



March 2024

Welcome to first newsletter of 2024. It has been a busy start to the year for the DVH Team, but we have kept up with demand. And yet again our team has grown. This period we welcome Joanne and Nerys into our Care Navigation team. It is with great sadness that we say goodbye to Mary, who has been our ANP for too many years to remember. Plus Kim and Natalie from our admin team. We do welcome a new Pharmacist into our team. Raf, will shortly be starting his own clinics and you can now requests appointments with him directly, especially to discuss your medications.

From 1 May, our dispensary will be open **08:30 to 18:00** working week. Please remember to order any repeat medications in good time. We ask for at least **5 days** in order to get your medications ready as we do not keep all stock on site and extra time may be needed to order. We are very much reliant on items being

We are introducing from this month DNA follow up letters: If a patient does not attend their appointment with a valid reason a follow up letter will be sent out. We understand things change & life gets busy but we are hoping this reminder will prompt people to attend future appointments & or cancel unneeded appointments so we can make full use of these.

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

The My Health Online App is now obsolete and has been taken offline by the NHS digital team. The new NHS app is now available. Please remember this app is **not** DVH's!

This is controlled by the Welsh

Government and any questions need to be directed back to details in the contact section on the app. You will need to download the app <https://app.nhs.wales> The App allows you to order your medication, book appointments, contact 111 and blood and organ donations to name just a few options available through the App.

Important dates for your diary....

- PLT -14.5.24

Fact of the quarter - Did you know....?

We are part of the North Powys Collaboration. This means that we work closely with Doctors and Practice Managers of Llanidloes, Newtown, Welshpool, Llanfair Caereinion, Montgomery and Llanfyllin. We are lucky to have strong links between the teams and the Practice Managers meet weekly to talk about pressing issues and to support each other.

Introduction to the team—our GP Partners:



Dr Jon Shaw MB BS, MRCGP, L.F. Hom Dr Shaw joined the practice in 2010 and has a special interests in diabetes and end of life care. He's happy to advise and discuss complementary therapies and when not at work can often be found trail running.



Dr Sara Bradbury-Willis MBBCh Medicine, DCH, DRCOG, MRCGP, DFRH. Dr Bradbury-Willis joined the partnership in 2015. She has a special interest in paediatrics and female health, providing full contraceptive and HRT services for the practice.



Dr Farjaz Khurshid MB BS, MRCGP . Dr Khurshid joined the practice in 2021 and has a keen interest in elderly care medicine and mental health, though enjoys all that General practice entails.

Facts and figures for 1 January to 31 March 2024:

We as a team have carried out..

2,815 face to face appointments

1,352 telephone consultations

372 pharmacist appointments

286 minor injuries supported

112 virtual ward appointments

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

5,532 texts sent and received and 92,62 items dispensed by our dispensary

14,297 phone calls placed and received. Average call answered 1 min, 53 sec

5,406 emails received and replied to

9,000 items dispensed

Our phone are:

Answered daily 08:30-18:00 by our team, and Shropdoc 08:00-08:30/18:00-18:30.

We have a designated email address for routine appointment requests, as well as a form from our website.

Important contact information

Bro Ddyfi Community Hospital, Machynlleth, SY20 8AD. Phone: 01654 702 224

Email contact.w96011@wales.nhs.uk website www.dyfivalleyheath.org