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CWMAVON AND CYMMER HEALTH CENTRE NEWSLETTER: AUGUST 2022



Hello and welcome to your second newsletter from the Cwmavon and Cymmer Health Centre.

These newsletters are being delivered to homes in Cwmavon and Cymmer, to update you on what's happening in these managed practice surgeries. (While we share Cwmavon Health Centre with Dr Penny's practice, this newsletter is just about our services.)

Over the coming weeks we will be restarting our full recall system for patients with a chronic disease. Chronic disease can include conditions such as diabetes, hypertension (high blood pressure), COPD (chronic obstructive pulmonary disease) and asthma, as well as other long term health conditions. It is important that these conditions are monitored on a regular basis to ensure they are well controlled and that patients are on the correct treatment plan. These appointments are usually carried out by the practice nursing team and will give patients the opportunity to discuss any concerns they may have and to ask any questions relating to their condition.

Eligible patients will be contacted by the practice via letters and/or text message. Please ensure that your contact details with the practice, such as your address and contact numbers, are up to date. You can update these details by sending an email via our online system askmyGP or by completing a change of address form, which is available at both practice sites.

How to get help

Our receptionists are available on the telephone from 8am to 6.30pm, Monday to Friday, to arrange appointments and deal with any queries.

Alternatively, you can use our online service, askmyGP, which is accessible through the practice website:


www.wales.nhs.uk/sites3/home.cfm?orgid=551 This

service is available from 6am to 12pm Monday to Friday.

Opening Times

Both surgeries are open from 8.30am to 6.30pm, Monday to Friday. We are closed on weekends and public holidays.

Out of Hours

If you have an urgent problem which cannot wait until the surgery reopens, the Out of Hours Service can be contacted by dialling 111 . Remember that this service is for problems that cannot wait until the surgery reopens.

For severe problems such as difficulty breathing, chest pains, severe bleeding or suspected broken bones, you should call 999.

COVID Symptoms

If you have any COVID symptoms, **do not** attend the surgery. Contact 111 for advice.

MEET THE CLINICAL TEAM

GPs:

Dr Claire Goodson Dr Jeremy Drury Dr Emma Davies

Dr Moshin Younas Dr Emily Dibdin Dr Heather Potter

Nurse Manager: Sister Maria Beesley

Practice nurses: Eiriol Morris Michelle Guild

Healthcare Support Workers: Karen Bumford Nicola Sheppard



Introducing ... Sister Maria Beesley

Recent changes to Cwmavon and Cymmer Health Centre

Patient Feedback – Friends & Family

Friends & Family is an opportunity for patients and their families/carers to provide us with feedback about our services. This feedback is collected and reviewed by our team on a regular basis and lets us know your concerns or suggestions. With this feedback we can then plan and implement new ways of working to ensure that we are offering the best service possible. Feedback can be given by completing the paper questionnaires available at either site, by using the iPad situated in the reception area at Cymmer (an iPad will be available at Cwmavon shortly) or by downloading the QR code on practice posters or our practice website. If you require any assistance completing these feedback methods, please ask a member of staff who will be happy to help you.

Telephone Access Improvement

Back in March 2022 we made some improvements to our telephone system, these included:

- Increased incoming calls to 100, to avoid callers hearing a continuous ring tone.
- The option to proceed in Welsh or English has been added to the greeting, to reduce call waiting time.
- If the call remains unanswered, the caller will be told that the line is busy (previously the line would go silent).
- Callers are now in a queuing system, with updates on where they are in the queue and their approximate wait time.

We are pleased to say that we have seen a large reduction in the number of concerns that have been raised relating to our telephone system since these changes have been implemented. We very much hope to continue with these improvements and your feedback will help us do this. Thank you.

I have been nursing since 2003, with my first role specialising in Burns and Plastics. There I also completed my paediatric nursing training to become a Registered Children's Nurse. I have worked in primary care for many years as a practice nurse. I am married with two children and two grandchildren.

I have joined the managed practice to work within a team, my role being the nurse manager. My aim is to promote high standards of professional practice and strive to improve and increase the care of the practice population. My role includes providing education, offering advice and support, and working with individuals and their families. I hope, along with the nursing team, to take on a variety of roles and responsibilities and work closely with the community.

I look forward to meeting you all.

Maria

Thank you for the very positive feedback we received relating to our first newsletter.
