

### Open letter to patients



Following our recent open letter to patients expressing our concerns over the increasing frequency with which our staff experience rudeness and abusive, threatening behaviour, we want to say a huge thank you to the outpouring of appreciation we've received from you. Our team have received letters, cards, biscuits and chocolates. It has been so heartwarming to hear how appreciative you are of our team and services. It has been a well needed morale boost for us all. Thank you.

### Why does the Receptionist need to ask what's wrong with me?

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make the most of the patient appointments with the GPs and nurses. To enable them to signpost you to the right clinician they will ask a brief description of your problem. This is to help us help you in the most effective way possible. We wouldn't want to book you in with the wrong person and waste your and our valuable time. Reception staff, like all members of our team, are bound by confidentiality. If you would rather not disclose this information please let our Reception staff know by advising them that your problem is confidential.



### Closed for training

The Practice will be closed for staff training on Tuesday 12th March from 12:00pm along with all other practices in the area. We will re-open at 8am on Wednesday 13th March.

If you need medical advice while we are closed please call 111 or visit your local Pharmacy.

**TRAINING**



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[www.facebook.com/MowbrayGroupSurgeries](https://www.facebook.com/MowbrayGroupSurgeries)

## Winter Pressures

Winter is the busiest period for the NHS, with increases in the number of people needing help across all services. Throughout Humber and North Yorkshire, accident and emergency departments in the region's hospitals have been extremely busy.

Using services wisely can help to reduce pressure on the NHS and may help patients to be treated sooner than attending local hospital emergency departments, allowing medical staff to focus on treating those people who need it most.

To help staff prioritise care for those who are sickest and most vulnerable, the NHS is urging people who need urgent medical help to use NHS 111 via phone, the NHS App or online to [111.nhs.uk](https://111.nhs.uk).

Highly trained advisors at NHS 111 will assess and direct people to the most appropriate local service, including urgent treatment centres, GP practices, and consultations with a pharmacist. If needed, staff can also arrange a call back from a nurse, doctor or paramedic.

NHS 111 is an easy and convenient way for people to get urgent help for a wide range of health problems from the comfort of their own home.

However, people should still call 999 or go to A&E in an emergency – when someone is seriously ill or injured and their life is at risk.



## PPG



### **We want to hear from you!**

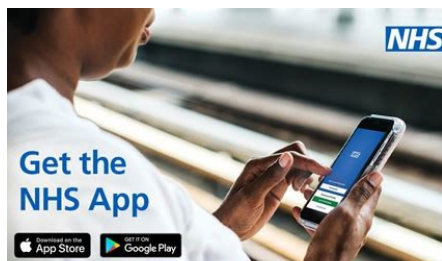
If you would like to join our patient participation group and have your say please get in touch.

This helps us to share ideas on how we can develop and improve our services.

## Waiting times on the NHS App

From 30 January 2024, the NHS App will show the mean (average) waiting time to patients referred into a speciality at NHS acute trusts. This national rollout follows a successful trial period at Kingston Hospital NHS Foundation Trust, who worked with NHS England to monitor progress across the Trust's telephony system, PALS service, and local GP community. This will help patients understand how long they are likely to wait and manage the number of calls and visits into primary and secondary care.

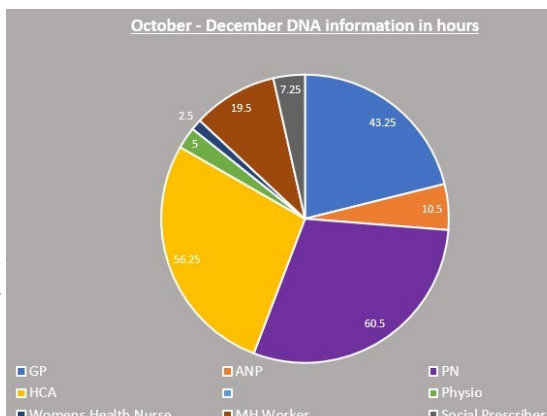
**The NHS App is available on iOS and Android.**



## Appointment DNA

From October-December we had a total of nearly 205 hours of missed appointments.

Please remember to cancel appointments which are no longer required so that we can offer appointments to others.



## Raynaud's Awareness Month

February is Raynaud's awareness month.

Raynaud's phenomenon is where your blood stops flowing properly to your fingers and toes. It's common and does not usually cause severe problems. You can often treat the symptoms yourself by keeping warm. Sometimes it can be a sign of a more serious condition.

Raynaud's affects your blood circulation. When you're cold, anxious or stressed, your fingers and toes may change colour.

The symptoms of Raynaud's may last from a few minutes to a few hours.

Raynaud's is sometimes caused by another health condition, taking certain medicines, or working with vibrating tools for a long time.

If you have Raynaud's keep your home warm, wear warm clothes during cold weather, especially on your hands and feet, try to avoid sudden changes in temperature, exercise regularly, try breathing exercises and eat a healthy balanced diet.

**For further advice on Raynaud's visit: [www.sruk.co.uk/raynauds/](http://www.sruk.co.uk/raynauds/)**



## Climate Corner

Love Northallerton this Valentine's Day!

When treating your Valentine this February why not support our area and the planet by shopping local. No need for online ordering and deliveries, we have a fantastic range of shops in the town including florists, jewellers, chocolatiers, wine and gift shops.

Reduce your carbon footprint and support our community.

