



Woodbridge Practice
Patient Participation Group
"Working together"



<https://www.facebook.com/groups/woodbridgeppg/>

SPRING 2022 NEWSLETTER

INTRODUCTION by GP Partner: Dr. Pemmasani

I'd like to thank the PPG (Patient Participation Group) for inviting me to write an introduction to their Spring Newsletter 2022.

First of all, I would like to take this opportunity to both thank our staff for their resilience and our Patients for their support during the global pandemic. The Practice continued to provide services to the very best of our ability and within strict constraints, this included the delivery of the covid vaccine programme; winter flu jabs, as well as the usual GP services, including face to face appointments where clinically necessary.

Moving forward the Practice still faces numerous challenges, however we are working hard to make improvements and continue to provide a quality service. Woodbridge Practice received a "Good" Rating from the CQC (Quality Care Commission) in 2019 which was re-confirmed on 3rd March 2022 following a data review. However, we are working with the PPG following the results of their survey earlier this year to make improvements identified from the survey.

I'd also like to welcome a number of new staff joining the Practice, details of which are below.

I hope you enjoy reading the rest of this newsletter, full of updates and good advice.

FACEMASKS

If you are called to attend or visit either surgery, please note that wearing a face covering is to continue in healthcare settings.

SURGERY PHONE NUMBERS

Thornaby 01642 762636 / Ingleby 01642 765789

STAFF UPDATES

The PPG would like to give a warm welcome a number of new staff:

- Two new (part time) GPs have joined – Dr Oluwadare Emehinola and Dr Sarah Scott.
- Two new GP Registrars Dr Chukwuma Ezeafulukwe and Dr Olalekan Falusi , who will be with us for 6 months.
- Lauren Halpin is joining as our new Practice Nurse in April 2022
- Dr. Chaudhry will remain with The Practice until August 2022 and Dr Dee will remain with us until she begins her maternity leave, all our best wishes are sent to her.

The PPG also said goodbye and sent best wishes to Sarah Conway who left the practice in February 2022. Sarah had been with the practice for over 10 years and her contributions have been tremendous.

PPG QUESTIONNAIRE RESULTS

During January 2022 the PPG carried out a patients' survey and the results have identified areas for improvement which the Practice are currently reviewing, such as access, availability and booking of appointments.

From the responses received whilst the satisfaction of helpfulness of Reception staff and other staff was good there were some narrative examples of negative experiences which The Practice are addressing.

We are grateful to everyone who took part in this exercise, the Practice and PPG now have a "baseline" which will help all concerned to focus on the areas that require attention.

The PPG will assist where they can and arrange to re survey later in the year to see if there has been an improvement.

Practice Opening Times

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

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

Weekend: Closed

WOODBIDGE PRACTICE – TACKLING LOCAL HEALTH INEQUALITIES

Woodbridge have joined up with 6 other Doctor's Practices in the area to build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home.

Additional roles such as Social Prescriber Link Workers, some with non-clinical cancer support expertise, a Physiotherapist and a Mental Health Practitioner are now supporting many different practices. These are specialist teams who are able to provide consistent medical care regardless of which practice you are at. Appointments can be arranged via your healthcare professional.

MINOR SURGERY

The Practice have also been able to re-start its minor surgery procedures such as removal of skin lesions, skin tags and cysts.

EAR WAX BUILD UP

Symptoms of earwax build-up include: hearing loss, earache or a feeling that your ears are blocked, ringing or buzzing in your ears (tinnitus), vertigo (feeling dizzy and sick). Ear wax normally just falls out on its own however if it doesn't and blocks your ear, speak to a pharmacist about earwax removal. They can give advice and suggest treatments.

Important : Do not use your fingers or any objects like cotton buds to remove earwax. This will push it in and make it worse. Do not use drops if you have a hole in your eardrum (a perforated eardrum).

If you have tried this and still require assistance, please contact the surgery as they are now able to offer ear wax removal appointments although there may be a waiting list.

COVID VACCINATIONS

It is **never** too late to get your Covid Vaccinations – for the most up to date information please visit: [Book or manage a coronavirus \(COVID-19\) vaccination - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/). <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

APPOINTMENTS:



The Practice continues to provide a triage system offering telephone appointments with the appropriate clinician to maximise the Practice's resources. This is in accordance with NHS England guidance. (However if you have a hearing, speech or other impediment that prevents you from accessing the Practice this way, please visit the Practice so alternative arrangements can be made).

The triage system is the reason Receptionists have to ask you about your symptoms, they are trained members of the practice team who aim to ensure you receive the most appropriate medical care; from the most appropriate health professional and at the most appropriate time. Also, whilst every effort is made to offer you an appointment with the clinician of your choice, this isn't always possible.

Telephone appointments will *usually* be within two hours of the given appointment and rest assured if you miss the call the clinician will call you back.

To cancel an appointment please get in touch with Reception, so that it can be re-allocated to another patient. If you booked using SystmOnline you can also cancel online.

Face to face appointments *are* still being carried out where the clinician deems it necessary and arrangements are made with the patient during the telephone appointment.

***PLEASE DO NOT ATTEND THE PRACTICE IF YOU HAVE A POSITIVE COVID TEST OR SHOW SYMPTOMS** (which may include; high temperature, change or loss of smell and/or taste, new continuous cough). Contact the surgery for advice.

