

Practice Newsletter

Issue No 8



MOWBRAY GROUP

Mowbray House and Hutton Rudby Surgeries

Please wear a face covering when entering the surgery.



In line with recent government guidance we are asking all our patients to please wear a mask or face covering. So, if you are entering for an appointment or to collect a prescription please do use a covering of some sort. This can be; a mask, a scarf or snood whatever works best for you. If you choose to wear a disposable face mask please dispose of this securely when you return home.

Visiting the Surgery

Please only come into the surgery if you are collecting a prescription or attending for a pre-booked appointment.

To help support social distancing in our waiting areas we are asking all patients to please only attend for your appointment *a few minutes* before your scheduled appointment time.

Have you considered using our E-Consultation Service?

With just a few clicks of a button you are able to submit your query or problem to us online using our e-consultation service. This is a perfect way for you to get through to us without having to phone, especially as our phone lines are currently exceptionally busy. If we receive your query by midday the most appropriate person in our team will aim to respond the same day, for anything received after midday we'll aim to respond to you within 1 working day.





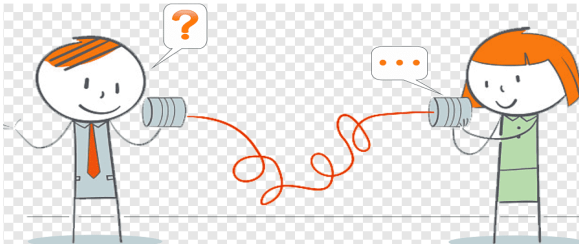
Please note that the Hutton Rudby repeat prescription line times will be changing to **10.30am-11.30am** Monday to Friday. This will come into effect from Monday 10th August.

Remember you can order all your repeat prescriptions online at anytime! Just speak to a member of our team to find out how to get online access. It takes just a few minutes to get you set up.

Flu Questionnaire 2020

Thank you to everyone who completed our recent questionnaire asking for your thoughts and feedback on how best we can organise our flu campaign this year. You gave us some really useful ideas so watch this space!

We have had a telephone system installed!



Don't worry our telephone numbers have stayed the same. However you will notice that when you ring our surgeries you will have different options to choose from depending on why you are calling. Please listen carefully to select the best option for you.

Thank you!

Everyone at Mowbray Group Surgeries would like to thank you for your continued support throughout the current COVID-19 pandemic.

Your kindness and ongoing support in adhering to the measures we have put in place to keep you and the team safe has been so important to us.