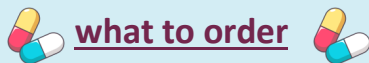


# The Practice Of Health Newsletter Spring 2025



In our quarterly newsletters we aim to provide helpful information to keep our patients up to date with recent developments. **This issue: Prescriptions, Activity Data, My Health Online, Patient Services 2025, Text Reminders DNAs and Telephone Call Backs**

## Prescriptions—how, when and



### what to order

We issue around **1,000 prescription items a day** – a task we estimate takes the equivalent of *two GPs a week to manage!*

You can help us manage our prescribing workload (and free up capacity to provide more appointments) by:

**Only ordering medications on your repeats list** The GP will rarely prescribe items you haven't had before but still need time to assess your request.

**Ordering online via the NHS Wales App** helps us to process prescriptions more quickly and easily

### Allowing enough time (48+ hours) when you order ...

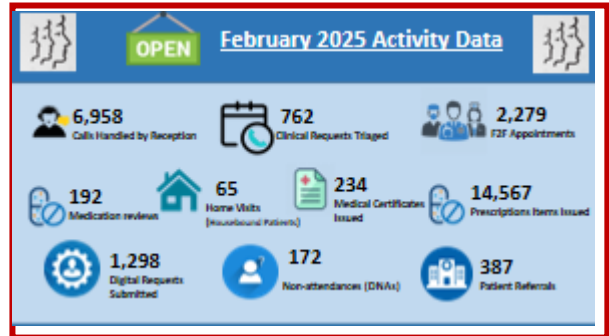
Please allow up to 2 working days for us to process repeat prescription requests, plus an extra 2 days if you collect from a pharmacy – this allows the pharmacy time to come and collect the prescription from us and prepare your medication for you.

### Check your prescription slip!

Items are added to your repeat prescription for a certain number of issues, and it tells you how many issues you have left for each item before you need to book a review.

**Appointments Not Attended or Cancelled**  
**February: 172**

**If unable to attend please Cancel to enable others to use.**



### MHOL—BYE BYE!

My Health Online will no longer be available to patients from the end of March 2025.

Patients can still manage their prescriptions and healthcare by using the NHS Wales App. Visit

[NHS Wales App: Help and Support for details](#)

### TXT REMINDERS

With more pre-bookable appointments being offered, we are now seeing a higher 'DNA rate'. These are appointments that aren't attended, where patients do not cancel them in time to be used.

All patients with an in person appointment will receive a text reminder from 60m the night before—select the option to 'cancel by text'!

### Patient Services 2025

Did you know that our practice receives around **£121 per year, per patient?**

#### Why This Matters

Overuse of patient services is contributing to the closure of GP Practices across the country.

#### How You Can Help

To ensure we can continue providing quality care, please consider alternative healthcare options when appropriate, such as:

**Pharmacies** for minor illness  
**NHS 111** for urgent but non-emergency advice

**Self Care** for common conditions

**The Practice of Health website** for Self Help

### Did you know that the Practice has an Automated Call Back System ???.....

This is a feature of our telephone system that allows callers to **choose to be called back, rather than wait on hold!** Press option 2 for English, then **Option 4** for appointments, then **OPTION 5** for a call back to keep your position in the queue without waiting on hold.

*We will call you back when you reach position 1.*

