

# August 2019 Newsletter



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 @westquaymedicalcentre

 @WestQuayMC

## Quality Improvement Project at West Quay Medical Centre

We are currently undertaking Quality Improvement projects “behind the scenes”. One area of improvement is to reduce the number of did not attend appointments (DNAs). We are pleased that our changes are making impact on reducing the number of missed appointments allowing us to offer these appointments to other patients who really need to be seen. Our average DNAs was previously nearly 6 appointments and we have reduced this down to between 3 appointments (see graph below.)

We have added various ways to cancel appointments such as:

- Visiting our website to send a cancellation request to us
- The option to leave a voicemail when phoning the surgery rather than waiting to speak to a receptionist
- Cancelling your appointment via your text message reminder – **Please ensure your contact details are up to date so we can send you reminders or sign up to the service via our website.**

Further routes to book and cancel appointments will be available in due course, as we are currently configuring the new “My Health Online” service.

We would also like to thank our Patient Participation Group (PPG) for their input to date. If you are interested in joining the PPG please visit our website and click the Patient Group icon.

Visit our new website at [www.westquaymedicalcentre.co.uk](http://www.westquaymedicalcentre.co.uk)

**We can't treat  
an empty chair.**

**Miss your appointment  
and everyone misses out.**

Sign up to our  
text message reminder  
service

Visit our website  
to cancel your appointment

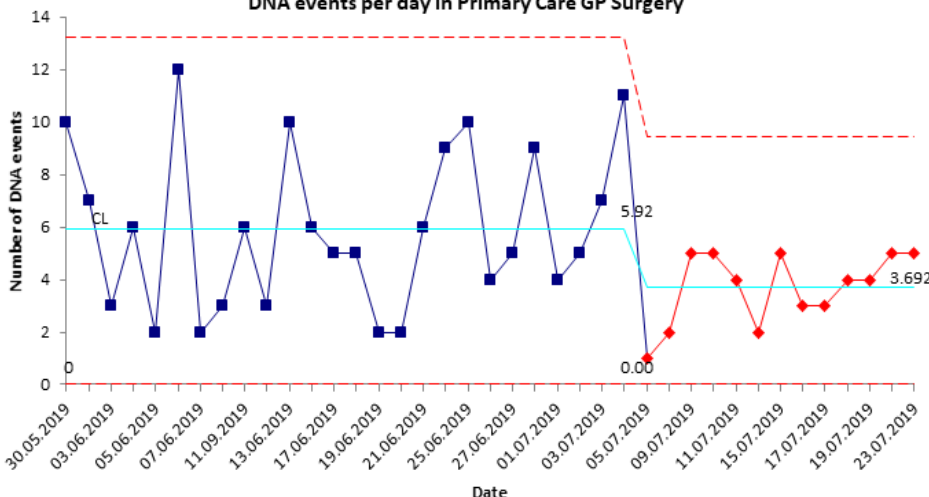
Use our phone  
cancellation service

**Please tell us if you need to cancel  
or re-arrange your appointment.**

#dontforget

[www.westquaymedicalcentre.co.uk](http://www.westquaymedicalcentre.co.uk)

DNA events per day in Primary Care GP Surgery



**Our new website has now launched !**



Go online for test results, fit/sick notes, GP letters and medical reports without the need to attend or phone

Get self-help information from trusted NHS resources

Find out about self-referral services in Barry



We are very pleased to announce that Dr R Lewis has been nominated for "RCGP Wales GP of the Year Award 2019".

Dr Lewis would like to thank the patients that took the time to nominate him. We will await the outcome of the nomination in September.



We are very pleased to announce that we have been nominated for "RCGP Wales Practice Team of the Year Award 2019".

Thank you to the patients that have nominated us.

**keeping children safe in the sun**

**Keeping Children safe in the sun**

- Encourage your child to play in the shade – for example, under trees – especially between 11am and 3pm, when the sun is at its strongest.
- Cover exposed parts of your child's skin with sunscreen, even on cloudy or overcast days. Use one that has a sun protection factor (SPF) of 15 or higher and protects against UVA and UVB. Apply sunscreen to areas not protected by clothing, such as the face, ears, feet and backs of hands.
- Be especially careful to protect your child's shoulders and the back of their neck when they're playing, as these are the most common areas for sunburn.
- Cover your child up in loose cotton clothes, such as an oversized T-shirt with sleeves.
- Get your child to wear a floppy hat with a wide brim that shades their face, ears and neck.
- Protect your child's eyes with sunglasses that meet the British Standard (BSEN 1836:2005) and carry the CE mark – check the label.
- If your child is swimming, use a water-resistant sunscreen of factor 15 or above. Sunscreen should be reapplied straight after you have been in water – even if it's "water resistant" – and after towel drying, sweating or when it may have rubbed off.

**Request it online**



For administrative requests such as fit/sick notes GP letters and medical reports, head to our website.

Go online at a time that suits you without the need to visit the practice or make a call.

[www.westquaymedicalcentre.co.uk](http://www.westquaymedicalcentre.co.uk)

**Staff Updates**

We have recently welcomed two new GP registrars to the Practice:

- Dr K Ridley-Jones
- Dr S Bakerally

**Advanced Notice of Closure**

**We will be closed on Wednesday 25<sup>th</sup> September from 13:00 for essential staff training.**

**We will be back open the following day (Thurs 26<sup>th</sup> September) at 08:00 with the surgery doors opening at 08:20**

**Choose well whilst we are closed:**

<http://www.nhsdirect.wales.nhs.uk>

**Choose Pharmacy**  
Advice and treatment for a range of common ailments without having to make a GP appointment.

Dry eyes? Hay fever? Nappy rash?  
Dermatitis? Tonsillitis? Scabies?  
Threadworms? Sore Throat?  
Teething? Ringworm? Haemorrhoids?  
Head lice? Mouth ulcers? Verrucae?  
Indigestion? Vaginal Thrush?  
Oral Thrush? Ingrowing toenails?

Choose well logo and GIG NHS logo.



**Well done to the team who took part in "Cycle to work day 2019"**

**Coming Soon**

- Flu Vaccination clinic information and eligibility
- Macmillan Coffee Morning (Friday 20<sup>th</sup> September) at West Quay