

**Ein cyf / Our ref:**

**Eich cyf / Your ref:**

**Dyddiad / Date:** 4<sup>th</sup> June 2021

Dear Patient,

### **Hwb Iechyd Cybi**

As a patient of Hwb Iechyd Cybi we wanted to contact you personally to make you aware of the ongoing work to improve the overall experience and access to our services.

We have received concerns from a number of our patients and we are using these to target the improvements needed in the surgery.

During March 2020, we merged Longford Surgery and Cambria Surgery and is now known as Hwb Iechyd Cybi. We merged the practices to help us respond to the pandemic and enable the combined clinical staff to see patients of both practices. This does not change the service you receive but you may be seen for your appointment at either surgery.

We have been working hard to attract GPs to our area, as you can appreciate there is difficulty recruiting GPs nationally and this is not unique to Holyhead or the rest of North Wales. However, we are pleased to confirm that two new GPs will start with us in August with a third GP starting in January 2022. We will also continue our endeavors to recruit more. We continue to have the support of some regular GP locums who know the area and the patients.

It is important to remember that you do not always need to see a GP when you request an appointment with us. You may be offered an appointment with one of our highly skilled Advanced Practitioners who are experienced to assess, diagnose and provide treatment including prescribing for patients. Consultations can also be undertaken safely and effectively by phone where they are clinically appropriate. The enclosed leaflet outlines some of those roles and the excellent work that they can undertake.

For any acute or urgent prescriptions issued during a remote consultation, you will be informed as to which site this the prescription will need to be collected from.

When ordering a repeat prescription, ideally allow five working days but no less than three working days for your prescription request to be processed. Our preferred method to request a repeat prescription is via the "My Health Online Service" which allows you to conveniently order your repeat prescriptions over the internet. For more information on My health Online Service visit <https://www.myhealthonline-jnps2.wales.nhs.uk/welcome>, simply ask the receptionist in the practice for a registration form. It is important to note that only items specifically listed for repeat medications can be obtained in this way. For all other items, even where they have been prescribed in the past, you will need to discuss your request with a doctor. Requests can also be posted through the letter box or sent by post.

You may nominate a community pharmacy in the area to collect your prescription on your behalf (please include the name of the pharmacy on your request). Alternatively, if you supply a stamped addressed envelope we will post your prescription to you. Please only collect your prescription from the GP Practice if essential. Please note that due to national safety regulations we do not allow practice staff to take requests for repeat prescriptions on the telephone to avoid error.

We have recently commissioned a new telephone system to make it easier for you to contact the surgery. During May we saw a large increase of contacts from patients. This has been experienced by other surgeries too as we come out of Covid lockdown and we are working hard to improve the system to make it easier to get through first time.

We respectfully ask that you leave any queries other than booking an appointment until later in the day due to the high demand of calls between 8.00am and 10.00am and if any queries regarding blood results, prescriptions, administration queries such as sick notes could be made after 10.00am and before 4.00pm.

eConsult is an online service available to patients during the practice normal opening hours of 08:00-18:30. Any of our patients who have access to the internet can access eConsult and insert their symptoms and any other health care concerns. The system assists patients by working as a triage system and may inform patients of other services that they can access such as community pharmacy. If there is not another local service that is suitable for the symptoms that you have, eConsult will create a report for the GP practice and an appropriate clinician in the practice will contact you to assist you with your health care need, this may be via the telephone or email. However, at the moment access to eConsult is during the core opening hours of the GP Practice in line with other local practices. eConsult can be accessed via our website at <https://en.hwbiechyd.co.uk/hwb-iechyd-cybi>

We would like to remind our patients that you are able to access services nearby which may be more suitable to your condition, such as the Minor Injury Unit at Penrhos Stanley Hospital or visit your local community pharmacy for common ailments.

