



# Haygarth Pulse



December 2019

[www.hay-garth.co.uk](http://www.hay-garth.co.uk)

Number: 16



## Reception Opening Hours

### Hay-on-Wye

01497 822100  
8:30 am – 6.30 pm  
Closed for lunch 1-2pm  
Monday and Tuesday

### Talgarth

01874 713000  
8:00 am – 6:00 pm  
Closed for lunch 1-2 pm  
Wednesday, Thursday & Friday.

### Dispensary opening hours

Monday – Friday  
9.00am to 5.15 pm

### Contact Us

Haygarth Doctors  
The Medical Centre  
Forest Road

### Hay-on-Wye

Hereford HR3 5DS  
01497 822100

The Medical Centre  
Hay Road

### Talgarth

Powys LD3 0AW  
01874 713000

### Practice Manager

Mrs Gwyneth Gore

## Telephone Access update

We are aware that some patients have experienced long waiting times when trying to contact the practice. There have been some technical difficulties where callers appear to have been lost in the queueing system and in some instances callers have been cut off. We would like to apologise for any inconvenience or distress this may have caused. We are working with our telecoms provider to overcome these issues and would like to thank you for your ongoing patience and support.

## Haygarth Doctors Christmas and New Year opening hours 2019/20

### Please note the following opening hours

#### Hay-on-Wye

|  |                                 |
|--|---------------------------------|
| Monday 23 <sup>rd</sup> December 2019          | 8.30am-6.30pm (closed 1-2pm)    |
| Tuesday 24 <sup>th</sup> December 2019         | 8.30am-1pm <b>Early Closure</b> |
| <b>Wednesday 25<sup>th</sup> December 2019</b> | <b>Closed</b>                   |
| <b>Thursday 26<sup>th</sup> December 2019</b>  | <b>Closed</b>                   |
| Friday 27 <sup>th</sup> December 2019          | 8.30am-6.30pm                   |
| Monday 30 <sup>th</sup> December 2019          | 8.30am-6.30pm (closed 1-2pm)    |
| Tuesday 31 <sup>st</sup> December 2019         | 8.30am-1pm <b>Early Closure</b> |
| <b>Wednesday 1<sup>st</sup> January 2020</b>   | <b>Closed</b>                   |

#### Talgarth

|  |                              |
|--|------------------------------|
| Monday 23 <sup>rd</sup> December 2019          | 8am-6pm                      |
| Tuesday 24 <sup>th</sup> December 2019         | 8am-1pm <b>Early Closure</b> |
| <b>Wednesday 25<sup>th</sup> December 2019</b> | <b>Closed</b>                |
| <b>Thursday 26<sup>th</sup> December 2019</b>  | <b>Closed</b>                |
| Friday 27 <sup>th</sup> December 2019          | 8am-6pm (closed 1-2pm)       |
| Monday 30 <sup>th</sup> December 2019          | 8am-6pm                      |
| Tuesday 31 <sup>st</sup> January 2010          | 8am-1pm <b>Early Closure</b> |
| <b>Wednesday 1<sup>st</sup> January 2020</b>   | <b>Closed</b>                |

### Normal opening times resume on Thursday 2<sup>nd</sup> January 2020

\*\*Please ensure you have enough medication to see you through the holiday period. Please allow at least 48 working hours before collecting your prescription or medication \*\*

**Please note all telephone calls to or from Haygarth Doctors are recorded for Training and Quality purposes**

### Staffing changes

**Welcome to Maria James, Primary Care Advanced Paramedic (APP) who joined us in August 2019.**

**Hanna James who has joined our Reception team.**

**Dr Bethan Pritchard who joins us in January 2020. Some of you may remember from when she did her GP training at the practice during 2017-18**

### Future editions

... is there something you would like us to cover here? Please let us know – pop a card in our suggestion box

**Out of Hours  
Contact number is 111  
If you are unable to connect to this number please call 0345 46 47**

### Farewell Dr Mary Hughes

Dr Mary Hughes will be retiring from her role as GP with Haygarth Doctors from 1<sup>st</sup> January 2020.

Dr Hughes started work in Talgarth as a GP Trainee in 1991 after her initial hospital training. She joined the partnership following her training in 1992 and has been involved here ever since.

We wish her a long and happy retirement

### Final Reminder to get your FLU VACCINE

If you are in one of the at risk groups and not yet had a flu vaccine you will be glad to know it is not too late book an appointment at your surgery.

You are eligible for a free flu vaccine if you:

- Are 65 years old or over
- Are pregnant
- Have certain medical conditions
- Are living in a long stay residential care home or another long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

### Pneumococcal vaccine

The following groups are eligible for a pneumococcal vaccination:

- Babies
- Adults aged 65 or over
- Children and adults with certain long-term health conditions, such as a serious heart or kidney condition.

**Please contact your surgery now to book your appointment.**

### Practice Staff Christmas Lunch

Both Hay and Talgarth Medical Centres will be closed between 12.30pm – 2.30pm on Thursday 19<sup>th</sup> December 2019 to allow the practice staff to get together for a Christmas lunch. Please accept our apologies for any inconvenience that this may cause.

If you need a Doctor during this time please call

**01497 822100 or 01874 713000**

**Haygarth Doctors and staff would like to wish you all a Merry Christmas and a Happy New Year.**

