



# PEG Newsletter - No.1 April 2023

## Clinical Staff



The clinical staff covering the surgeries at Conwy are:

Dr Amit Singh (m) Dr Chris Dunne-Jones (m) Dr Katie Wynne (f)

Sarah Hughes - Advanced Nurse Practitioner (f) Josie Roberts - Community Clinical Practitioner (f)

Gwen Robinson - Practice Nurse (f) Pam Ryder - Health Care Assistant (f) Gill Rowlands - Health Care Assistant (f)

Stephanie Conwy - Pharmacy Technician

## Patient Engagement Group - PEG

The PEG has been established as a means of letting patients' voices be heard by the management of the GP practice, in order to aid the development a high quality primary health care service which is responsive to the health needs of its patients. There is no limit to the number of patients included in the PEG and any patient is welcome to join the group on the acceptance of its terms of reference. Contact the secretary if you want to become involved at [mandy.hughes@thegreen.uk.com](mailto:mandy.hughes@thegreen.uk.com)

### Accessing care

All the daily requests, irrespective of whether they have been made via the website, My Surgery App, telephone or in person, are triaged and shared between all clinicians according to clinical need using the information stored on the AccuRX system.

## AccuRx

Using the information in the AccuRx system, the requests are allocated to the Administrative (Admin) Team, Care Navigators, Pharmacy Technician or the clinical team for action. They will contact the person making the request either by SMS message or telephone call. A face to face consultation will be arranged at one of the surgeries if required.

### Website

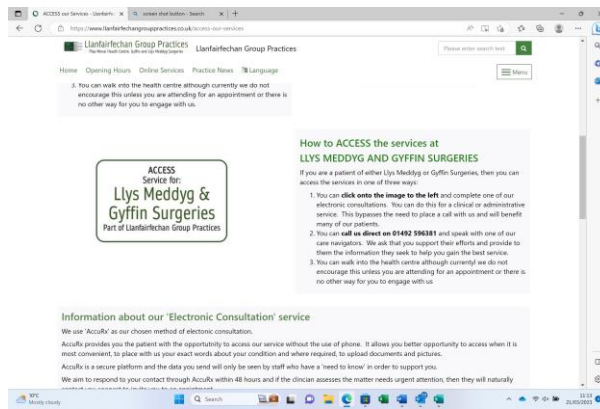
Use the website ([www.llanfairfechangrouppractices.co.uk](http://www.llanfairfechangrouppractices.co.uk)): Click on the large purple tile on the home page ('Access our Services')

On the next page, scroll down to and click on 'Access service for: Llys Meddyg & Gyffin Surgeries'.

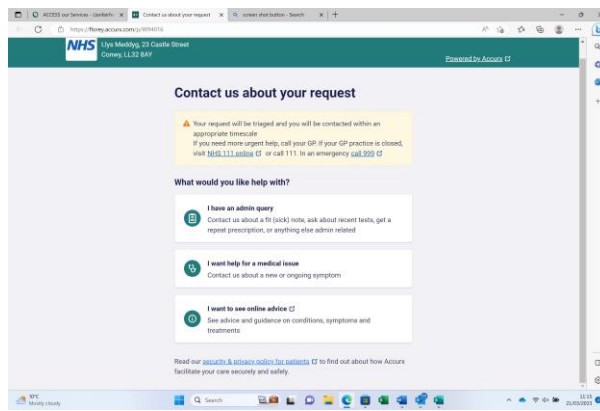
This leads to the entry page of the AccuRx system and offers a selection of services:

- Admin query such as sick notes, repeat prescriptions and test results
- Medical issue which might be new or on going
- Advice and guidance on line

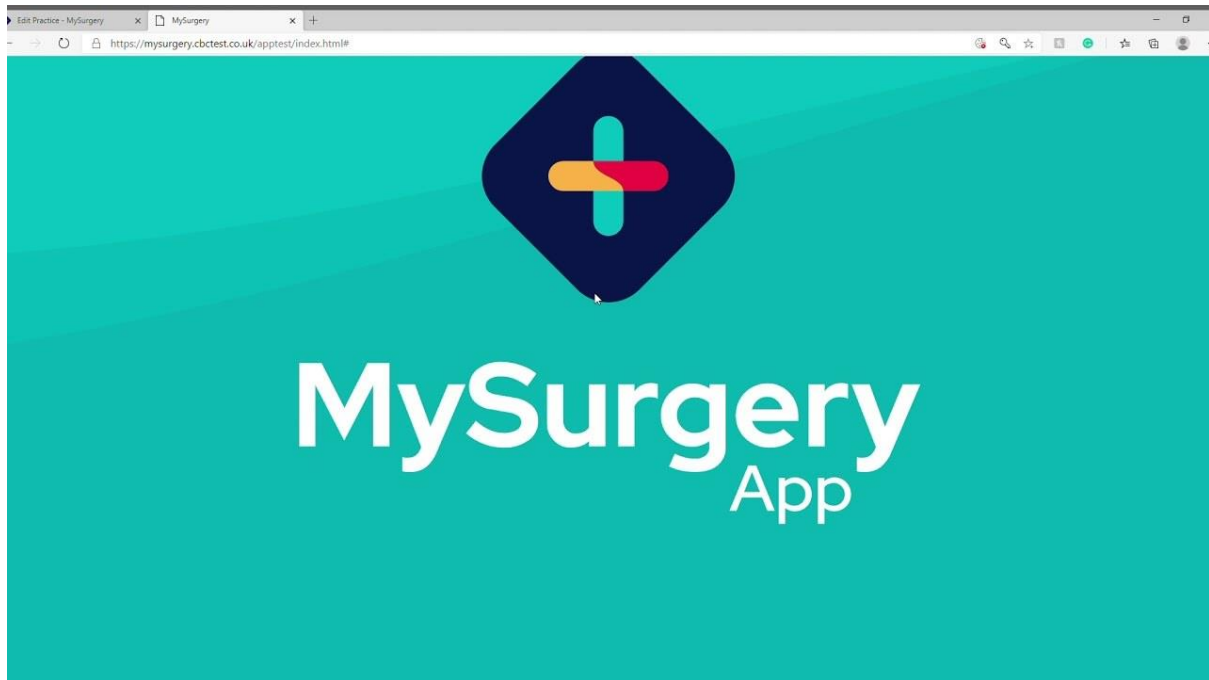
Choose which service you need.



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## MySurgery App



Log in to the app.

On the Home page scroll down to 'I need help with a medical issue' and tap.

This leads to the same entry page of the AccuRx system. Scroll down to see the selection of services:

- Admin query such as sick notes, repeat prescriptions and test results
- Medical issue which might be new or on going
- Advice and guidance on line

## Telephone

If you cannot use electronic methods you can still use the telephone or you can visit either surgery in person to request an appointment, **but**, the surgery does not operate a walk in service so you will not be seen immediately by a clinician even if you come to the surgery.

The Care Navigators will initially ask you whether you can use or have access to an on-line system. If you can, they will text you a link which will immediately take into the entry page of the AccuRx system described above. If you have previously received this link, you can use this for a new problem without the need to request a new one.

If you are unsure about using the on-line system or cannot access it our Care Navigators are happy to complete the submission for you to ensure that you get appropriate assistance. They will submit the information you provide into the AccuRx system where **it will be dealt with in exactly the same way as all the other AccuRx contacts.**

If you need an appointment with the nursing team it will be booked.