



Woodbridge Practice
Patient Participation Group
"Working together"



PATIENT PARTICIPATION GROUP



Welcome to our Quarterly News Sheet Winter 2021

Practice Opening Times

Core times Monday/Friday: 8:00am to 6:00pm.

Extended hours also provided from 7:00am Monday/Friday

Weekend: Closed

Merry Christmas and a Happy New Year to all our patients from Woodbridge Practice and the PPG Members!

Covid -19 Update.

December 2021 Emergence of new Omicron variant.

Government / NHS advice is to get your vaccinations, when called to do so, or enquire by phoning 119 or use the NHS website. The UK confirmed 437 omicron cases, including 333 in England, 99 in Scotland and five in Wales, on Tuesday 7th December, but could be many more unreported.

Woodbridge Practice, information on Appointments.

Month	Appointments delivered	DNA Did Not Attend
September	5106	119
October	4959	121
November	3961	141

The web address for Woodbridge Practice is:-

<https://woodbridgepractice.co.uk/>



An article from Dr. Gill:

Woodbridge Practice has Social Prescribing Link Workers who help to reduce health inequalities by supporting people to unpick complex issues affecting their wellbeing. They enable people to have more control over their lives, develop skills and give their time to others, through involvement in community groups.

Social Prescribing Link Workers give people time, focusing on '*what matters to me*' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

Social Prescribing Link Workers can support with:

- Housing
- Money Management / Debt
- Employment
- Learning/Training
- Tackling loneliness
- Engaging with community or online social opportunities
- Finding a new interest
- Linking with a health peer support group
- Becoming active
- Managing their caring role

Ask your GP about this service for a referral to be made.

Covid -19 Woodbridge Practice and Total Triage

At the beginning of the COVID-19 pandemic, the way in which general practice services were delivered had to rapidly change. This was in line with the new NHS England guidance, informed by advice from Public Health England, to maintain infection control in GP practices, keep patients and staff safe, and allow general practice staff to continue delivering care should they need to self-isolate. This included the introduction of 'total triage' meaning that patients are remotely screened and directed to the most appropriate health service for their issue and for consultations to be delivered remotely, by telephone, video or online in the first instance. Face to Face appointments are then made if clinically appropriate.

Woodbridge Practice continues to see patients face to face. The practice has been open throughout the pandemic and face to face appointments have continued to be offered wherever safe and appropriate. It is also important to remember that we are still in a pandemic, and all GP practices are high risk for disease transmission so it's vital we take measures to minimise this, to continue to keep patients as well as GPs and our teams safe.



Pre Christmas Prescriptions.

Please ask reception 5 to 7 days before required.

Staff Updates

Dr Farzam has left the practice and Nurse Practitioner Leanne Robinson is also leaving. The practice is actively looking to recruit another GP and Nurse Practitioner. Stockton primary care network, which consist of 7 GP practices working together in our area, have recruited a mental health practitioner, social prescribers, a pharmacist and physiotherapy services to support the practice.

The Samaritans

For most people, this festive period should be a time to celebrate, but for some it can be the opposite. There is help available :

The Samaritans Free phone: 116 123 (free call number) or 01642 21 77 77 (local call charges apply)

The Samaritans and what they stand for:-

1. Reducing the feelings of distress and crisis that can lead to suicide.
2. Increasing access to support for people in distress and crisis.
3. Reducing the risk of suicide in specific settings and vulnerable groups.
4. Influencing governments and other agencies to take action to reduce suicide.

Samaritans' vision is that fewer people die by suicide.

Non-judgemental

They want people to be able to talk to them without fear of prejudice or rejection.

People making their own decisions wherever possible

They believe that people have the right to find their own solution and telling people what to do takes responsibility away from them.

Confidentiality

If people feel safe, they are more likely to be open about their feelings.

Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.



Woodbridge Practice information

Telephone Consultations can be arranged either through the reception or by telephone after 0830hrs.

Book and Manage your Telephone Appointments, (Face-to-face Appointments cannot be booked online) Blood test results and Prescriptions Online using Systmonline or the NHS App.

- Get the App for your mobile smart phone at the Apple store or the android app on Google play.
- It is also possible to access your blood test results, if your GP gives you access to the Systmonline/NHS App results page (ask if required).



Flu Season

Please support your NHS by having the flu vaccine at a Health Practice. Woodbridge Practice is able to offer a flu vaccine free on the NHS for:

- anyone over the age of **50**
- pregnant women
- anyone who is very overweight (with a body mass index over 40)
- children and adults with an underlying health condition (particularly long-term heart or lung disease)
- children and adults with weakened immune systems.

