



PEG newsletter no.3

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Technology update



The My Health Online app is being phased out and will be replaced by the NHS Wales App. The NHS Wales app can be accessed by a laptop, PC or smartphone using your email address and password or your fingerprint. It will allow you eventually to do all of the same things that the Surgery app does.

The use of new online technology has allowed those patients who do use it to avoid entirely waits to speak to surgery staff and those individuals who do want to speak to a care navigator in person have much shorter waiting times, because the number of phone calls to the practice has reduced by around 40% over the last year.

Service update



A Minor Surgery Service has now started and is proving very useful with one clinic/month.

Flu Clinics are underway with 63% of the over 65s having been vaccinated but only 24% of those patients considered vulnerable or at risk. It is very important that people get vaccinated, especially those who would be at risk of medical complications if they develop flu.

Staff update



Two of our Health Care Assistants, Pam and Gill, retired at the end of October having been with the Conwy practices for over 10 years. We will miss them both and wish them well in their retirement but we welcome Julie and Trish to the team, who both work at Llanfairfechan, and Su our new phlebotomist who will handle patients' blood tests.

Prescription problems



There have been problems with repeat prescriptions for patients to do with the processes involved in issuing prescriptions by the surgery and fulfilling the prescription by the pharmacy in a timely manner. Issues around the internal processes within the surgery or pharmacy and interactions between the surgeries and pharmacies are being addressed through discussions between the surgeries and pharmacies at a local level.

There are two ways in which a prescription can be repeated:

- by the surgery issuing a batch of prescriptions to the pharmacy that are fulfilled as they become due,
- by the patient requesting a repeat of the prescription each month.

Each of these ways needs the active involvement of the patient.

In the case of batch prescriptions the patient needs to:

- know how many 28 day prescriptions the GP has written,
- know when the prescription needs to be reviewed and book the review.

By taking responsibility for requesting a repeat prescription the patient can make sure that a prescription for any new medication is in synch with others and by making the request using the NHS app when there is 14 days worth of medication left can minimise any risk of running out.