



# NEWSLETTER

## WELCOME

to all those who are new to the surgery and a big hello again to our regulars.

Our very friendly and professional staff invite you to ask 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.



### NEW KIDS ON THE BLOCK!

We welcome Dr Andrew Caley, who recently started with us at the practice. Andy has been a Doctor since 2003 and says he very much looks forward to working with all the staff and meeting his new patients.

We will also welcome a new nurse and a receptionist very soon. So watch out for new friendly faces.



### FLU VACCINE

Although you can still get ill at any time of the year with Influenza, it is particularly virulent at winter time. So we are offering the '**FLU JAB**' to the over 65's, diabetics, asthmatics, pregnant ladies and anyone with low immune system or other medical condition.

A **FLU NASAL SPRAY** vaccine is offered to children aged 2 to 3 years old.

### SHINGLES VACCINE

You qualify for the Shingles vaccine if you were born between **02/09/36** to **02/09/38** and **02/09/1942** to **02/09/46**. Please enquire at reception to book an appointment with the Nurse.

### MENINGITIS ACWY VACCINE

This vaccine is highly recommended to 1<sup>ST</sup> year University Students aged 17 to 24 years old. So make an appointment to see a Nurse to discuss this.



### STUDENT SICK NOTE/LETTERS

All requests for University sick notes and letters, explaining extenuating circumstances, **MUST** be requested in writing by the University. An administration fee for **ALL** letters is **£25**.

### 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 new texting service is available, which automatically sends you a text message the day before your next surgery appointment. So no excuses for forgetting!

### 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 let us know if you cannot make your appointment, so that we can offer it to someone else who is 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 in person or ask your local pharmacist to request them for you. So get those repeat requests in on time!

## 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!

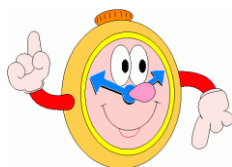
They also offer a free collection service for repeat prescriptions.

Contact these pharmacies for more information:

- Crwys Pharmacy** - Crwys Road.
- Woodville Pharmacy** - Woodville Road.
- Pearns** - Wedal Road.

## 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!

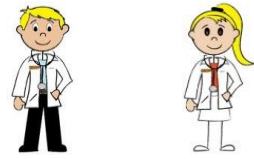


## KEEP TO TIME

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 will not 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

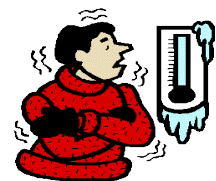
From time to time Medical Students will be sitting in with the doctor. You will be told of their presence at the time you make your appointment.

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

## 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 its service to you, as well as a range of other issues. We welcome new members. Please enquire at reception for the next meeting date.



## WINTER IS HERE!

Don't get those winter blues! It's time to dig out that thicker coat, colourful woolly hat and gloves from the back of the wardrobe. Take care on those dark and icy nights. Oh and if you do catch a cold, keep it to yourself and use tissues to cover your mouth and nose. Keep yourself wrapped warm and cwtched up! (Cwtch is our welsh saying for cuddle, snuggle or hug).

## WANT TO KNOW MORE?

Check out our website [www.cathaysurgery.co.uk](http://www.cathaysurgery.co.uk)

