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CWMAVON AND CYMMER HEALTH CENTRE NEWSLETTER: February 2023



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

Cymmer Health Centre – Patient Engagement update.

Cymmer Health Centre was identified as a priority by the health board's Primary Care Estates Strategy Group in 2019 due to the poor condition of the current building. Over the last 12 months a series of meetings have taken place with the local council who shared the current issues on the viaduct carriageway between Cymmer and Glynccorwg. The engagement plan sought to gather the views of our patients on a relocation to a new building or a move to an existing vacant building.

The health board received 72 responses as part of the engagement process through questionnaires, telephone discussions and zoom meetings. The new build suggestions are on land opposite Cymmer Primary School, land on the site of the former comprehensive school or a new build at the site of the current health centre. The relocation suggestion was Croeserw Community Centre.

All these options are being assessed and the next stage of the process will be the development of a business case. We will keep you informed of any further developments.

We would like to take this opportunity to thank everyone who took the time to provide us with feedback during the process.

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 Mon - Fri

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 re-opens, 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 Jeremy Drury Dr Emma Davies

Dr Mohsin Younas Dr Emily Dibdin Dr Heather Potter

Nurse Manager: Sister Maria Beesley

Practice nurses: Eiol Morris Michelle Guild

Healthcare Support Workers: Karen Bumford Nicola Sheppard



Introducing ...
Dr Mohsin
Younas

Cwmavon and Cymmer Health Centre information.

Patient Feedback – Friends & Family

Friends and Family is an opportunity for patients and their families/carer 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 at Cymmer (an iPad will be available at Cwmavon shortly) or by downloading the QR code available on practice posters and on our practice website. If you do require any assistance completing any of these feedback methods, please ask a member of staff who will be happy to help you.

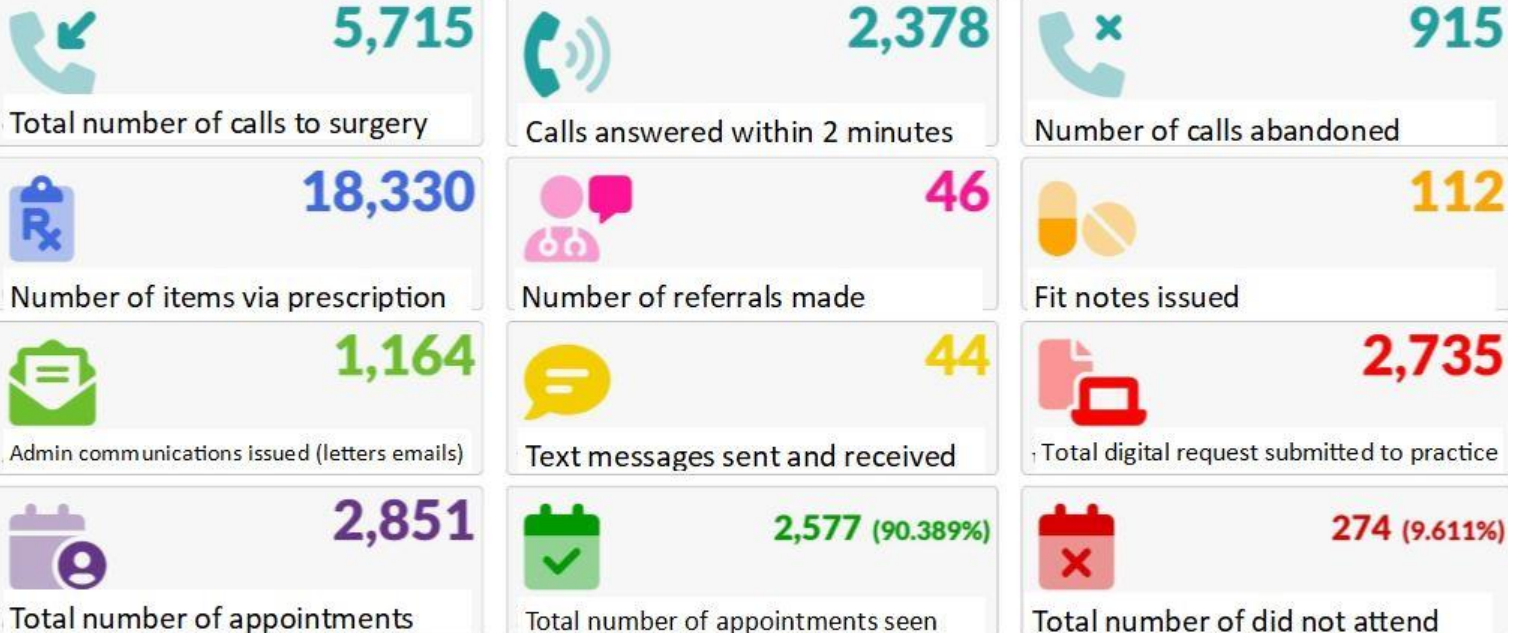
Practice Access Information

Practice access statics for November 2022, can be found in the chart below. This information outlines telephone contacts, prescriptions and fit notes issued as well as administration contact made and patient appointments offered seen and failed to attends.

I have been a fully registered medical practitioner since 2003. I have been a GP since 2013.

I joined the Cymmer and Cwmavon Practice as a full-time GP in 2017. I have a special interest in diabetes and I am the clinical lead for safeguarding.

I am married with two young children. My parents and the rest of the family live in Pakistan. I follow cricket. I like reading books and long walks on the beach.



Thank You for your continued support.