**PEG Newsletter No.4**

**Staffing update**

The surgery has:

Three GPs:

Dr Amit Singh the clinical lead for the service in Conwy.

Dr Chris Dunn-Jones who has an interest in Cardiology, Minor surgery, Diabetes & Medical education.

Dr Corina Anders who will be working Monday and Thursday with her specialities being paediatrics and women’s health.

A Clinical Support Team including:

Sarah  - Advanced Nurse Practitioner who is able to triage, assess, diagnose, treat and to prescribe medication.

Sarah  - Advanced Physiotherapist who leads on our Musculo-skeletal and physiotherapy needs and is available across all sites, working 1½ days per week in Conwy.

Josephine  - Community Clinical Practitioner who supports the clinical team by offering follow-up home visits and supporting newly discharged patients who are housebound. She is the lead for Learning Disability care reviews and supports the Practice Nursing Team in providing dressing clinics and Diabetes care.

Stephanie - Pharmacy Technician who processes medication queries from patients and staff, advising on sourcing and safe management of medicines as appropriate, , interacting with patients by participating in medicine reviews and liaising with local pharmacies and healthcare providers.

Leah - Occupational Therapist employed by the health board to provide an Occupational Therapy service within Gyffin and Llys Meddyg surgeries, working for ½ day per week.

 A Nursing Team

Gwen  - Practice Nurse who oversees the daily running of the treatment room and runs the diabetes and travel clinics

Julie & Trish- HCA’s each working 1 day a week. They assist Gwen with the initial stages of diabetic care and administer a range of injections.

Su – Phlebotomist offering phlebotomy 2 mornings a week at Llys Meddyg and 3 mornings in Gyffin. **Patients should telephone the surgery the week following a blood test to be given the results.**

A Non-clinical Team

Sarah Bates - Practice Manager responsible for the safe running of the day to day activity at the Llys Meddyg and Gyffin Surgeries.

Amanda  - Operations Manager

Zoe - Senior Administrator

Terri, Paula, Julie, Jenny, Stacey, Tracy and Marie our Care Navigators and Administrators.

**Surgery Activity**

More patients are contacting the surgery on the internet and the mobile app, with fewer using the telephone. The number of telephone calls received in January 2024 was 9082, down from 14125 a year earlier, which has given the care navigators more time to assist those who do not or cannot use the internet or app, for whatever reason. This has also significantly reduced the waiting time for telephone calls to be answered, which is now on average under 5 minutes .

**The Welsh NHS App.**

The Welsh NHS app is relatively straightforward to use for ordering prescriptions and provides a history of medication back to 1996 but is of limited use for anything else, including appointment requests. If a patient requires a copy of their health records, they only need ask at the surgery and one could be printed out for them.

**Home visits by your GP or specialist nurse practitioner**

Patients requesting home visits usually do not have new undiagnosed acute medical problems but rather flare-ups of more longstanding conditions that need advice, support or general nursing care. As well as the GPs making home visits, these tasks can be undertaken by our community nurse practitioner who is a registered nurse with a district nursing specialist qualification awarded by the UK Nursing & Midwifery Council. She is able to visit patients in their home and undertake an initial assessment, bloods, BP and make referrals where necessary. Josie will then discuss with a GP and plan further care where appropriate.

Home visits by a GP can take around 4 times as long as a normal surgery appointment and severely reduce the total number of patients that can be seen by the surgery. For this reason visit will only be made to patients that are housebound.

**Shingles**

Vaccinations are offered to people in age groups where there is a higher incidence of shingles (herpes zoster), and severely immunocompromised individuals aged over 50 years are the highest priority give the risk of severe disease

At the moment the surgery is offering a shingles vaccination for patients over 50 years old who are severely immunocompromised. Invitations have been sent to patients matching this criteria.

Vaccinations are also offered to all patients aged 70-79 years old and those that turned 65 from 1st September 2023. Those aged 65 – 69 before 1st September 2023 are not eligible until their 70th birthday.

**Parkrun**

In the last newsletter we talked about taking charge of your own prescription ordering – here we will look at one element of taking charge of your own health – exercise.

Here in Conwy we are fortunate to have a local Parkrun that starts at the RSPB reserve just off the A55 each Saturday. You can run or walk the course and benefit from improved fitness or you can volunteer as one of the organisers and be involved in the local community. All ages and abilities are welcome and whilst the majority of runners are between 15 and 65 years of age many are younger or older.

The Conwy Parkrun Facebook page (<https://www.facebook.com/conwyparkrunhas>) has lots of photographs of runners enjoying themselves at this free event. If you want to take part you just need to register and download your personal barcode (which you will need at the finish line) at https://www.parkrun.org.uk/conwy/.