

# Dyfi Valley Health Iechyd Bro Ddyfi



## Newsletter August 2023



Welcome to our first quarterly newsletter from our new practice! As most of you will be aware, we are now fully operational in the front part of the new Bro Ddyfi Community Hospital site. Our phone number remains unchanged. We are open 5 days a week, as before, 8am to 6:30 pm, closed weekends and bank holidays.

Our move was very successful and we are now getting used to our new areas. Our team has a new look and so far all feedback is very positive. To access us, you park on the main car park at the back, in through the orange door and up the corridor on the left.



There is a wheelchair available should this be needed. Our Care Navigators will be visible at the top of this corridor, with our dispensing window to the left of the front desk.

New service for you to all be aware off—Mental Health support available 24 hours a day, 7 days a week. Dial 111 and choose option 2. Also, the new Wales NHS app will be

launched soon!



### Fact of the quarter..... Did you know....

Our on-call GP meets with the District Nurse team every lunchtime? This is our daily Virtual Ward meeting. This is where we care for our home sick patients in the community and support them as best we can. These meetings help us keep patients in our community.

### Have your say!

**Don't forget to complete the NHS Wales Patient Access Survey— paper copies are available in reception or via a link on your facebook page. There is also an online survey available on our facebook page.**

371 appointments were missed due to patients not cancelling them in time

3,378 texts sent and received and over 9,000 items dispensed

23,260 placed and phone calls received. 62% answered within 2 minutes, 2min 15 average hold time

Over 5,000 emails received and replied to

Don't forget..... our team is here to help you with minor injuries. Hopefully this will save you a trip to A&E. In the last 3 months we saw 218 patients in our minor injuries unit, both registered and visitors.

### Facts and figures for 1 June to 31 July 23:

We have carried out:

2,360 face to face appointments

1,921 telephone consultations

311 pharmacist appointments

310 minor injuries supported

121 virtual ward appointments

**Dyfi Valley Health**  
**Iechyd Bro Ddyfi**



**MINOR INJURIES UNIT**

**Available Mon-Fri**

**8am-6.30pm**

Call 01654 702224 to book

You don't have to be registered with us to access this service

**Covid vaccination** We have been asked by Powys Teaching Health Board if we will support the vaccination campaign for the over 75s. We have said we would like to help but we are still waiting for information. As soon as its available we will update you, but clinics look likely to be separate to flu and towards the end of October.

### Important dates for your diary



Flu booking hot line will open Wed 16 August. Please ring our usual number but select option 6. You will then go thru to the designated flu booking team. Lines open 10am to 2pm only. Flu clinics will be on Thursday 21 and 28 September, 5 and 12 October

We are now using a new recall system for all routine reviews like diabetes and asthma. We will now contact you to be reviewed in your birth month.

We will be closed from lunch time on Wed 20 September for staff training

### Important contact information

Address: Bro Ddyfi Community Hospital, Machynlleth, SY20 8EQ

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