



Woodbridge Practice
Patient Participation Group
"Working together"



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

Practice Opening Times

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

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

Weekends and Bank Holidays: Closed

Welcome to The Patient Participation Group's Autumn Newsletter 2022

The group consists of volunteers who meet with the Practice Manager four times a year, we produce a quarterly newsletter and twice a year a patient survey, the results of which are fed back to The Practice Manager.

If you are interested in joining the Patient Participation Group (PPG), please complete the form online on the Practice website (scroll down on the home page to the picture of the PPG group) or email us at woodbridgeppg@gmail.com

Our aims and objectives are: -

- Improving communications, including managing expectations of patients.
- Breaking down barriers to good communications.
- Providing constructive feedback to the practice, resulting from the actions of the group.
- We do not however take up individual issues on behalf of patients.

The PPG also have their own dedicated Facebook page which provides information and discussion space for our patients. Search for **Woodbridge PPG Facebook Page** and if you wish to join please answer the membership questions when you click "join" otherwise your request may be declined. Our next meeting is on Tuesday 8th November 2022 at 10:00am at Thornaby Practice, if you would like to get involved with the patient group and receive an invitation to the meeting, please email us at woodbridgeppg@gmail.com prior to the meeting.

PPG Patient Survey : Please Complete our Questionnaire – available throughout September

If you are able to - please click on this link <https://form.jotform.com/222192079100345> to the latest questionnaire, your views are important. Alternatively printed copies are available in Reception areas at both Ingleby Barwick and Thornaby sites, completed ones can be left in the box provided (also in Reception areas).

Flu Season

I've got a TEXT! As soon as you receive your text please book your flu vaccine at Woodbridge Practice!

Thornaby: 01642 762636 Ingleby Barwick: 01642 765789

Woodbridge Practice is able to offer a flu vaccine **free** on the NHS for:

- Anyone over the age of 50
- Pregnant women
- Adults (aged from 16 years) with a BMI > 40kg/m²
- 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.
- Appointments for flu vaccinations are available including Child vaccinations (nasal spray).

Remember, it's not too late to have your flu vaccine with Woodbridge Practice.

Covid Booster

The NHS will become the first healthcare system in the world to use the next generation, bivalent COVID vaccine when it kickstarts the autumn booster rollout in early September.

We are currently waiting for NHS England to advise us of the Autumn Covid Booster programme, as soon as we get the information and doses delivered, we will implement covid vaccination appointments. If you can get on the Patient's Group Facebook Page we'll endeavour to keep you informed on there.

Managing your appointments using “SystemOnline”

(Internet required)

To register for SystemOnline please collect a registration form from the Doctor’s reception team (you will need to take identification with you). They will supply you with a login ID and password, you should change it once logged in with a more memorable password, which you will need to keep secure.

Once registered for SystemOnline you can book appointments, cancel appointments, order prescriptions and view your summary care records.

Go to SystemOnline and enter the user name and password provided to you by the practice when you registered. SystemOnline also allows couples/families to see each other’s details and manage appointments, and prescriptions if required. This must be authorised by all parties, forms can be obtained from reception.

After logging in, the Select user screen will be displayed, if there are multiple family members. Select the individual patient whose appointments or prescriptions you wish to manage. Having selected the patient account (if applicable) their account will be displayed, if there are no multiple patients this will be the screen you see after you have logged in and the options are fairly self-explanatory, Most of the screens you select from the above list have a “back” button that will take you back to the above list; where this is not the case, use your browsers back button. Please don’t forget to logout when you are finished and keep your login details and password safe.

Important – Appointment Cancellations

If you no longer require your appointment, **please** contact the surgery to cancel it so that it can be allocated to someone else. You can also cancel an appointment on SystemOnline (so long as you are already registered).

