

NEWSLETTER

HELLO!a very warm welcome to all those who are new to the surgery and a big hello again to our regulars.

Our friendly and professional staff invite you to ask them any questions or queries you may have. But just in case you do not have the time or are a little shy, here are a few things we think you might like to know.



After 24 years of service Dr Nicola Brown has made the decision to retire on 30th June 2016. She will be replaced by Dr Andrew Caley.

Nicky would like to thank all staff and patients past and present who have made her time here a happy and enjoyable one.

We wish her well and she will be very much missed.



TRAVELLING ABROAD?

Whether you are going on a flip flop and beach ball kind of holiday or wading through the jungle auditioning to become the next David Attenborough ...***you may need vaccines!***

Ask one of the girls at reception for a travel form and make an appointment with the Nurse (**NOT** the doctor). We provide a comprehensive travel clinic service customised to your individual needs.

GET ON LINE

Can't make an appointment because you have no mobile phone signal or your battery just died? No worries! You can book appointments via our **MY Health Online** service, from which you can also reorder your repeat prescription items. Just enquire at reception for this.

NEW TEXT SERVICE



A brand new texting service has recently started, which automatically sends you a text message the day before your next surgery appointment. So if you no longer require the appointment just give us a call back to let us know.

NON ATTENDANCE APPOINTMENTS

The practice DNA rate (patients who Did Not Attend) is extremely high. Every month many hours are wasted simply because patients fail to attend and not cancel their appointment in advance. Please, please, please let us know if you cannot make your appointment, so that we can offer it to someone else in need of it.



PRESCRIPTIONS

The ordering of prescriptions takes **48 hours** to complete. We do not accept requests via the telephone or by e-mail. Either pop along to the surgery to make the request or ask your local pharmacist to request them for you. So get those repeat requests in on time!

MOVED HOME?

....**then tell us!** Have a new telephone number? Yep, we want that too! It would also be great to have your e-mail address as well. By providing us with all your up-to-date contact details, we are then able to contact you quickly and efficiently. Help us to help you!



KEEP TO TIME

We know that some patients don't see the doctor that often and may save up their medical issues to discuss. But we kindly ask you to stick to our '**One Problem Per Consultation Policy**'. If you do need to discuss multiple issues, please request a **Double Appointment** which gives you plenty of time with the doctor and appointments then won't run over for the other patients.

TEST RESULTS

Please telephone for your test results Monday to Friday between the hours of 2pm and 6.30pm.



MEDICAL STUDENTS

From time to time Medical Students will be in with the doctor. You will be told of their presence at the time you make your appointment.

These are the doctors of tomorrow, so give them a chance!

ACCIDENT & EMERGENCY DEPARTMENT

Think you may have broken or fractured a bone? ...ouch! We do not have the facilities to x-ray your body parts, so try and get yourself to A&E.

This also applies to severe cuts that require sutures and life threatening injuries.

SELF REMEDIES

Are you making the most of your local Pharmacies?

They offer advice and over the counter remedies for that tickly cough, runny nose, diarrhoea, bugs and viruses, allergies, general aches and pains, headaches and of course hangovers!

They also offer a free collection service for repeat prescriptions.

Contact these pharmacies for more information:

Cathays Pharmacy - Crwys Road.

Woodville Pharmacy - Woodville Road.

Pearns - Wedal Road.

PATIENT PARTICIPATION GROUP



Cathays Surgery prides itself on the level of service it provides its' patients, but if you think you have any suggestions or comments on how we can improve, then why not come along to the next Patient Participation Group meeting. The Patient Group is actively engaged with the practice in representing '**your views**' and how the practice delivers it's service to you, as well as a range of other issues. We welcome new members. Please enquire at reception for the next meeting date.

RECENT CHANGES

We've removed that tatty old green sofa in the upstairs waiting room and replaced it with new black chairs, a central table and lovely large television.

Watch this space for any other new developments.



SUMMER SENSE!

It has been known for our summers to be a complete wash out. But just in case you we get to have a few hot & sunny dayskeep yourself hydrated, wear a hat and slap on a high sun block.

But most of all have fun, stay safe and enjoy!

WANT TO KNOW MORE?

Check out our website www.cathaysurgery.co.uk.