



Woodbridge Practice
Patient Participation Group
"Working together"



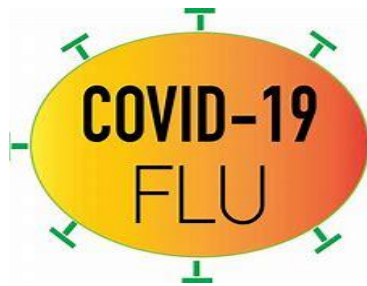
<https://www.facebook.com/groups/woodbridgeppg/>

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



Practice Opening Times Core times
Monday - Friday: 8:00am to 6:00pm.
Weekends and Bank Holidays: Closed
E-Consultations on Practice Website

Welcome to The Patient Participation Group's (PPG) Winter Newsletter 2022



It's that time of year again

Please protect yourself, your family & friends - get your flu and covid vaccinations when invited – don't risk serious illness and hospitalisation, especially during this time of high demand on medical services. Please check out the Practice Website for eligibility criteria and booking or search on www.nhs.uk. Or phone 119 for covid vaccination information. (Even if you don't qualify for a "free" flu jab, if you can afford to, please get one from pharmacies advertising availability).

Woodbridge Practice: Information on Appointments.

Month	DNA - Did Not Attend Appointments	Wasted Clinical Time in Hours
September 2022	101	34
October 2022	105	35
November 2022	108	36

The Practice has recently had some staff changes, Gemma Tooke - Practice Nurse has moved on and Lisa Pruden - Practice Nurse has joined the team. There have also been some new Receptionists appointed so please bear with them whilst they get up to speed.

Flu and Covid Vaccinations



The Practice delivered thousands of flu and covid vaccinations during their recent clinics which were in addition to their usual services. Please contact the Surgery for an appointment if you wish to book a flu appointment, criteria as follows:

Flu vaccine - NHS

The flu vaccine is given free on the NHS to adults who: are **50 and over (including those who will be 50 by 31 March 2023)** have certain health conditions; are pregnant; are in long-stay residential care; receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick.

Patient Survey Autumn 2022: Results

We ran our patient survey again during September 2022 - on the whole respondents were happy with the Reception Team and Clinical Team. However as expected the results also showed that access to clinical services is still the main issue of concern, as patients have difficulty getting through on the telephone. All members of the Reception team answer calls at 8:30am to deal with as many calls as possible until all appointments are taken.

The Practice is aware of these results and are looking at ways to improve this, however there continues to be pressure on the Practice. Patients are therefore being asked to:

- seek advice and treatment for minor ailments from their Pharmacist
- please call from 8:30am for appointments and after 11:00am for results. Please note repeat prescriptions and medication requests are not taken over the phone.
- use the E-Consult form on the Practice website (no registration required) for non-urgent conditions, and admin requests such as non-urgent conditions and can also be used for administration purposes such as a repeat sick note. (Please note this is not a general enquiry system nor can appointments be requested). If you present serious symptoms you will be advised to contact the Practice or telephone 111

- You can also cancel appointments on SystemOnline so you don't have to wait in the telephone queue again and someone else can make use of a much-needed appointment, thank you. Please visit the Practice website for details or contact the Reception Team for details on how to do this.

If however none of the above options are suitable or you do not have online access and need an appointment, please call the Practice at 8:30am (during usual opening hours), their trained receptionists will ask questions so that you are given an appointment with the most appropriate clinician, which maybe a telephone or face to face appointment.

This triage approach is how the Practice operates its patient services, so they have asked if we can politely remind patients to be respectful towards the team. Unfortunately there has been an increase in abuse towards staff which will not be tolerated by the Practice and they have advised that aggressive abusive behaviour may result in patients being removed from the Practice list.

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

It is not a case of the receptionists being nosy!

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

Which Clinician will I see/speak to?

A table advising on which is usually the most appropriate clinician, is available on the Practice Website. Please remember the Practice still requires patients to wear a face mask when entering the building for the safety of staff and vulnerable patients. Free masks are available in the Reception area.

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	Acute Asthma & COPD Problems	Onward Referrals to Specialist Teams
Flu, Pneumonia and Shingles Injections/ Vaccinations	Smears Tests & Swabs	Sexual Health Advice	Complex Contraception & Coil Fitting
Repeat Vitamin B12 Injections	Travel Vaccines	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	Acute Anxiety / Depression that cannot wait to see a GP	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		
Breathing Test (Spirometry)	ECG (Heart Tracing)		
Well Person Checks	Ear Syringing		
Weight Management			

Council Tax Reductions for People with Severe mental impairment and or Disabilities and their carers

It is sometimes possible to claim a reduction on the council tax bill if someone living in the property is assessed as being substantially and permanently disabled, and requires special facilities to meet their needs and/or has a severe mental impairment, and their carers – subject to eligibility criteria

The legal definition of ‘severe mental impairment’ is broad and can be open to interpretation. It does not depend on someone having a diagnosis of dementia or losing mental capacity. It applies to anyone who meets all of the following criteria:

- They have a severe impairment of intelligence and social functioning which appears to be permanent.
- They have a certificate confirming this impairment from a registered medical practitioner, usually the person’s GP or Medical Consultant. (Medical professionals cannot legally charge for this service).
- They are entitled to certain disability benefits.

Backdating for discounts, disregards and exemptions

Even if a discount, disregard or exemption wasn’t applied for right away, it can be backdated to when it should have first applied. You don’t always need to give a reason why it was not originally applied for, although you will need to prove that the criteria for an exemption or discount applied at the time, i.e. a certificate from a Doctor (GP) or Consultant. However as this is a complex area, please seek advice from an appropriate agency, for example Stockton Council Benefits Team, the main customer services telephone number is 01642 393939 or alternatively they have customer contact points in Thornaby Library and Stockton Library. The Social Prescribing Team at The Practice should be able to help too, ask the Reception Team for a referral.

Join the Patient Participation Group (PPG) and our Facebook Page

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.

The PPG also have their own dedicated Facebook page for patients of the Practice, where information and details of health campaigns are posted: search for **Woodbridge PPG Facebook Page** . The page is not used for raising complaints, this needs to be done in writing to the Practice Manager.

We are also starting to post information relevant to The Practice, for example the Practice are looking to include downloadable forms for text message service “to” patients and a “how to guide” for registering for SystemOnline, where you can order repeat medication

and book and cancel appointments etc., online. We'll update the Facebook page when this is available.

Compliments

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

Did you miss it?

Check out previous newsletters on the PPG section of the Practice website for full information:-

- **Not Just a GP Service – We have Social Prescribers**
- **Prescription Prepayment Certificate (PPC) - [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 : [The fit note: guidance for patients and employees - GOV.UK \(www.gov.uk\)](#)**
- **Great North Care Record - [Home - Great North Care Record](#)**
- **AAA: Abdominal aortic aneurysm screening (for men during the year they turn 65)**

Finally: Don't forget to order repeat prescriptions in good time before the Christmas & New Year holidays and stock up on over the counter cold and flu remedies

Details of Pharmacies Opening Times over the Christmas Period will be posted on the PPG Facebook Page

The Practice will be closed from 6pm Friday 23rd December and reopen at 8:00am on Wednesday 28th December then closed for New Year bank holiday on Monday 2nd January 2023

Closure & Out of Hours ring 111 or go online www.111.nhs.net

In Emergencies ring 999

