

## Patient Newsletter

Hello, and welcome to our first patient newsletter. There's a lot going on in general practice now and we wanted to make sure all our patients are informed. We plan to send this out 4 times a year by text message (with a link to the newsletter). It will also be available in our waiting room.

Outside of these newsletters we want to minimise the number of text messages that we send you and try to restrict its use to clinical information/matters.

There are also various other ways to keep updated:

Our website is the most comprehensive source of information. [Plas Ffynnon Medical Centre](#)

We now have a Facebook page [Plas Ffynnon Medical Centre](#) which you can follow for practice news and health information updates.

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This Newsletter contains information on:

1. Our Patient Participation Group (PPG)
  2. Need Medical Care on Saturday or Sunday? Don't wait until Monday.
  3. Automated Review Invitations
  4. Patient Ordering Direct (POD)
  5. Women's Health.
  6. Online Triage in 2026
  7. The NHS App and use of technology in GP practice.
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We have a Patient Participation Group. The aim of the group is to provide Plas Ffynnon Medical Centre with the patient perspective on new and existing services and on proposed changes and to be a source of information for patients, and to promote local health services.

The Group wants to hear from you about issues you have accessing care at the practice. They have made a questionnaire which all patients are encouraged to complete. It can be done online at [Plas Ffynnon Patient Group Survey](#).

You can contact the group by sending an email to [plasffynnonpatientgroup@gmail.com](mailto:plasffynnonpatientgroup@gmail.com) – please note that this is not for any personal medical issues.

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We recently audited our incoming phone calls and we get as many calls on Monday morning as we do on Tuesday to Thursday combined. If you are unwell at the weekend, often the best option is to contact NHS 111 there and then rather than waiting for Monday when you may feel worse and our phones are at their busiest. That's why NHS 111 is there as a 24/7 service.

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We are planning to introduce a new, automated, system for sending invites to patients with long term conditions (e.g. Asthma, Hypertension, Diabetes) via the NHS App, email and text message for their annual reviews. Patients who don't have any of those means of communication will receive a message on their landline inviting them to contact the practice.

The POD (Prescription Ordering Direct) service has closed. The easiest way to order repeat prescriptions is using the NHS App or by emailing the surgery at [dispensary.pfmc@nhs.net](mailto:dispensary.pfmc@nhs.net).

However, if you cannot order online there is an automated telephone prescription ordering service: 01691 881322. You will need to contact the surgery to get signed up for this service.

Alternatively, you can put a paper request in the box by our dispensary. Requests can be dropped off in person or by a family member or friend.

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Since Dr Kingsley became a partner here last year she has undergone the British Menopause Society's training on menopause on top of her previous knowledge. To read information around diet, exercise, HRT and more menopause info please click [here](#)

Please feel welcome to make an appointment with our menopause team about all things menopause - Dr Kingsley is particularly interested in hearing from any woman under the age of 45 who has reached the menopause early as well as women aged 50 or over who have urinary symptoms, who thought it was just an age thing.

We have more staff trained up to help you with ring pessaries.

Plus the practice now has a senior nurse Amanda Mammone, with over 20 years experience working at the sexual health clinic, who can fit coils, implants and discuss all your contraceptive needs, while our practice nurse Kerry Jones is going through the specialist menopause training

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We are looking to introduce an online triage system from Summer 2026 that will mean that rather than have an 8am rush where patients are seen on a first come first served basis, patients will submit an online form which will be reviewed by a doctor and then the appropriate appointment for them will be allocated. This should ensure the most urgent issues are seen most quickly and that patients are seen by the most appropriate clinician for their needs. We want to reassure our patients that we will always take calls on the phone for those who can't complete the form.

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As you can tell from the items above, we are increasingly using technology to try and do more with less, as resources for general practice continue to be severely constrained. The more efficient we can be in our use of technology, the more money we have to employ doctors, nurses and other clinical staff. You can help us by making sure that we have the correct phone numbers and email addresses for you. You can also help us and give yourself convenient access to medical care by signing up for the NHS App which is the most secure way to communicate with the practice as it has end to end encryption. While we will always have alternative routes for patients who can't or don't want to use modern technology we do encourage as many patients as possible to sign up for the NHS app.