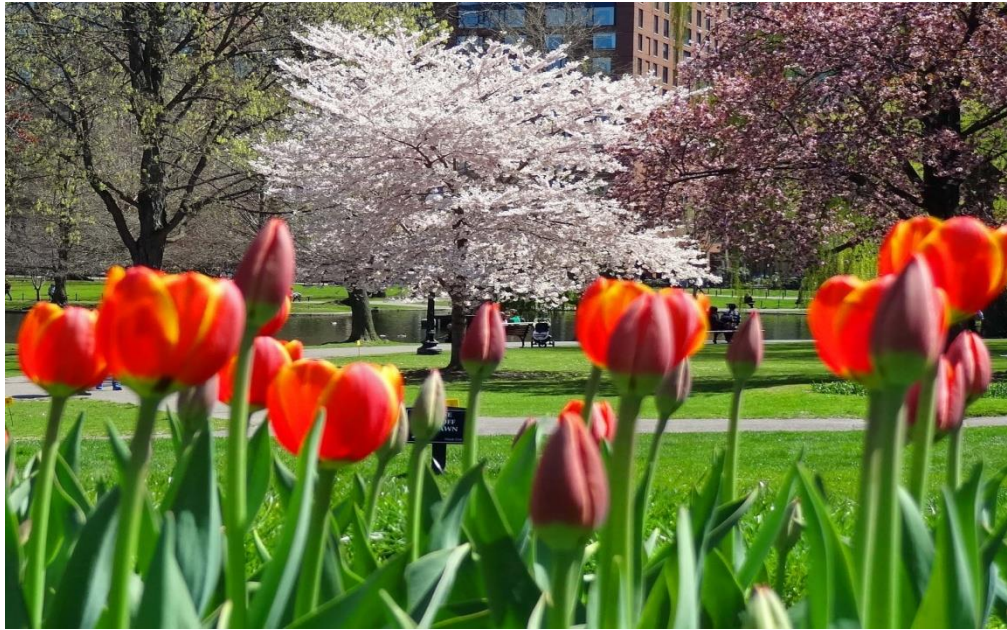




Woodbridge Practice
Patient Participation Group
"Working together"



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



SPRING 2023 NEWSLETTER

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

INTRODUCTION by the Practice Manager

Welcome to the spring edition of the Patient Participation Group's (PPG) newsletter and thank you to its members for inviting me to contribute.

Did you know the surgery offers several different services, including a First Contact Physiotherapist? If you have a condition like new joint pain or injury/muscle & tendon pain/soft tissue issues/ligament strains/spinal pain/minor trauma including sports injuries/or acute flare ups of chronic problems like Osteoarthritis, or a flare up of a bone/muscle complaint and you have not seen a clinician in 3 months, a referral can now be done by the reception staff.

Current waiting time for appointment with a First Contact Physiotherapist is about 1-14 days.

The Practice is continuing to explore innovative ways to improve access to services, and hopefully we will be able to bring you updates in the future.

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

Best wishes

Practice Manager

Woodbridge Practice: Information on Appointments.

Month	Did Not Attend	Wasted Clinical Hours
December 2022	130	43
January 2023	198	66
February 2023	200	66

Please cancel if you no longer need an appointment, someone else may need it!

SystemOnline



****Please note****: SystemOnline appointments are GP **face-to-face appointments**.

E-consultations are GP **telephone appointments** only, please do not attend the surgery, unless specifically asked to during the conversation with the clinician, who will make the necessary arrangements with you.

For annual reviews and appointments with the nursing team please contact the surgery direct.

Please view the 'Who should I see' poster on the practice website <https://woodbridgepractice.co.uk/practice-information>, to ensure you are booking appropriately with a GP"

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. (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)

APPOINTMENTS:



In accordance with NHS England guidance our trained Receptionists will continue to ask about your symptoms so that they can appoint with the most appropriate clinician.

To cancel an appointment please get in touch with Reception, so that it can be re-allocated to another patient or use SystmOnline (if you are registered on SystmOnline – please contact surgery for information on how to register).

Face to face appointments* *are* being carried out, however 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.

