



**CHILDHOOD  
IMMUNISATIONS**

It is really important to protect the little ones from other diseases that are still circulating. Instead of running specific clinics our nurses will be ringing you to make a safe and convenient appointment to attend the surgery. If you have any queries please do not hesitate to call the surgery or drop us eConsult via our website

*Dear Readers*

*Firstly, we would like to thank all our patients in supporting and understanding the changes we have made during this pandemic. We hope you will enjoy reading our latest newsletter, which will give you an insight into the services that are available especially during these difficult times.*



**Thank you to JEHU and their carpentry team for providing us with a much-required shelter for those most vulnerable patients still needing to attend surgery**

**Appointment system**

Llan Healthcare has changed the way services are delivered. We have set up triaging system for all your medical concerns

We will happily triage you on the phone, through a video consult, via a text message or via email, making it safe for you to attend for physical examination if necessary

None urgent phlebotomy appointment has been put on hold, and only urgent bloods will be done. For B12 & Pill checks please call on the day where a nurse will call you back

**DOCTORS**

**CONSULTING**

- Dr Roger Morris
- Dr John Shewring
- Dr Amanda Faulkner
- Dr Gareth Powell
- Dr George Brand
- Dr Emily Burgoyne
- Dr Samantha Lonsdale
- Dr Kate Hale
- Dr Matthew Jones
- Dr Callum Forrester-Paton
- Dr Bethan Williams
- Dr Sue Williams
- Dr Helen Kemp
- Dr Lisa-Jayne Edwards
- Dr Mohamed Seedat
- Dr Joel Davies

**OUR NEW DOOR  
OPENING TIMES**

Due to the pressure of the Covid-19 pandemic our doors will be open  
8:30 – 1 & 2 – 5

Outside of these hours please telephone the surgery for information on accessing primary care services

**Ordering Prescriptions**

You can order your prescription via My Health online, if you're not registered for this give us a call and well send you over the instructions.

You can also order your prescriptions by calling between 9:30 – 11:30 pressing option 2, please allow 48 Hours. Please do not call outside these hours to order your prescription as there will be no one here that will be able to help.

Alternatively, you can call your pharmacy who can order and collect your prescription for you! Please check your pharmacy for more information.

**Congratulations!**

To DR Lucy Lazarus on the birth of a beautiful baby girl



& Stephanie Parkhouse On the safe arrival of baby Toby

**FOLLOW US ON**

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<https://www.llanhealthcare.co.uk/>  
<https://llanhealthcare.webgp.com/>

 Llanedeyrn Health Centre - 029 2073 1671

 Llanrumney Medical Centre - 029 2079 2661

**Useful Information**

If anybody is newly pregnant you don't have to call us, please email [pregnancybooking.cav@wales.nhs.uk](mailto:pregnancybooking.cav@wales.nhs.uk) Who will then send you a form to complete and the midwife will call you.

Mental health practitioners are now undertaking telephone triage. For this service you would have had to been referred from our GP. Please call us to arrange this. Physiotherapist are also offering telephone advice, this is for new problem, not ongoing. Give us a call to organise this.



Contact your GP practice online

<https://llanhealthcare.webgp.com/>

## What is Econsult?

eConsult enables us to offer online consultations to you. This allows you to submit your symptoms or requests to your own GP electronically, and offers around the clock NHS self-help information, signposting to services, and a symptom checker. It saves you waiting for an appointment or going to the GP surgery. After your online consultation, your GP surgery will follow up. It can be a text, phone, video call or face-to-face appointment. You will get a response by the next working day. You may also get a text to fill out a questionnaire for reviews on eConsult from the practice. **ECONSULT SHOULD NOT BE USED FOR EMERGENCIES** if you feel that your problem cannot wait until the next working day call the surgery

## What can I use it for?

eConsult can help you to manage your condition or symptoms by providing you with the best self-help information available, access to local services, or a convenient way to get help and advice from your GP Practice. Instead of having to wait weeks for an appointment or queue on the phone for hours, eConsult allows you to tell us what you need help or treatment you may need, GP's can advise you on the best next steps, all at your convenience. You can also request things like test results, sick notes and GP letters. You may also get a text to complete an asthma review on the month of your birthday. **ECONSULT SHOULD NOT BE USED FOR EMERGENCIES** if you feel that your problem cannot wait until the next working day call the surgery

## What if I don't have the internet?

Most household will have access to the internet but if the person/patient has difficulty using the system, they must ring the Practice, we will then put you on the call list for one of our trained admin staff to call you back. They will then go through eConsult with you, and then it will be processed the same way as if you did it yourself. We understand some may find it difficult but please ring the practice if you're finding this difficult. You can go on eConsult by using a smartphone, tablet or computer/laptop as long as they have internet connection. You can also ask a family member to help as long as you give permission.

## Can anybody use it?

**ECONSULT SHOULD NOT BE USED FOR EMERGENCIES.** Should you report symptoms that have deemed to require more urgent help than your GP Practice may be able to provide, your eConsult will be stopped. You will be advised that your eConsult will not be sent to your Practice, and that you should seek advice from the relevant urgent care service (e.g. A&E, Urgent Care Centre or NHS 111 helpline). If your problem can not wait until the next working day please call the practice. If you have a baby under the age of 6 months call the practice who will be able to assist you. For reviews such as asthma you will receive a text on the month of your birthday with a link this is just for you.



You can go on eConsult by using a smartphone, tablet or computer, by going on

<https://llanhealthcare.webgp.com/>



**STAY AT HOME**

**PROTECT THE NHS**

**save lives**

- Only go outside for food, health reasons or work (where this absolutely cannot be done from home)
- Stay 2 metres (6ft) away from other people
- Wash your hands as soon as you get home

## And again

*We would like to thank you for all your support and acts of kindness during this time. We understand this is a difficult and scary time but with your support we can all get through this together!*



*Thank you  
From all of us at  
Llan Healthcare*

