

Mowbray Messenger

Autumn 2013



Issue 25

Please be a patient Patient

On 14th November 2013, we shall be "going live" with an updated patient medical record system called EMIS Web.

As you are aware, records of appointments and patient consultations with our doctors and nurses, together with prescription records, details of hospital referrals, test results etc are all stored in personal medical records on computer. It is this system which is being updated.

EMIS Web has many more features than our current EMIS system and these will eventually enable us to provide a more efficient service to patients including access to on-line appointment booking, text message reminders for appointments etc.

Importantly, it will also allow greater communication between different healthcare systems to make patient care safer.

No doubt we will have some technical hitches, but planning and training has been going on behind the scenes for several months and so we hope to minimise any inconvenience to our patients. However, it would help us, if you could try to allow us three working days to process repeat prescriptions, rather than the current two days, for the first couple of months - until mid January 2014.

This will be a huge change for our doctors and staff and so please could we ask for your patience and understanding during this change over period.



Thank you.

Surgery Telephone Numbers

0844 499 6978 or 01609 713975

(apologies for putting the wrong number in the last newsletter)



The Doctors will not see patients for Dental problems, please contact your dentist. If you are having trouble finding a Dentist ring 111.

We say goodbye to Dr Andrew Dickie, who has completed his training with us. He will be returning to Naval duties. We are sorry to see him go and wish him and his family well for the future.

District Nursing Team

Direct line 01609 781120
Please leave a message if no one is available to take your call.

Patients are reminded that they do not always need an appointment with the Doctor to get test results.
You can ring the usual surgery number 01609 713975 or 0844 499 6978 after 10 am.

Dial 111 for out of hours advice

Successful Flu Campaign

Once again we have had a successful flu campaign with over 3,500 Patients attending the walk in clinics.

No further clinics are planned at this stage but if you still require a vaccination please contact the surgery for a 5 minute appointment with the nurse, or ask if you are seeing the Doctor.



PLEASE DO NOT JUST TURN UP
An appointment WILL be necessary.

Did you know

There are over 19,000 patients registered between Mowbray House, and Hutton Rudby surgeries.

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We deal with over 2,000 incoming telephone calls a week.

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We have 1,298 doctor, and 630 practice nurse/healthcare appointments weekly.

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We often have up to 240 patients a month who do not turn up for appointments.

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The Doctors make at least 120 telephone calls per week offering advice.

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The dispensary staff process on average 23,000 prescriptions per month.