



Woodbridge Practice
Patient Participation Group
"Working together"



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

SUMMER 2023 NEWSLETTER

Practice Opening Times Core times

Monday - Friday: 8:00am to 6:00pm (8:30am for appointment booking)

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

Weekends and Bank Holidays: Closed

Thornaby - 01642 762636

Ingleby Barwick - 01642 765789



WELCOME TO SUMMER 2023 NEWSLETTER

The Patient Participation Group (PPG) would like to take this opportunity to thank the Reception staff for all their hard work in managing and delivering the service and appointments.

As fully trained members of the Practice team they are responsible for managing a wide range of appointments for all relevant clinicians - Doctors, Health Care Assistants, Nurse Practitioners, Practice Nurses, Physiotherapists – (a Receptionist can actually make a “first contact” Physio referral without the need to be seen by a clinician first if you meet the set clinical criteria), Pharmacists, Mental Health Professional and Social Prescribers.

You will be offered an appointment with the most appropriate clinician and therefore not necessarily a GP, however rest assured all clinicians have access to a GP and can escalate your care where required. A table of who you are likely to be seen by is available on the Practice website.

The team appreciate the lack of available space to offer more confidentiality at Reception but will do their best to be as discrete as possible. If you feel unable to say the problem please feel free to write it down to show them. Signs are up at the desk asking people in the queue to maintain a reasonable distance to give patients privacy at the desk.

The Reception Team also manage all the back office and administrative functions, so a very busy environment, and all issues are dealt with the utmost confidentiality.

Staff appreciate that health concerns can be extremely worrying and emotions can run high however abuse and threats towards staff will not be tolerated

APPOINTMENTS ACTIVITY: Below is a table of appointments not attended and number of lost clinical hours, across both Ingleby Barwick and Thornaby

Month 2023	Appointments not attended	No. Of lost clinical hours
April	135	45
May	130	43

IMPORTANT - CANCELLATIONS

If you no longer require your appointment, **please** contact the surgery to cancel it so that it can be allocated to someone else.

Unfortunately there is a problem with being able to cancel online - either on the SystmOnline or via the NHS or Airmid App (or whichever App you use). The Practice has raised the issue with the external providers of these platforms to see if this can be rectified. In the meantime please persevere and ring to cancel.

Online Patient Services: - Help Reduce Telephone Traffic

Booking an appointment - Not yet on the online booking system "SystmOnline"? Then please contact Reception for information on how to do this, if you take in official identification (photo driving licence/passport etc) and proof of your address they may be able to do it straight away for you.

If you are booking an appointment using the SystmOnline this will be a **face-to-face** appointment. Appointments are still available to book online but do get snapped up very quickly when they are released at 8:30am (weekdays).

Don't forget for non-urgent medical conditions you can submit an "e-consultation" form on the Practice website (available between 8:00am and noon weekdays), **you don't need to be registered** with SystmOnline to do this and a clinician will usually respond within 2 working days.

Ordering Repeat Prescriptions - Don't forget to order repeat prescriptions in good time so that you don't run out. You can do this online; SystmOnline, NHS App, Airmid App (or whatever App you use) or complete the forms available from the surgery and drop in the post box.

Reminder: Repeat Prescription requests are NOT taken over the phone.

If you have difficulty managing your medications or you know someone who needs help with the medication management there are a few things that can help, please speak to the Reception team for advice and assistance.

Test Results – Are available over the phone **after** 11:00am during normal opening hours or **anytime** on SystmOnline, NHS App, Airmid App (or whichever health care App you may use). Remember if you access your results which may require further action you'll need to be prepared as it may be upsetting.

Access to your Medical Records - An application to access your GP patient record can be made by contacting Reception during normal working hours and preferably after 11:00am. You will need to comply with the legislation and complete the necessary forms, this is then processed in accordance with the law and will be available usually within 28 days.

Alternatively you can simply sign up to SystmOnline where you can view your records at any time (ask at Reception for details of how to do this if you're not already signed up). Also your records are available on the NHS App.

Processes are in place for young adults and their parents/guardians, please discuss this with the reception team for details. Also to allow family members, carers etc to access your details the Reception team can advise how to do this.

You can access many medical services on the NHS App, Airmid App (or whichever health care App you use). Please note however - it is your responsibility to keep your login details and password safe and secure including any printouts that you may take.

Being able to see your medical record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday.

