

Practice Newsletter

Issue No 7



MOWBRAY GROUP

Mowbray House and Hutton Rudby Surgeries



At the practice we are just like you in that we are currently experiencing some unprecedented change to our day to day lives. To keep everyone safe we have had to change the way we operate as a surgery. Consequently we are having to contact patients in lots of different ways.

Our reception team are unable to book you a face to face appointment to see a GP or Nurse Practitioner. If you request an appointment you will be made a telephone appointment then assessed and offered telephone advice, a video consultation or a face to face appointment if appropriate.

Whilst you can no longer book appointments on line you can submit a request to a member of our team online via our 'e-consultation' service.

This allows you to submit your admin or medical query for a member of our team to view and either respond via the website or contact you in another way. To learn more about this service please visit our website.



To help keep you safe we ask that you only come into the surgery if you absolutely have to, either for a pre-booked appointment or if you are collecting a prescription. We also ask that you to order your medications online where at all

Remember we are still here for you.

If you need medical help the NHS and our team are still here to help you.

Remember it's really important that you or your child still have routine vaccinations. They help protect from serious illnesses and stop outbreaks in the community.





Like our new Facebook page to receive practice information and updates as well as useful links to the community Find us under **Mowbray Group Surgeries**

Temporary changes to dispensary opening times

The times available for you to collect your medications from our dispensary are temporarily changing.

Our dispensary will be open for collection at the following times:

8.30am–12.00pm and 2.00pm–5.00pm Monday to Friday only.

Key workers will be able to collect at two additional times:

Wednesday 5.00pm–6.00pm and Saturday* 9.00am–10.00am

** for Mowbray House Surgery patients only.*

We would like to say a **BIG THANK YOU** to our patients for all being local heroes and helping keep everyone safe by following social distancing measures and only coming into the surgery where absolutely necessary.



We are also grateful to all the local businesses who have reached out to help provide essential protective equipment.

Thank you so much to:

Labman Automation Ltd for helping keeping us all safe by supplying us with your amazing protective visors.

Simon Bailes for provides protective seat covers for when we come and visit you at home

Colburn community for hand making the team scrubs

Thirsk Secondary School for providing us with protective goggles.

George Crowe & Titusvirus Screens for our brilliant Perspex shields at front desk.

The team have never looked so good!