E-CONSULT - Why not give it a try if you haven’t already

Don’t forget for non-urgent issues, you can use e-consult and you don’t need to be registered on SystemOnline to use e-consult just go to the Practice website and fill in the online form at any time of day or night. A clinician will usually respond within 2 working days.

Not Just a GP Service – Social Prescribers

Did you know our surgery has Social Prescribing Link Workers & Cancer Link Workers?

Are things worrying you or a family member that are not medical? You may be feeling isolated or lonely, stressed by work, financial issues, housing problems, bereavement, managing a caring role for someone or the stress of managing a long term health condition. The team might be able to help.

Take a look using the link at their leaflet for further information or contact the surgery to arrange to meet with a Social Prescriber Link Worker.

<https://www.facebook.com/102390662085281/posts/pfbid0aS2cRjXkQieMb7L831HcPDotMrPyfijS4sV6xtqSGFeHrzorAB665tPnwKdyWX57I/?d=n>

Please check this out, they are a lovely team and look forward to helping you!

Help to Improve Your Mental Health – Try The Quiz!

SCAN ME – TAKE THE NHS MIND QUIZ “EVERY MIND MATTERS”



Prescription Prepayment Certificate (PPC)

A PPC can save you money if you usually pay for your prescriptions and need a number of medicines:

A PPC covers all your NHS prescriptions, including NHS dental prescriptions, no matter how many items you need but there are some exceptions, wigs and fabric supports etc, please check out the website for full details.

There are 2 PPC options to choose from:

1. The 3-month PPC costs £30.25 and will save you money if you need more than 3 prescribed items in 3 months.
2. The 12-month PPC costs £108.10 and will save you money if you need more than 11 prescribed items in a year.

There are several payment options available. If you choose the 12-month PPC, you can pay for this upfront, or by 10 monthly direct debit instalments.

How much can I save? If you need:

- 2 items each month – you can save £116.30 with a 12-month PPC
- 3 items each month – you can save £228.50 with a 12-month PPC
- 4 items each month – you can save £340.70 with a 12-month PPC

[Check the current costs for NHS prescriptions](#)

How to apply for a PPC

First check if you're entitled to [free prescriptions](#) before you apply for a PPC.

It's quickest to [buy a PPC online](#). The PPC will start from the day you submit your application, unless you request a different start date, but the start date must be within 1 month before or after the date of your application.

If you prefer talking to someone, you can call the PPC order line on 0300 330 1341. Your certificate will be valid from the day you make the phone call, unless you request otherwise. Make sure you have your bank details or credit or debit card details ready.

You can receive your certificate details by email if you provide an email address, print them at the end of your online application, or receive the details by post.

Although a PPC is valid from the day of your application (unless otherwise requested), it may take a couple of days to receive the details of your certificate by post. If you pay prescription charges while you're waiting for the details to arrive, **you can get a refund, as long as you get an NHS refund form (FP57) when you pay.**

Some pharmacies may be able to sell you a PPC. You will not be able to pay by direct debit if you buy a PPC at a pharmacy.

Either contact [your local pharmacy](#) or view the [list of registered pharmacies on the NHS Business Services Authority \(BSA\) website](#) to find which ones sell PPCs.

Useful tips

Remember to apply for a new PPC in plenty of time, otherwise you'll have to pay full prescription charges if it expires. It's important that you do not use your certificate after it expires. The NHSBSA checks that patients who claim for free NHS prescriptions are entitled to the exemption they have declared. [Check that your certificate is valid before claiming free NHS prescriptions](#)

If you have to pay for prescriptions while you're waiting for details about a new PPC and need to apply for a refund, ask the pharmacist for an NHS receipt (FP57) so you can claim back the cost. Your PPC must cover the date you paid the prescription charge. You can claim for the refund of prescription charges up to 3 months after paying. The FP57 explains what to do. If you buy a 12-month PPC by direct debit, you are entering into a commitment to pay all the instalments.

PPC refunds : You may be able to claim a full or partial refund if you become entitled to free prescriptions while your certificate is still valid.