We will also be arranging patient engagement sessions in the coming weeks to gather your views and suggestions going forward. These will be publicised widely. If you have comments or concerns about services please contact us through [Enquiries.W94026@wales.nhs.uk](mailto:Enquiries.W94026@wales.nhs.uk) or call 01407 888456

Yours sincerely



**Wyn Thomas,**  
**Cyfarwyddwr Cynorthwyol Gofal Cychwynol**  
**Assistant Area Director Primary Care**

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# Staff roles and responsibilities - Hwb Iechyd Cybi

Hwb Iechyd Cybi is made up of a range of healthcare professionals with the expertise to help you with your health needs.

Often the perception is that patients have to be treated by a doctor; however this is not always the case as doctors are supported by a specialist team of nurses, healthcare assistants, physiotherapists and pharmacists.

Below explains the roles of different staff who work at Hwb Iechyd Cybi and how they can support you to manage your health and wellbeing.



## GP Consultant

Will provide oversight and mentorship to all other clinicians in the Practice and provide them with support on complex conditions. Will also see emergency cases and deal with urgent critical illness diagnosis and treatment plans.



## GP

GPs treat all common medical conditions, lead on managing emergencies in the practice and refer patients to hospitals and other medical services for urgent and specialist treatment.



## Pharmacy Team

We have a team of Pharmacists and Pharmacy Technicians who focus on all aspects of patient care that involve medicines management. They work as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly, reconcile medications post discharge from hospital, after outpatient appointments and support patients in care homes. The team also answer medicine information enquiries from GPs, other health care professionals and patients, and support training and development for all practice staff around medicines.

Our pharmacy team includes a number of Pharmacist independent prescribers who are highly trained individuals able to diagnose and treat in both chronic and acute conditions within their competency.



## Advanced Nurse Practitioner

Advanced clinical practitioners (ACPs) are highly trained professionals and can undertake complex reviews of patients, just like GPs. They can assess symptoms and build a picture of a patient's condition, treat minor health problems, infections, minor injuries and prescribe medication where necessary.



## Nurse Prescriber

Nurse Independent Prescribers are specially trained nurses who are able to prescribe any licensed and unlicensed drugs within their clinical competence.



## Practice Nurse

The Practice Nurse provides direct and planned patient care for people of all ages within GP surgeries in a variety of locations. The Practice Nurse will undertake a range of nursing assessments, including assisting patients with chronic conditions such as Asthma and Diabetes.



### Advanced Physiotherapist

Musculoskeletal health issues such as back, muscle and joint pains are the most common cause of repeat GP appointments. Most of them can be dealt with effectively by a physiotherapist without any need to see the GP.

Our Advanced Physiotherapist diagnose and treat a wide range of conditions and can refer appropriate patients for x-ray as well as undertake injections and prescribe.



### Occupational Therapist

Occupational therapists provide practical support to empower people to facilitate recovery and overcome barriers preventing them from doing the activities (or occupations) that matter to them.

They have unique expertise and their broad scope of practice supports the general practice team in resolving various issues related to frailty, mental health and fitness to work.



### Urgent Care Practitioner / Paramedic

Our Urgent Care Practitioner/Paramedic carries out a variety of roles and are able to assess, examine and treat patients of all age ranges with a variety of acute undifferentiated and chronic conditions.

They will either carry out telephone or face-to-face consultations or home visits.



### Phlebotomist

Phlebotomists take samples of blood for any tests requested by a clinician.



### Health Care Assistant

With the support of the practice nursing team, the Healthcare Assistant (ITT) will provide care within the boundaries of their role and in accordance with specific practice guidelines and protocols.



### Practice Manager

**Implements standard policies and procedures** that keep the practice running smoothly, while also responding to any unexpected issues that arise.



### Receptionist

Medical receptionist greets you at the front desk and signpost you to the correct clinician or clinic. They may need to ask you for your medical details in order to work effectively.



### Administrator

Supports the Practice Manager (PM) in ensuring the effective and efficient management of the practice, supporting the delivery of primary healthcare services to the practice patient population. Assist the PM in ensuring compliance with all current legislation and regulations governing the delivery of primary care services.



### Prescriptions Clerk

Issuing repeat and prepared **prescriptions** Running off and collecting repeat **prescription** requests. Maintaining accurate records of dispensing transactions. Dealing with general prescription queries over the telephone.