An annual flu vaccine nasal spray is also now offered to healthy children aged two and three years old, and to children in school years one and two. If you think you might need it, contact reception to book an appointment. (A special vaccine may be available to egg intolerant patients please ask.)

If you do not wish to receive the flu vaccination this year for any reason, please let the Practice know and they will record this on your record.

Advance Booking is required for the Flu Vaccine:

To book a flu vaccine contact Woodbridge Practice on 01642 762636 (Thornaby) or 01642 765789 (Ingleby Barwick)



Antibiotics

What can be treated with antibiotics?

Antibiotics are strong medicines that **treat bacterial infections**. **Antibiotics won't treat viral infections such as flu**, because they **can't kill** viruses. You'll get better **when the viral infection has run its course**. **Antibiotics** are medicines used to treat a wide variety of infections or diseases caused by bacteria, such as respiratory tract infections (e.g. pneumonia and whooping cough), urinary tract infections, skin infections and infected wounds.

Need to see a Doctor out of hours?

- ***If you are unwell and need to use the service***, we advise that you should CALL 111 for an appointment with the *Urgent Care Service*.
- If you are unsure if you need to see your normal GP (doctor) or attend an Urgent Care Centre then NHS 111 will advise you.
- If you are injured or unwell, it's a good idea to think before automatically calling for an ambulance, unless for a really serious or life-threatening condition of course. Instead, experts urge you to think of A&E as an emergency option for chest pain or blood loss, blacking out or choking, and opt for your GP or pharmacist, or call NHS 111, for advice instead.

Patient Information

If you require urgent medical attention please call **NHS Emergency and Urgent Care Service on 111**.

It is essential that patients must book an appointment in their own name, especially children under 2 years, as there is a legal requirement that they must be seen by a Doctor.

Are your details up to date?

- Does the Practice have your current address? If they need to write to you, would you receive their letter?
- Do they have your current telephone number? If they need to contact you by telephone would you receive their call?
- Do they have your current mobile number? You could receive text confirmation and reminders for appointments.

Register in person at reception with photographic ID

To update your contact details, please speak to their receptionist today in person **at reception with photographic ID**



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

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated **strictly confidentially**.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support

Patient Survey

The patient participation Group (PPG) are running a survey throughout January 2022 to get some feedback on your opinions of the services provided by the practice. This can be picked up from the surgery reception or actioned online from the link on the PPG page <https://woodbridgepractice.co.uk/patient-participation-group/>



Prescribing of "over the counter" medicines has changed.

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter (OTC) medicines for a range of minor health conditions.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Find out more about this change to prescription policy at [nhs.uk/OTCmedicines](https://www.nhs.uk/OTCmedicines)

This applies to treatments for these conditions:

Acute sore throat	Minor burns and scalds
Conjunctivitis	Mild cystitis
Coughs, colds and nasal congestion	Mild dry skin
Cradle cap	Mild irritant dermatitis
Dandruff	Mild to moderate hay fever
Diarrhoea (adults)	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Dry eyes/ sore tired eyes	Mouth ulcers
Earwax	Nappy rash
Excessive sweating	Oral thrush
Haemorrhoids	Prevention of tooth decay
Head lice	Ringworm/ athletes foot
Indigestion and heartburn	Sunburn
Infant colic	Sun protection
Infrequent cold sores of the lip	Teething/ mild toothache
Infrequent constipation	Threadworms
Infrequent migraine	Travel sickness
Insect bites and stings	Warts and verrucae
Mild acne	



PATIENT PRESCRIPTION INFORMATION

Please note

All requests to be paper format or systmonline.
Please speak to the reception team if you have any questions.

Electronic Prescription Service (EPS)

If you currently collect your **REPEAT** prescriptions from your **GP**, you can now arrange with the Pharmacy of your choice to have your prescription sent directly to them electronically (via computer) This will save you having to call in to the practice, to pick up the paper prescription.

You will have more choice about where you can get your medication from as it can be collected from a Pharmacy near where you live work or shop.
Please enquire at the Pharmacy or reception for more details

Request your prescription online - using Systmonline

You can now view or request your REPEAT Prescription by logging on to a new service on the internet. Manage your prescriptions quickly and easily wherever you are 24 hours a day, 365 days a year

Pre Christmas prescriptions, please arrange 5 to 7 days before required.

The Patient Participation Group produce this News Sheet quarterly, to provide patients with information on current events within the practice. Your feedback is always welcome, please leave it with reception or post online.

Email the group - WoodbridgePPG@gmail.com

***Next Patient Participation Group Meeting Tuesday 22nd Feb 2022
10.00hrs at the Thornaby practice. Subject to COVID guidance at the time.***

New members always welcome.