You are also required to wear a face mask, sanitise your hands and maintain social distance if attending the Practice sites and in other health care settings.

Out of hours : for non urgent issues please ring 111 or go online at www.111.nhs.uk for medical emergencies please ring 999 and ask for an ambulance.

SystemOnline



Although not everyone is “tech savvy” there are some patients who can or prefer to use the online booking system SystemOnline (to register for this please contact Reception). Online appointments are telephone appointments, please do not attend the surgery.

There is a link to the SystemOnline Login on the Woodbridge Practice web page or use <https://systmonline.tpp-uk.com/2/Login>

E-CONSULT

Did you know for non-urgent medical assistance/advice, you can complete and submit an e-consult form on the Practice website at <https://woodbridgepractice.co.uk> - you don't have to register for this service it is available online on the practice website. You can use this service for:

- General medical advice (minor issues) – you can attach photographs to aid the team in dealing with your enquiry
- Reassurance
- Medication Queries
- Fit note requests

The Practice aims to respond to e-consult forms within 48 hours

(If however your issue is of a more serious nature the form will direct you to call for an appointment or out of hours contact 111).

NHS APP : Why not checkout this video on how to download and use the NHS App –

<https://youtu.be/l-ublmf5wJs>

Self – Help Resources: Something new online

ABOUT ONE YOU

One You is here to help you make small changes that fit your life, so you feel better and healthier, every day.

Modern life makes it hard to be healthy

Without knowing it, by the time we reach our 40s and 50s many of us will have dramatically increased our chances of becoming ill later in life. Whether we are eating the wrong things, drinking more than we should, continuing to smoke despite everything we know, or just not being active enough, all of these small things can add up to an unhealthy you.

But, it's not always easy to make a change in our busy lives – tempting treats in easy reach, bigger portions for everything we eat and technology that allows us to shop, stay in touch and be entertained without ever having to leave the sofa. Modern life is ganging up on us.

[Take our free One You health quiz](https://www.nhs.uk/oneyou/how-are-you-quiz/) to see how you score and start the fight back to a healthier you. <https://www.nhs.uk/oneyou/how-are-you-quiz/>

You can also download a recommended App from your usual App store called Catch It – a simple App for recording your mood with positive messages to boost your morale.

APRIL – BOWEL CANCER AWARENESS MONTH

April is Bowel Cancer Awareness Month is a fantastic annual event set aside to increase awareness of bowel cancer and raise funds towards treating this condition. It is driven by various charitable organisations including the Beating Bowel Cancer and Bowel Cancer UK, who have merged with the main aim of ensuring that there would be no victim of Bowel Cancer by 2050.

Just to mention, Bowel Cancer is the second biggest UK's killer cancer. This shouldn't be the case since it is treatable and curable, especially when diagnosed at an early stage. Early diagnosis for Bowel Cancer and any other type of cancer saves lives. This is the reason why April has been set aside to educate the public and raise awareness of Bowel Cancer symptoms.

- Some of the common symptoms of bowel cancer include:
- Bleeding from the bottom and blood in poo
- Persistent and unexplained change in bowel habit
- Sudden and unexplained weight loss
- Being easily fatigued with no obvious reason or cause
- Pain or a lump in the tummy
- Just turned 60? Watch out for your screening kit in the post.

If in doubt get it checked out!

WHERE TO GET URGENT HELP FOR MENTAL HEALTH

If you need help for a mental health crisis or emergency, you should get immediate expert advice and assessment.

It's important to know that support is available, even if services seem busy at the moment because of coronavirus.

NHS urgent mental health helplines

NHS urgent mental health helplines are for people of all ages.

You can call for:

- 24-hour advice and support – for you, your child, your parent or someone you care for
- help to speak to a mental health professional
- an assessment to help decide on the best course of care

[Find a local NHS urgent mental health helpline online](https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline) at

<https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

Information:

If you've already been given a crisis line number to use in an emergency, it's best to call it.

If you just need to talk, any time of day or night

Free listening services

These services offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

- Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

If you're under 19, you can also call 0800 1111 to talk to Childline. The number will not appear on your phone bill.

HPV VACCINE

Girls and boys aged 12 to 13 years (born after 1 September 2006) are offered the human papillomavirus (HPV) vaccine as part of the NHS vaccination programme.

The HPV vaccine helps protect against cancers caused by HPV, including:

cervical cancer
some mouth and throat (head and neck) cancers
some cancers of the anal and genital areas
It also helps protect against genital warts.

In England, girls and boys aged 12 to 13 years are routinely offered the 1st HPV vaccination when they're in school Year 8. The 2nd dose is offered 6 to 24 months after the 1st dose.

It's important to have both doses of the vaccine to be properly protected.

If you're eligible and miss the HPV vaccine offered in Year 8 at school, it's available for free on the NHS up until your 25th birthday for:

girls born after 1 September 1991 - boys born after 1 September 2006

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 email the group at:

WoodbridgePPG@gmail.com

Further information is also available on the practice website –

www.woodbridgepractice.co.uk

***Next Patient Participation Group Meeting 17th May 2022 @
10.00hrs at the Thornaby practice.***

***New members are always welcome, please contact us via our
facebook page or the email address above for more
information***

<https://www.facebook.com/groups/woodbridgeppg/>

Spring 2022