



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 2023

Welcome to the Autumn newsletter, we hope you find the contents of interest. 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 are to work with the practice to make improvements from a patient's perspective and also to better understand the challenges the Practice faces.

You can also find us on Facebook – search for WoodbridgePPG. Ask to join and answer the few questions. Admins are usually pretty quick to approve. Just a friendly reminder though, this isn't a complaints forum, it's run by patients for the patients.

BLUE SEPTEMBER MONTH AWARENESS

Blue September is part of an international campaign that seeks to tackle the fact that men are more likely to develop and die of cancer than women and that men are less likely to discuss their personal health concerns with family, friends or their GP. Please encourage your family, friends, colleagues and acquaintances to seek advice for health concerns, both physical and mental health. A couple of new Men only mental health clubs have started locally too:-

Andy's Man Club: Men's mental health club (men only) - Meetings every Monday at 7pm (except bank holidays). Meetings are held in Stockton Redhill Family Hub, Redhill Rd Roseworth TS19 9BX, and also in Hartlepool and Middlesbrough if you prefer to go

somewhere not quite so local. Google Andy's Man Club for location or search on Facebook for Andy's Man Club Stockton for local information.

No Need to Man Up – Brew Up Club (men only): Every Tuesday 6:30pm to 8:30pm @ Tees River Rescue HQ (unit accessed from Jewsons Car Park on Riverside Road). A safe, alcohol free, space for men to chat in a confidential non judgemental environment – drop in for a cuppa or the whole session. The group is also on Facebook if you search under No Need to Man Up –Brew Up.

APPOINTMENTS ACTIVITY:

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

Month 2023	Appointments not attended nor cancelled	No. Of lost clinical hours
June	145	48
July	116	33

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.

The technical glitches have also been ironed out so you should now be able to cancel on SystemOnline or the NHS App (or whichever App you use).

FLU SEASON

Woodbridge Practice is offering a flu vaccine **free** on the NHS for:

Those aged 65 years and over, under 65 years in clinical risk groups and pregnant women are eligible for a flu vaccine. All children aged 2 or 3 years on 31 August 2023 are also eligible for a nasal flu vaccine.

If you have received a text or a letter, please book your flu vaccine at Woodbridge Practice phone Thornaby: 01642 762636 Ingleby Barwick: 01642 765789 during normal opening hours and after 10.30am

(If you've had a flu jab elsewhere please advise the Practice so that your records can be updated, thanks).

COVID BOOSTER

The Practice is currently waiting for NHS England to advise details of the Autumn Covid Booster programme, as soon as they get the information, they will implement covid vaccination appointments. If you have joined our Patient's Group Facebook Page we'll endeavour to keep you informed on there.

ONLINE PATIENT SERVICES

Booking an appointment - Not yet on the online booking system "SystemOnline"? 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, please avoid the early morning appointment queue though as you may be asked to wait or come back later.

If you are booking an appointment using SystemOnline this will be a **face to face** appointment. These online appointments get snapped up very quickly when they are released at 8:30am (weekdays).

"E-CONSULT" – Available on The Practice Website

Don't forget for non-urgent medical conditions you can submit an "e-consultation" form on the Practice website (available between 8:00am and 12 noon weekdays), **you don't need to be registered** with SystemOnline to do this and a clinician will usually respond within 2 working days.

Ordering Repeat Prescriptions - Please order your repeat prescriptions online at SystemOnline (see Reception for help on how to register) or on the NHS App, or on whichever App you use.

There is also a "bespoke" prescription request on the system where you can make a specific request, e.g. ordering early for holidays, have had medication recently but it hasn't been put on repeat etc. **Reminder:** Repeat Prescription requests are **NOT** taken over the phone.

REPEAT PRESCRIPTIONS : TIMELY REVIEW



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.

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.

EMERGENCY CPR

Resuscitation Council UK : Scan the QR Code and learn how to do CPR. Got an Alexa device? – just say “Alexa, activate emergency CPR” and she’ll walk you through the process (NB: disclaimer: this is not intended to replace medical help make sure you call 999)

LEARN CPR NOW
THERE WON'T BE
TIME LATER



SUPPORT OUR PRACTICE

Please support The Practice team who work in a very challenging environment. Receptionists are trained in triage and will ask the reason for your appointment this is so that you are offered an appointment with the most appropriate clinician. This is a Practice procedure and a direct requirement by the Reception team. Aggression towards the team will however not be tolerated. There is a poster guide on the Practice website and below showing who you are likely to be seen by. Rest assured if at any time the clinician dealing with your condition requires more advice this will be sought.

Compliments

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

New Car Park System at Ingleby Barwick

Patients coming to Ingleby Barwick will notice a new car park system which is operated by cameras. Patients will have 30 minutes free parking and can extend their stay for the full day by entering their registration into a tablet installed in the reception area.

Stockton Specialist Stop Smoking Service

Stopping smoking is one of the single most beneficial things that you can do for your health.

We know that quitting smoking isn't always easy. People who receive support from their local stop smoking service find it easier to stop and are four times more likely to stay smokefree.

Our team of specialist advisors have lots of experience in helping people to quit smoking and can offer access to our smoking services by telephone, face-to-face consultation and through remote video consultations using the secure NHS Attend Anywhere video service.

Our Trust is a proud signatory to the NHS Smokefree Pledge, a national programme to help the whole NHS go smokefree.

What does the service offer?

Our free stop smoking service has helped thousands of people to stop smoking by providing advice, support and encouragement to help you to stop smoking for good.

What you can expect from us:

free, friendly, non-judgemental support and advice to help you stop smoking

free support from a trained stop smoking advisor for 12 weeks

a choice of stop smoking medication, available free or on prescription

carbon monoxide checks at each appointment to show you how well you are doing and to keep you motivated

a genuine welcome back if you start smoking again and want to have another go at quitting
support by telephone helpline

What we expect from you:

you want to stop smoking

you keep your appointments

you contact your stop smoking advisor if you are unable to attend your appointment

you commit to the 'not one puff' rule

Phone: 01642 383819

Email: Send an email to Nth-tr.smokingcessation@nhs.net

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		