Owing to a recent increase in covid cases please wear a mask to minimise the risk of infection. Remember a patient sat in Reception may have a serious medical condition and at greater risk of serious illness if they catch covid, and we also need to reduce the risk to clinical staff.

E-CONSULT : (Available from 8:00am until midday during normal opening hours)

You don't have to register for this service, it's available online on the practice website - please use that link so your request goes to Woodbridge Practice

For non-urgent medical assistance/advice, you can complete and submit an e-consult form on the Practice website at <https://woodbridgepractice.co.uk>

If however your issue is of a more serious nature the form will direct you to call for an appointment or out of hours telephone 111 or at [Get help for your symptoms - NHS 111](#)

NHS APP : Why not checkout this link on how to download and use the NHS App – [Getting started with your NHS account - NHS account help and support - NHS \(www.nhs.uk\)](#)

SARS – What are SARs : The UK General Data Protection (UK GDPR) was implemented in the UK through the Data Protection Act 2018, it gives individuals the

right of access to their personal data from any health and care organisation that holds records on them. To comply with the legislation patients are required to complete a SARs form available from Reception. The completed form needs to be returned together with photo ID - passport, photo driving licence or alternatively a birth certificate, as well as proof of address such as a utility bill, credit card/bank statement, hospital appointment letter. On receipt of the request and required identification the Practice has 28 days to release the information. There is no initial charge for this service, however frequent and repeat request maybe charged for.

REPEAT MEDICATION / ANNUAL REVIEW / BANK HOLIDAYS

Please request repeat prescriptions completing the forms in Reception areas and post in the adjacent box; on Systmonline, or by using your NHS App

As patients are aware requests for repeat prescriptions are not taken over the phone.

Just a reminder we have a number of bank holidays coming up, so you will need to factor these in when ordering repeat prescriptions / booking in for annual reviews as well as noting that the Practice will be closed on those dates.

Upcoming bank holidays in England and Wales 2023

Date	Day of the Week	Bank Holiday
7 th April	Friday	Good Friday
10 th April	Monday	Easter Monday
1 st May	Monday	Early May bank holiday
8 th May	Monday	Coronation of King Charles 111
29 th May	Monday	Spring Bank Holiday
28 th August	Monday	Summer Bank Holiday
25 th December	Monday	Christmas Day
26 th December	Tuesday	Boxing Day

HEALTH DIARY DATES – checkout the Patients Group Facebook Page (PPG) for regular updates and information.

APRIL – BOWEL CANCER AWARENESS MONTH - Just turned 60? Watch out for your screening kit in the post and follow the simple instructions. Check out the NHS website for symptoms at any age.

OTHER HEALTH DIARY DATES:

Diary Dates

- 2 Feb - Time to Talk Day
- 6-12 Feb - Children's Mental Health Week
- 20-26 Feb - Cancer Prevention Action Week
- 7 -13 Mar - National Feet Week
- 9 Mar - No Smoking Day
- 14 - 20 Mar - Nutrition and hydration week
- 20 Mar - International Day of Happiness
- 20 Mar - World Oral health day
- April - Stress Awareness Month
- April - Move More Month
- 7 April - World Health Day
- May - National Walking Month
- 1 - 8 May - Time for a cuppa
- 2-8 May Sun Awareness Week
- 9 - 15 May - Mental Health Awareness Week

SATISFACTION SURVEY

You can now send your feedback regarding a recent appointment by using the following QR code:



Ingleby Barwick



Thornaby

DID YOU MISS IT?

Our previous Newsletters covered some really good topics

- How to save on repeat prescriptions
- Council Tax Reductions for People with Severe mental impairment and or Disabilities and their carers (eg Dementia)
- **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)

The Patient Participation Group produces a News Sheet quarterly, to provide patients with information on current events within the practice. The last few issues are available to view or download at :- <https://woodbridgepractice.co.uk/patient-participation-group/>

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 Tuesday 16th May 2023 @ 10.00hrs at the Thornaby practice. If you would like to attend please email the patient group (details above) or leave your details at the surgery

New members are always welcome, please contact us via our facebook page or the Practice website for more information

Spring 2023