For full details follow the link: [Save money with a prescription prepayment certificate \(PPC\) - NHS \(www.nhs.uk\)](#)

Changes to the fit note (sick note)

From July 2022 the Department for Work and Pensions has updated the law for the fit note so that it can now be issued by nurses, occupational therapists, pharmacists and physiotherapists in addition to doctors. This means that you may be issued a fit note by someone other than a doctor as long as they are discussing your fitness to work with you. These health professionals should be treating you through NHS services.

You may notice changes to the fit note you receive from your healthcare professional as a new version of the fit note was introduced in April 2022.

The requirement for the healthcare professional to sign the form in ink has been removed and replaced by the issuer's name and profession.

There will be a period during which both the new and previous version of the fit notes are legally valid.

For further information follow the link: [The fit note: guidance for patients and employees - GOV.UK \(www.gov.uk\)](#)

Great North Care Record

What is the Great North Care Record?

The Great North Care Record is a way of sharing patient information with health and care staff. It covers the 3.2 million people living in the North East and North Cumbria.

It means information recorded about your health such as illnesses, hospital admissions and treatments can be accessed by different people who are involved in your care. Previously, different hospitals, GPs and other health workers record separate pieces of information about you, which wasn't easily shared.

By sharing this information with the Great North Care Record, health and care workers can access the most current details about you 24/7. This can help the decision-making process around the quality of care you receive.

For further information please go to the website: [Home - Great North Care Record](#) it is a very informative website and they have a Facebook Page.



The “Look A Head” Cancer Campaign is based in the Tees Valley, South Durham and North Yorkshire area and is a charity which aims to raise awareness of head and neck cancer. For further information go to [Home - Look A Head Cancer Campaign \(headandneck.info\)](#)

“The symptoms which may suggest a cancer in the head and neck are a hoarse voice, pain or discomfort in the throat, an ulcer on the tongue or other part of the mouth, a lump or white patch in the mouth, painful or difficult swallowing or a lump in the neck. If any of these symptoms last for four weeks or more, I would urge the person to see their doctor without delay. We have saved lives through early treatment”.

– Richard Wight, head and neck consultant at The James Cook University Hospital in Middlesbrough

It could be something as simple as a mouth ulcer which doesn't clear up after three weeks using over the pharmacy counter remedies, **please** get it checked out by the GP.

HOT TOPICS

AAA : Abdominal aortic aneurysm screening (for men during the year they turn 65)

Abdominal aortic aneurysm (AAA) screening is a way of checking if there's a bulge or swelling in the aorta, the main blood vessel that runs from your heart down through your tummy.

This bulge or swelling is called an [abdominal aortic aneurysm, or AAA](#).

It can be serious if it's not spotted early on because it could get bigger and eventually burst (rupture).

Who's screened for AAA

In England, screening for AAA is offered to men during the year they turn 65.

Men aged 65 or over are most at risk of getting AAAs. Screening can help spot a swelling in the aorta early on when it can usually be treated.

Screening for AAA is **not** routinely offered to: women; men under 65; and people who have already been treated for an AAA - this is because the risk of getting an AAA is much smaller in these groups.

If you're over 65 years old, you can ask for a scan to check for an AAA if you think you might need one but have not been offered a screening test.

How to get screened for AAA

If you're a man and registered with a GP, you'll get a screening invitation in the post when you're 64 or soon after your 65th birthday. You can then arrange an appointment that suits you. (This is direct from the NHS AAA Screening Service not the GP practice).

If you're a man over 65 and have not been screened before, you can ask for a test by contacting [your local AAA screening service](#) directly.

What happens during AAA screening

Screening for AAA involves a quick and painless [ultrasound scan](#) of your tummy. Carried out at a local diagnostic centre, usually Lawson Street Clinic in Stockton (but not necessarily).

