases are still identified at a later stage.

Prostate cancer may not always cause symptoms early on, but signs can include problems passing urine, blood in urine, or unexplained back pain.

Ovarian cancer can be harder to detect, as symptoms are often vague. Look out for persistent bloating, pelvic or abdominal pain, difficulty eating, or needing to urinate more often.

If you notice any unusual or ongoing symptoms, please contact the practice. Getting checked early can make a significant difference.

