

Introduction to our Nursing team



Elliw is our lead practice Nurse here at Dyfi Valley Health. Elliw joined the practice in April 2021 after relocating with her family from North Wales. She qualified as a Nurse in 2012 from the university of Chester with BSc (Hons) in Adult Nursing. Her role within DVH includes leading in Baby immunisations, cervical screening, general health checks, wound care management and travel health. Elliw has also undergone post graduate study in respiratory care and management in 2022 enabling her to manage a wide range of respiratory conditions. In addition, within the opening hours of the surgery she also is available to assist with the management of patients presenting with minor injuries.

Gwen is one of our newest Practice Nurses. She has been with the team since October 2024, with a particular interest in diabetes care. Her role includes conducting diabetic checks, taking blood samples, managing wounds, providing immunisations, offering travel advice and vaccinations, performing basic health checks, and carrying out ECGs. Gwen lives locally and enjoys long-distance horse trekking in her free time.

Kate Joined the practice in 2012 as a dispenser in Glantwymyn Health Centre and qualified as a dispensing technician in 2017. Kate also works as a Health Care Assistant and now most of her week is spent with the nursing team but still works in our dispensary on a Tuesday enjoying the variety that the role brings. She says she's fortunate to work with a lovely team and gets to meet and help our lovely patients.

Anwen - Joined the practice in 2017 as a receptionist at Glantwymyn Surgery before moving down to Machynlleth to the new building. Prior to this she worked at the Welsh Government for 23 years managing the Audit Team which is very different to the role here. During this time, she has been lucky enough to have had the opportunity to become a Health Care Assistant which she loves doing as the work is challenging, interesting and very rewarding and getting to care for the lovely people of Dyfi Valley. Originally from Llanbrynmair and still living in the area many of her patients she has known for years, and she feels it's a privilege to be able to take care of everyone that are registered here at Dyfi Valley Health.

And our lovely Diabetic Nurse Suzanne Millis - Morgan has rejoined the team! Suzanne is now supporting our diabetic patients and holding weekly clinics. Welcome back Suzanne.

Need someone when we are closed? Please ring 111, or cases of emergency and risk is imminent, call 999.

We offer both face to face and telephone appointments. Some patients prefer face to face whilst others prefer the flexibility of a phone call. We will support with both and if you prefer one over the other just let us know. We will do all we can to try and make sure you deal with us as you prefer.

We now have two dedicated people in house as our 'Carers Champion' and 'Veteran Champion'. If we can help you as a carer, care receiver or if you have served for our Armed Forces please let us know and we will ensure we support you and note this on our systems.

Are we communicating with you in your preferred language? Please let us know. Your first language choice can be noted on our system and all efforts will be made to communicate with you in your preferred choice of language.

Need to contact us? You are spoilt for choice! You can use the online SMS service (link sent out to your mobile), online form from our website, text us, PM us, email us, call us or come in and see us. All options are detailed on our website or ask a member of our team. SMS, email and the online form are available 24/7. noting we only respond when we are open.

Dyfi Valley health has gained a **GOLD** status with Green impact with Public Health Wales! Over 500 GPs, Dentals and Ophthalmology Centres took part.

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Facts and figures for May though June 2025:

10,990 Calls have been received
4,768 texts sent and received
262 Sick notes have been issued
320 - appointments were missed due to patients not cancelling them in time – that's 10.5 days of GP time wasted
774 Referrals were made by the team
6132 Emails have been received & actioned
9,588 items dispensed by our dispensary
Average queue waiting time 1min10 secs

We would like to give a very warm welcome to our new staff....

Suzanne (Diabetic Nurse), Heulwen and Mari have joined our Care Navigation team. Both Heulwen and Mari are Welsh speaking, making all of our Care Navigators able to talk to you in Welsh and English.

In order to support any sickness in our nursing team, we have trained up two ladies from our care navigation team to take bloods. This means they can step in at short notice in order for us not to have to cancel a blood clinic.

Have you noticed- our NEW SMS reminder's??

We now send out a text 72 hours and 24 hours before your appointment – we hope this will remind patients and help reduce our missed appointments figure. This text also gives you a link to be able to cancel your appointment, which we can then reply to with a re-booking link that you can use, as needed.

Our missed appointment numbers remain too high in the last 3 months alone, **320** 15 minute clinical appointments were missed with people who did not attend. We need about an hours' notice to be able to give a not needed appointment to another patient. Please help us use all our available appointments as this helps us ensure that all clinical appointments are given to patients who need and can attend.

We really need your help to bring these numbers down, please use the link in these text messages or contact us so we can then make these appointments available for others.

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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

June 2025

It nearly that time again - Flu Vaccine!

Date for your diary - Flu vaccine booking link texts will start to go out end of August!! We have clinics planned over 5 days in October and November. Keep an eye out on our socials and notice boards for more information. If you have a mobile number on record, you will receive an SMS and you will be able to self-book again this year. Please make sure we have the correct mobile number. You will be able to phone us too to make an appointment.

DID YOU KNOW

When we do a referral for you, it automatically leaves us and goes to the referring clinic. If you have any questions about an appointment, change a time, chasing something then you need to contact them directly. To help you do this please use the numbers below, we have listed the most used sites, but please call us if you need another number:

Bronglais Hospital-01970623131 (asking for your dept)

The Robert Jones and Agnes Hunt Orthopaedic Hospital-
01691 404000

St Micheals- 08000489230

CMATS (Powys) 01686617200

Patients can now self-referral to Level 2 weight management. Patients can fill out the form (link available on our website/facebook page). Paper copies will be available in reception in both English and Welsh.