

# Mowbray Messenger

Issue 28

Late Spring 2014

## Dr Edon's Retirement

*As some patients are already aware, our senior partner Dr Peter Edon retires on the 31st March, after 30 years with the practice.*



*He came to North End surgery as a registrar, was instrumental in the design and building of Mowbray House, and as well as being clinical lead has been at the forefront of our surgery development. We will all miss his cheerful disposition and thoughtfulness.*



*We have a book at reception for patients who wish to leave their personal messages.*

## Easter Closing



The surgery will be closed from 6.30pm on Thursday 17th April to 8.00 am on Tuesday 22nd April.

PLEASE NOTE , Mowbray House Surgery will be CLOSED on Saturday 19th April

## More Changes

Along with the changes at Mowbray, Sarah Leeder will be taking over as Practice Manager from the 1st April.



Richard Rodley who retires later in the year will be supervising alterations to our Hutton Rudby surgery whilst ensuring a smooth transition of duties with Sarah.

Sadly Dr Audrey Smith has come to the end of her assignment at Mowbray. She has secured a permanent position at Middleton St George.

Hopefully this will enable her to spend more time with her young family. She has proved popular with patients and will be missed.

Patients are asked to keep the surgery informed of changes to address or telephone number (particularly mobiles) as we frequently find we are unable to contact you.

We would also like to remind you that our online appointments system is now up and running, if you wish to use this system please apply to the surgery for a password and log-in instructions which will be POSTED out to you within a few days.

### Un-Identifiable Samples

Patients should only be leaving samples at reception at the request of Doctors or Nurses. Otherwise we do not know what they are to be tested for.

If you have been asked to leave a sample, it is VITAL that you put on the bottle your Name and Date of Birth.

Samples brought in without these details CAN NOT BE PROCESSED and will be destroyed. This may cause distress if no result is available when you ring.

### Patients Missing Appointments

There has been an increase in the number of patients who are NOT attending appointments. This is a waste of valuable consultation time.

**PLEASE CANCEL APPOINTMENTS THAT ARE NOT REQUIRED, AS SOON AS YOU CAN.**

They can often be re booked within minutes. There is now the option to make and cancel appointments on line. (See previous page)

### Patient Survey – Thank you

Thank you to all the patients who completed the recent survey for our Patient Participation Group. The group will review the responses and help to produce a report and action plan which will be available on our website and summarised in the next newsletter.

### Travel

*Due to the complexity of the information required nowadays, travel vaccinations require a risk assessment form completing BEFORE an appointment can be made. These can be obtained from the reception desk or printed off the surgery website.*



### The Care Data

In the last newsletter we outlined the Governments plans to share patient data, they have since put this plan on ice for 6 months., at which time we think it will be reviewed. If you have already chosen not to share your data this will have been recorded on your records. If you wish to opt-out of the scheme we still have forms at reception or to download from our website.

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

Telephone 0844 499 6978 or 01609 713975