

Staff Update

Dr Katherine Jones leaves her placement with us this month and we welcome Dr Frances Cattermull who will begin her placement with us on her training pathway to become a GP.

Please Be Kind

Please remember to be kind. Rudeness can have an onward effect on everyone including witnesses and service users.

When someone is rude...



80% of recipients lose time worrying about the rudeness

38% reduce the quality of their work

48% reduce their time at work

25% take it out on service users

When we experience rudeness we become less efficient. Help us to help you by being civil, patient and showing kindness to all members of staff.

Christmas Opening Hours

We are closed from 18:30 on Friday 22nd December to 8am on Wednesday 27th December and also from 18:30 Friday 29th December to 8am on Tuesday 2nd January.

Please be sure to put your repeat medication request in plenty of time and note our dispensary will be closed on the two Saturday's over Christmas and will not be open for collection.

If you receive medication delivery on any of our closure days these will be delivered the following week.



Join us on

Facebook

www.facebook.com/MowbrayGroupSurgeries



Behind the scenes of your general practice

Did you know that, in addition to your GP, there are other health professionals in general practice who can help you get the right care?

General Practice teams are made up of a whole range of professionals, such as nurses, paramedics and clinical pharmacists. But a new survey has found that many people don't realise that many roles, like mental health practitioners (66%), physiotherapists (71%) and social prescribers (89%), could be available at general practice.

To help explain the support available, the NHS has released a film that sees three curious children go behind the scenes at a general practice to meet the health professionals working there and learn more about how they help get patients the care they need.

In the film, the children are greeted by a member of the reception team, who takes them to meet members of the general practice, including a paramedic, mental health practitioner, social prescriber and physiotherapist. The film illustrates the real-life process patients go through when they contact their local general practice, from the reception team using the information patients provide to getting directed to the right health professional for the care they need.

If you need to see a GP you will always be offered an appointment, but there may be other health professionals available who can provide the most appropriate support. Having a range of health professionals at your general practice means you can receive the right care for your condition as quickly as possible.

Your general practice team is here to help you.

Visit nhs.uk/GPservices to find out more.



Breast Cancer Awareness

In November we have been raising money for Breast Cancer Awareness. We have been busy wearing pink, baking, completing pink quizzes and a sweepstake.

Thank you for your help to raise a fantastic total of

£141.66!



National Grief Awareness Week

National Grief Awareness Week takes place from 2nd to 8th December and is a compassionate and important observance dedicated to raising awareness about grief, providing support to those who are grieving, and fostering a better understanding of the grieving process. It acknowledges that grief is a natural response to loss and aims to break the stigma surrounding this deeply personal experience.

How to Participate in National Grief Awareness Week 2023?

Participating in National Grief Awareness Week meaningful way to support those who are grieving and contribute to breaking down the barriers surrounding grief. Here are some ways to get involved:

- **Share Personal Stories:** Encourage individuals to share their experiences with grief, either through written narratives, art, or verbal discussions. This sharing can help others feel less alone in their grief journey.
- **Attend Grief Support Events:** Look for local or online grief support events, workshops, and seminars. These can provide valuable information and a supportive community for those in need.
- **Offer a Listening Ear:** Sometimes, the most significant support you can provide is to listen without judgment. Offer your time and empathy to someone who is grieving.
- **Spread Awareness:** Use social media and other platforms to share information about National Grief Awareness Week, including facts about grief and resources for support.
- **Support Grief Organizations:** Contribute to or volunteer with organizations dedicated to helping individuals cope with grief and loss.

Cruse is the UK's leading bereavement charity and are able to offer support to both adults and young children. You can visit their website for more information at www.cruse.org.uk or call their helpline.

You are not alone.



Call our Helpline

Our volunteers are trained in all types of bereavement and can help you make sense of how you're feeling right now.

0808 808 1677

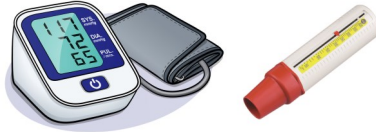


Equipment Amnesty

Each week the surgery loans out equipment such as BP monitors, cuffs , peak flow meters etc.

Unfortunately, not all of these get returned. They are costly and can be used to help other patients.

If you do have any equipment that you need to return please just drop it off when you are next passing by!



Poppy Appeal



Thank you for helping us to raise money for this year's poppy appeal. We raised a total of £68.87!

Climate Corner

During the festive period there are many opportunities to think about the environment. Take a look at some of our hints and tips below:

- Repurpose any Christmas Cards you receive for next year's gift tags
- Recycle or repurpose any packaging from gifts/toys
- Only buy what food you need to avoid excess waste, write a list for the supermarket to avoid impulse buys
- Buy sustainable gift options where you can—for toiletries look for cruelty free products and packaging which has been recycled or plastic free
- Use LED lights on your Christmas tree to use less energy and remember to switch your lights off at night—it is safer and will also save you money!
- If buying a real tree, make sure it's FSC-certified. If you use a plastic tree, make sure you use it for at least 10 years.