Further information: [Read more about how AAAs are treated and https://www.nhs.uk/conditions/abdominal-aortic-aneurysm-screening/](https://www.nhs.uk/conditions/abdominal-aortic-aneurysm-screening/)

Health Calendar – Highlights are posted regularly on our Patient’s Group Facebook Page

Please check out the Woodbridge Patient Group Facebook Page for regular updates on various health campaigns, search Facebook for Woodbridge PPG, and answer the questions to join (patients only). The NHS Website, NHS APP and social media has excellent help and advice. Lookout for the posters on the Patient Participation Group’s Noticeboard in Practices

Government : Emergency Alerts!

About Emergency Alerts - Emergency Alerts is a new service from the UK government. It’s expected to launch in autumn 2022. Emergency alerts will warn you if there’s a danger to life nearby.

In an emergency, your phone or tablet will receive an alert with advice about how to stay safe. Follow the link below for more information.

https://www.gov.uk/alerts?fbclid=IwAR3w-YI2tnLGXTiUEwaR8oa6YQ4xczWvpd6DGFkAkUNZ1ewNutS4_44ijzo

Resuscitation Council UK : Scan the QR Code and learn how to do CPR



Compliments

If you would like us to pass on thanks or compliments to the Practice, please email us at: woodbridgeppg@gmail.com

WHO SHOULD I SEE?

It's not always clear who the best person is to deal with your problem or requirement. This quick guide might help.

If you need further advice or clarification, please just ask for help at reception.

Health Care Assistant	Practice Nurse	Nurse Practitioner	Doctor
Hypertension Review Checks, Blood pressure	Chronic Disease Clinics: Asthma, COPD, Diabetes, Heart Disease, stroke / TIA, Hypertension	Minor illnesses: coughs, colds, sore throats, chest infections etc.	Complex, Multiple or On-going illnesses: inc breathing difficulties, severe headaches, vague symptoms, chest pain
Cardiovascular Disease (CVD) Risk Assessments initial & Yearly	Mens Health	Minor Injuries: Falls, upper / lower limb injuries, Head Injuries, Lower limb injuries* (* depending on nurse)	Follow Up's from Initial Assessment with Nurse Practitioner
New Patient checks	Cardiovascular Disease Risk Assessments	Blood Pressure problems	Sick Notes
ECG (Heart Tracing)	Baby Clinics/ Vaccinations	New Contraception and Implant Fitting without GP (if clinic available)	Smears (female GPs only)
Flu, Pneumonia and Shingles Injections/ Vaccinations	Smears Tests & Swabs	Sexual Health Advice	Complex Contraception & Coil Fitting
Repeat Vitamin B12 Injections	Cancer Care reviews	Skin Problems (eczema and rashes)	Pregnancy-Related Problems
Rheumatoid Arthritis Reviews	Contraception/ Pill	Water Infections / Cystitis Abdominal Pain	Breast Lumps
Smoking Cessation Advice Follow Up	Flu, Pneumonia & Shingles Injections/ Vaccinations	Basic Women's Health	Menopause
Dressings, Follow up Dressing including 4 Layer Bandaging	First time Vitamin B12 Injections	Acute Asthma & COPD Problems	Women's Health- Gynaecological Problems
Suture & Clip Removal	Dressings- First time & follow up	Ear & Eye Infections	Men's Health Concerns
Coil Fits with GP	4 Layer Bandaging	Simple Medication Reviews	Medicals
Minor Operations with GP	Sexual Health Advice	Sick Notes (but then need to be signed by GP)	Complex Medication Reviews Anxiety & Depression
Lung Health Checks	Smoking Cessation Advice	Acute Anxiety / Depression that cannot wait to see a GP	Onward Referrals to Specialist Teams
Breathing Test (Spirometry)	ECG (Heart Tracing)	Acute Asthma & COPD Problems	
Well Person Checks	Travel Vaccines		
Weight Management	Ear Syringing		