



In our bi-monthly newsletters we aim to provide helpful information to keep our patients up to date with recent developments. **This issue:** PPG Discussion, Call Back System, Greener Primary Care, Carers, Patient Suggestions

Patient Participation Group

The (PPG) recently completed our second meeting. Thank you again to Mrs Kirk, Mrs Owens and Mrs Jones for sharing their insights with us.

Practice Website— Review of our website; suggestions on how to make information easier to find, more links to Mental Health Support, etc.

TV screen/ messages—Look at sharing information on our TVs regarding NHS & Healthcare organisations.

Get involved, have your say!



We are **seeking additional members for our next PPG** to give their opinions and feedback. We would love some representation from the young demographic in our community.

If you think you may be suitable to join, please **email us Subject: PPG** at

Data.W97611@wales.nhs.uk

More information can be found online www.thepracticeofhealth.nhs.wales



Our Carers Champion Julie acts as a single point of access to information & resources to support carers in their role, and recently obtained a **Silver Carers Award Accreditation!**

Carers are anyone who looks after someone who needs help because of their illness or disability, and cannot cope without their support. Many carers don't realise they are a carer. **If you think you may be carer please inform us!** *Carers packs are available at reception.*

The Practice is proud to have achieved a **Gold Award in the Greener Primary Care Wales Framework Scheme**; a programme designed to support GPs in improving the environmental sustainability of their practice, and help to reach Welsh Government targets of Net Zero.

Future plans involve marshalling our local Park Run in September (see you there!), and maybe even organise a local community clean up? Watch this space.....



Greener Primary Care Wales

Patient Suggestion: With the Influenza season creeping closer, it's recommended that we run an **"all welcome" type of clinic** for anyone to be vaccinated, instead of the current segregated groups. Hopefully this will improve uptake across our community.

What organisations are there for support and advice for carers?

CARERS WALES

www.carersuk.org
02920 811370



CARERS TRUST

www.carers.org
0300 772 9702



FAMILIES FIRST

www.cardiffamilies.co.uk
0800 0327322

DEWIS WALES

www.dewis.wales
01443 827930



MIND in the Vale

www.mindinthevale.org.uk
01446 730792

Are you aware 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 in the queue. **Requesting a call back is easy and allows you to keep your position in the queue without waiting on hold.**

But how you ask?! Call us on 01446 700350 and after selecting the initial options, **PRESS OPTION 5;** your position will now be held in the queue. When you reach position 1 our automated call system will ring you back and connect you with our receptions. **Simple!**

