

Mowbray Messenger

Issue 23

Early Summer 2013

Contact Details

Patients are requested to keep the surgery up to date with their latest contact details **ESPECIALLY MOBILE TELEPHONE NUMBERS**. We can only take changes of address in writing but telephone numbers can be changed over the phone.

It is important that we have the correct details as we may need to contact you with results, or to confirm hospital appointments/referrals. *Thank you*



Sylvia Retires

After 35 years valuable service supporting the Doctors at Mowbray (and North End). Sylvia Burns retired from reception. She will be greatly missed by patients and staff alike though she has agreed to come back in to do relief work.

She is an avid reader, and enjoys her garden and travelling so we wish her a long and happy retirement.

A Day in the life of Admin

On the upper floor of the surgery hidden from view are a dedicated Admin team who are responsible for more than just typing letters. As well as contacting patients re specialist appointments and in house health checks such as Asthma, Diabetic and Hypertension, they also contact patients re their warfarin dosage following GP approval. They search for data regarding Child Health and vaccinations liaising with the Health Visitor team as well as dealing with Insurance reports and Medical records for Solicitors. These ladies also summarise patient records received from other Health Authorities along side keeping our current records up to date with changes of address etc. Their role also covers computer problem solving, copying and faxing as well as stock ordering. If you have a clerical problem you will probably be directed to speak to Sarah, Joanne, Sharon or Helen.

**The New NHS 111 Scheme now goes live on Tuesday 2nd July ,
for urgent but non emergency medical help**

Smoking Survey

The surgery is required periodically to collect information from patients with regard to their smoking status. We apologise if you find this intrusive but hopefully data collected this year will prevent you being asked again in the future if you are a lifelong non smoker.

Our next campaign will begin shortly and the receptionists have been asked to collect the data required.

The Doctors thank you for your co-operation

NHS Smoke Free

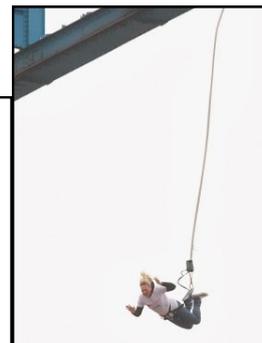
If you are ready to stop smoking and would like help please ring The North Yorkshire Stop Smoking Service

on

0300 303 1603



Congratulations to Joanne Ridley, one of the Admin team, who bungee Jumped off the Tees Transporter bridge in May in aid of the Teenage Cancer Trust charity . She raised over £500.00. "well done Joanne"



Annual Flu Campaign

We will be sending out letters out during SEPTEMBER to the relevant patients inviting them to come for a flu vaccination.

You will then be advised of the times and dates of the clinics

PLEASE DO NOT TELEPHONE THE SURGERY

Wasted time

We are noticing an increase in the number of patients not turning up for appointments with Doctors and Nurses.

Each appointment **not** attended is the loss of at least 10 minutes valuable consulting time, and this means another patient could have been seen.

The receptionists have a limited number of appointments at their disposal so please do not get angry with them if you cannot be seen when you wish.

Doctors would like patients to please keep telephone lines clear if you are waiting for a telephone call back, if they try and the phone is engaged or not answered they may not have time to ring again. *Thank you to the majority of patients who keep their appointments.*

Health Visitors 01609 751160
(now at Gibraltar House)

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District Nurses 01609 781120

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Falls Team 01609 781124

.....
Friarage 01609 779911

.....
James Cook 01642 850850

Hearing Aid Clinic
Walk in clinics are held at the Friarage Hospital, in the Audiology Dept.

Wednesdays 1.30pm-4.30pm