

# Mowbray Messenger

tel 0844 499 6978 or 01609 713975

Issue 22

Easter 2013

## Easter Closing

For the Easter holidays the surgery will close at 6.30pm  
on Thursday 28th March and  
will re open on Tuesday 2nd April at 8am



*Please note we will NOT be open on Saturday  
30th March for the collection of prescriptions.*

## Patient Survey 2013

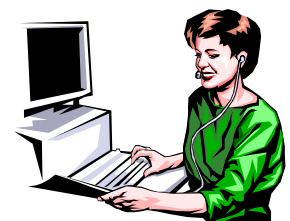
The results and subsequent report from the 2013 patient survey are available for patients to view either on the website, [www.mowbrayhousesurgery.co.uk](http://www.mowbrayhousesurgery.co.uk) or in booklet form from reception.



## A day in the life of a Receptionist

The day should start at 8am but in order to get ahead and the computer up and running we usually arrive much earlier. With the computer up to speed it's relieve the fax machine of the out of hours reports received (this can number over 100 after a weekend). These are sorted and scanned on to patient notes during the morning by reception. Promptly at 8am with at least 2 of us manning the phones and one of us on the desk, the calls start coming in. At 8.30 another receptionist arrives with the last one coming at 9am. We continue to make appointments, give results, answering patient queries, scanning letters received from hospitals on to patient records, and directing calls, through to the end of our relevant shifts. We also send faxes, open and distribute the post, we get 3 deliveries a day, as well as doing some filing if we have time to spare. Visits to housebound patients are also arranged and the relevant paperwork printed for the Doctor from the telephone room. Also during the course of the shift we deal with requests for information from Doctors, ring patients to make their appointments for travel vaccinations and medication reviews. At sometime during the shift one of us comes down to work the front desk where we book patients in, make appointments, and address queries posed by patients. At the front desk we also replenish and print forms and leaflets produced by the surgery for the benefit of patients.

We hope you appreciate now that our job is varied and we do not just sit behind the desk or at the end of a telephone.



Website [www.mowbrayhousesurgery.co.uk](http://www.mowbrayhousesurgery.co.uk)

## New NHS 111 Service

Calls to the NHS 111 service from landlines and mobile phones are free and the service is available 24 hours a day, 365 days a year for healthcare needs, when:

- You need medical help fast, but it's not a 999 emergency;
- You don't know who to call for medical help or you don't have a GP to call;
- You think you need to go to A&E or an-other NHS urgent care service; or
- You require health information or advice reassurance about what to do next.

Calls to NHS 111 will be handled by a team of highly trained call advisers, supported by experienced clinicians. Using an appropriate clinical assessment system, questions are asked to assess callers' needs and determine the most appropriate course of action without the need for re-triage. This includes ambulance dispatch, referral to a service within the NHS,



*We say goodbye to FY2 Dr Penny Wilson in April. She goes back to James Cook to further her interest in Paediatrics. We wish her well for the future, she has been an enthusiastic addition to the surgery.*



**District Nurses 01609 781120    Health Visitors 751160    Maternity 01609 763093**  
**Friarage Hospital 01609 779911    James Cook 01642 850850**  
**Chemists (01609); Day Lewis 772029    Boots 776727    Co Op 776727    Tesco 856547**

### **Get a smear test – its worth it!**

It might not be the most pleasant of experiences but regular cervical screening – or smear tests as some people call them – prevent three out of four cervical cancers from ever developing. This is because any changes to the skin cells in your cervix (the bit inside near your womb) can be found and treated before they develop into cervical cancer.

So if you get a letter asking you to book your test, it's worth doing it straight away. Even if you had your letter a while ago you can still have the test – just ring up your doctor's surgery and they will discuss it with you.

The test is free on the NHS and if you are aged 25 and over you will get a letter sent to you every three years inviting you to have the test, which is usually done by a nurse at your doctor's surgery.

A smear test is totally private and only takes about five minutes. The nurse does loads of these tests each year so don't be embarrassed about her seeing your private bits because she's seen them in all shapes and sizes before!

Lots of women don't like the thought of someone doing a test "down below" but it's only a few minutes and it could save your life. If you are worried about pain or being embarrassed speak to your practice nurse first. She will be able to explain what is going to happen and how it might feel so you know what to expect. There are also some things you can do to make the experience work best for you:

It's almost always a female nurse or female doctor who does the test but you can always check when you ring to make the appointment.

Try to relax – if you are tense it can be less comfortable. The nurse or doctor can help you to feel less nervous by explaining what they are going to do.

Take your mum, a mate or your partner in with you - the nurse or doctor won't mind!

The test only takes a few minutes but you won't be rushed and you can ask the nurse or doctor to slow down if you are nervous or feeling uncomfortable.

Having a wee before you go in can make the test a bit more comfortable.

If you have any unusual symptoms, such as bleeding after sex or between periods, then don't wait until your next smear test letter - you should visit your doctor to see if you need other investigations.



**My mum missed her smear test  
Now I miss my mum**

Find out more at [www.mysmeartest.co.uk](http://www.mysmeartest.co.uk)