

Telephone Times

To help us answer your call in the quickest most efficient way we have set up designated times to call us for specific things. This helps us ensure we have the appropriate people at the right times to answer your query. We are noticing that increasingly people are calling outside of these times which is meaning patients are waiting longer than they need to. We are also noticing that there are increasing numbers of patients contacting us to ask if your prescription is ready. If you are signed up for text messaging services we will text you when your medication is ready to collect. It usually takes us three working days from you requesting your medication to us bagging it up.



Here is a reminder of when you can call us for your query:

Appointments: 8am-6.30pm

Test results: 12.30pm-1.30pm (or access 24/7 via NHS app)

Repeat Prescription: 10.30am-11.30am 30 (or access 24/7 via NHS app)

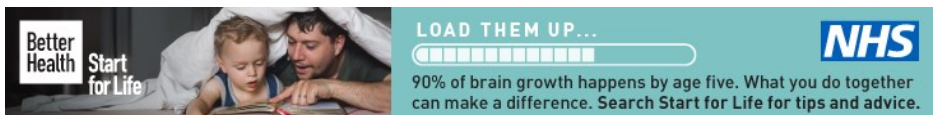
Administrative query such as referrals etc: 9am-5pm (or submit a query to us via an administrative e-consultation)

Please note that staff might not be able to assist you with your query on the telephone outside of these set times

Little Moments Together


The more we chat, play and read with our kids, the more we help build their brains. Any time, anywhere, whether at home or out and about, it all adds up. There's no need to buy lots of toys or have big days out. Wherever you are, simply chatting back and forth, answering your child's questions and sharing special moments together all help their brain to grow and develop secure and strong connections. Just what they need to get off to the right start at school. The Start for Life website is packed with simple ideas from other parents on how to build these little moments into each day. It includes lots of examples of tips and activities for you to do together with your child at different ages, as well as links to find further support in your local area.

Please visit: www.nhs.uk/start-for-life/early-learning-development/



Better Health Start for Life

LOAD THEM UP...
90% of brain growth happens by age five. What you do together can make a difference. Search Start for Life for tips and advice.



Join us on

Facebook

www.facebook.com/MowbrayGroupSurgeries

Stamp Appeal

SUPPORT THE



We are collecting used stamps for the Bone Cancer Stamp Appeal.

Whether they are new or used, first or second class, foreign, first days covers, horizon labels or part of a larger collection or album. They can use them all to help fund life-saving work. The stamps that are collected are sorted into categories and then sold in bulk by weight. We receive up to £20 per kilogram, so it really is an easy way to raise funds!

Any stamps you wish to donate can be brought to Reception.

Many thanks for your support.



The Hub

The Hub are hosting a free monthly afternoon quiz.

The quiz will be held on Tuesday 25th March at 1pm (for a 1:30pm start) then the fourth Tuesday of the month.

Teams of up to six people, arrange your team or join in with others

No need to book, just turn up on the day!

MONTHLY AFTERNOON QUIZ AT THE HUB



When: **TUESDAY**, 25 March 2025, 1 pm for 1.30 pm *prompt* start
(then the fourth Tuesday of the month)

Where: The Hub, Methodist Chapel, Hutton Rudby TS15
oDA

Cost: free, just turn up

Teams: up to six people; arrange your team or join up with others

**The Hub Servery will be open
for the purchase of hot/cold drinks and cakes.**

Tinnitus Awareness Week

Tinnitus is the sensation of hearing a sound when there is no external source for that sound. It is unique to the person experiencing it. Someone with tinnitus may hear ringing, buzzing, hissing, throbbing, whistling or other noises. You may hear these sounds in 1 or both ears, or in your head. It is not usually a sign of anything serious and may get better by itself.

It is not always clear what causes tinnitus, but it is often linked to some form of hearing loss, meniere's disease, conditions such as diabetes and thyroid disorders, anxiety or depression and taking certain medicines.

Things you can try to help cope with tinnitus:

- Try to relax - deep breathing or yoga may help
- Try to improve your sleep - such as sticking to a bedtime routine or cut down on caffeine
- Try to avoid things that can make tinnitus worse, such as stress or loud background noises
- Join a support group - talking to other people with tinnitus may help you cope. For local support groups visit www.tinnitus.org.uk/how-we-can-help/support-groups/



For more information visit www.nhs.uk/conditions/tinnitus/

Cervical Screening

There are 430,000+ overdue smears in the Yorkshire and Humber region. If you are due or overdue your cervical screening please make an appointment with one of our nurses.

The image is a pink NHS poster for cervical screening. At the top left is the NHS logo. In the center, a white speech bubble contains the text 'Let's Talk Cervical Screening'. Below this, a large purple box contains the number '430,000+' in white, followed by the text 'women and people with a cervix across Yorkshire and the Humber are not up to date with their screening.¹'. To the left of this text is a QR code and the text 'Prioritise your cervical health.' At the bottom of the poster are three smiling women of diverse backgrounds. In the top right corner, there is a small white hexagon with the Roche logo.

Our nurses are very welcoming and discreet, if you have any worries you can discuss them first, there is no need to be embarrassed or worried about the appointment.

Breast Screening

What is Breast screening?

The National breast screening service is free and all women aged from 50 years up to their 71st birthday are invited

How do I get an appointment?

When the screening service is in your area you will receive a letter inviting you for breast screening.

Please ensure your GP has your correct contact details so you can receive your invite.

If you have recently moved to a new GP practice or have recently moved to the area please contact us on 01904 725590 01904 725591 or email NorthYorkshire.BreastScreeningService@YORK.NHS.UK

Please Note:

Women Over 71years old may self-refer. Please remain breast aware. If you notice any changes that are unusual for you, speak to your GP as soon as possible.

Climate Corner

Love that planet this Valentine's Day and ditch the balloons, plastic wrapped cards and themed gifts! There are many other ways to show you care including:

Going for a romantic walk

Cooking a lovely meal from scratch

Do something crafty—draw a picture of something they love

Take the time out to spend time together with undivided attention. So put the phones away and give the gift of time!