However, before you apply for online access to your record, there are some other things to consider:

- Forgotten history - There may be something you have forgotten about in your record that you might find upsetting.
- Abnormal results or bad news: If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.
- Misunderstood information: Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation
- If you feel there is some incorrect information on your records, please contact the Surgery.
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<https://www.england.nhs.uk/gp-online-services/support/supporting-material/patient-information-guides/>

Please note: Hospital medical records are kept on a different system to your GP's system. So if you've moved home recently or changed your telephone contact details don't forget to update both your GP Practice and if you are under the care of the Hospital that hospital department too.

Annual Medication Requests



Patients are reminded that it is their **own** responsibility to arrange a timely medication review for repeat medication. Please check the slip with collected medication to find your review dates and ensure you book an appropriate review appointment to avoid unnecessary delays to obtain further repeat prescriptions.

Holiday Prescriptions



Before you go away you can get a one-off prescription with 2 months supply to cover you whilst you are away. Complete a form at the surgery, explaining the reason for your request and post in the box provided. Alternatively do a “bespoke” request on SystemOnline.

Travel Vaccinations: If you require any vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required. You need to do this well in advance of travel as some of the vaccinations require time to become effective. You can check online at <https://travelhealthpro.org.uk> to find out which ones you need.

Travel Insurance: as well as taking our holiday insurance as soon as you book your holidays, and if you are travelling to Europe you may wish to apply for a **FREE** Global Health Insurance Card, which entitles you to certain health care in Europe including pre-existing medical conditions. Please check out the website [Apply for a UK Global Health Insurance Card \(GHIC\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/links/apply-for-a-uk-global-health-insurance-card)

Please note this card is totally FREE. Be careful to avoid scam websites

Holiday Insurance Claims: Feeling unwell and preventing you from travelling but not well enough to visit the doctors - perhaps severe sickness and diarrhoea; viral infection with high temperature; covid etc. You are advised to seek medical advice online or on the phone at 111 and agreeing for them to

share the contact with your GP. That way if you need to make a claim the GP can check the medical issue has been recorded and advice given etc. Please note there is an initial **cash** charge for the completion of the claim form by the GP. (Unfortunately the Practice does not have contactless payment machines, hence the payment needs to be a cash payment).

Queue Ticket Machine at Ingleby Barwick surgery: For patients who choose to queue at Ingleby before 8:30am for an appointment please take a ticket from the machine on the table to save your place in the queue. The ticket may not always start at the number one **but will be in sequence** as some people may wait in their cars. Once the appointments open and the queue starts to move the machine will be covered up. People arriving for pre-booked appointments prior to 8:30am are invited to use the self check-in.

What Have You Missed? Please checkout previous newsletters on the Practice website [Patient Participation Group – Woodbridge Practice](#) down the right hand side you'll see a selection. Some great articles regarding prescription pre-payments (there is also now a new pre-payment for menopause medication too ask your pharmacist for details), help with council tax discount for certain medical conditions, Abdominal aortic aneurysm screening (AAA) for men during the year they turn 65 and lots more please feel free to have a nosey.

Come and join us on our Patient's Group Facebook Page :

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

Compliments

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

Patient Participation Group (PPG)

If you are interested in joining the Patient Participation Group, please complete the form online on the Practice website or email us at woodbridgeppg@gmail.com

The group consists of volunteers who meet with the practice around four times each year. Their 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, patients should contact the surgery during normal opening times.

Our next meeting is on Tuesday 8th August 2023 at 10:00am at Thornaby Practice, if you wish to attend, please email us at woodbridgeppg@gmail.com in the first instance.

Book your flu vaccination at Woodbridge Practice now!

Thornaby 01642 762636

Ingleby 01642 765789

Bookings by appointment only, now available on a Saturday 9:00am - 5:30pm:

Thornaby	Sat. 16th September
Ingleby	Sat. 23rd September
Thornaby	Sat. 30th September
Ingleby	Sat. 7th October

Eligible patients include:

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk group e.g. asthma, diabetes, heart disease.
- pregnant women
- all children aged 2 or 3 years on 31 August 2023

Please support the NHS by coming to Woodbridge Practice for your flu vaccine.



The flu virus kills thousands every year. The flu vaccine is the best protection for you and those around you.

JUST GET YOUR FREE FLU JAB
Ask your pharmacist or GP if you're eligible.



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		