



Woodbridge Practice  
Patient Participation Group  
*"Working together"*



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



## **SPRING 2024 NEWSLETTER**

### **Practice Opening Core Times**

**Monday - Friday: 8:00am to 6:00pm : Closed Weekends and Bank Holidays**

Welcome to Spring 2024 edition of the Patient Participation Group's Newsletter we hope you find it of interest. Please also join our Facebook Page for regular health and wellbeing advice and information.

### **Woodbridge Practice: Information on Appointments**

The Practice has expressed concern at the high number of appointments not attended by patients. This is to the detriment of other patients who are wishing to make an appointment. Whilst they understand there can be extenuating circumstances for patients not being able to attend and unable to cancel their appointment the majority are reminded to cancel if you no longer need your appointment.

The Practice are looking at ways to improve the telephone system to allow this to be done, in the meantime please persevere and cancel your appointment if you no longer need it. Depending on how you booked your appointment you may also be able to cancel on the NHS App (or other health App depending which you use) and on SystmOnline

Month	Did Not Attend	Wasted Clinical Hours
December 2023	225	45
January 2024	173	35
February 2024	179	36

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

SystemOnline appointment slots also now open at **8:00am** (during normal opening hours) and these are face to face appointments, however 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 clinician and not wasting a GP appointment (also on page 8 at the end of this newsletter).

Reception opens their appointment slots at **8:30am** (during normal opening hours).

**E-CONSULT** : Available from 8:00am until midday during normal opening hours (access maybe switched off during times of high demand)

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 \(www.nhs.uk\)](#)

Reminder: If you have COVID like symptoms please bring a negative test prior to attending a face to face appointment with any clinician.

### **Self-Referral Services : Easy Access!**

Did you know you can self- refer for a number of services including musculoskeletal Physiotherapy appointments? (although criteria applies). You don't have to see your GP first (unless you wanted to). Simply go to the link on North Tees Hospital website

- Musculoskeletal (MSK) services – [Musculoskeletal advanced referral form - North Tees and Hartlepool NHS Foundation Trust \(nth.nhs.uk\)](#)
- Physio - <https://www.nth.nhs.uk/services/imsk-physiotherapy/>
- Audiology (community age relating hearing) services, patients can access this service at the following places:-

**Specsavers** - Patients can call or visit stores in person. The patient will then be triaged by staff for eligibility into the service. Patients can call **Stockton Specsavers**, 49-51 Wellington Square, Stockton-on-Tees, UK, TS18 1RG Telephone: 01642 037780.

### **Scrivens**

Patients can call Scrivens to book an appointment via telephone 0800 027 5102. This number will direct patients to the Scrivens Customer Services Team who will then direct patients accordingly into the service.

- Podiatry services - <https://www.nth.nhs.uk/services/podiatric-surgery/>

Patients that cannot access the website can phone the Specialist Services Admin Hub on **01429 522471** and press **Option 1**

- Wheelchair services - <https://www.nth.nhs.uk/services/wheelchair-services/wheelchair-self-referral-form/>
- Community Equipment services

## **GP Extended Hours**

This service has now been operational for some time providing a service to every Doctor's surgery in the Hartlepool and Stockton area.

The Reception team can offer you an appointment if you are unable to attend during normal opening hours. (However there are still a finite number of appointments available across the service). This service is provided by a team of clinicians so you will not necessarily see someone from this Practice. You may also be asked to attend a different location.

**The Extended Hours team also run the following clinics:**

### **Health Care Assistant service**

- Wound Swabs
- BP/ Weight/ BMI
- Simple Dressings
- Suture / Staples Removed (must have remover)
- ECG

### **Complex Treatment Room Nurse (Practice Nurse)**

- Complex Dressing / Layered/ Compression
- Injections – Inclisiran / B12/ Zoladex / Prostrap / Staladex

### **Family Planning Services**

- Pill review and Depo-Provera
- No Coil or Implant checks

### **Smear Clinics**

- Smears
- Gynae Swabs

### Ear Irrigation clinics

- **NB:** Must have seen GP or Advanced Nurse Practitioner Prior to appointment and clinical information in patients notes. Patient must have used oil for at least 7 days before appointment.

### Doppler Assessment (ABPI - Ankle Brachial pressure index)

- Patient needs to be referred by surgery and referral dashboard completed by a member of staff.

### Diabetes review clinics

- 6/12-month review for type 2 ONLY – bloods needed to be taken within 8 weeks of appointment.

### Phlebotomy service

- Review bloods forms to be taken by patient.

### Asthma review

- Face to face review for patient who are already Diagnosed.
- Telephone appointment available for patient over 16 but under 70 Only.
- No Exacerbations.

### Menopause Clinic

- 45 years and above with menopausal symptoms

### NHS Health checks

- 40years till 74years
- No previous NHS Health check in the past 5 years
- No Diagnosis of Diabetes, CVD, CHD, CKD or Hypertension and not on statins

### Physiotherapy

- New conditions under 6 weeks, or a flare up of a long-term condition within 6 weeks. Not already under MSK or GP/Clinician for same condition

### Nurse Practitioner service & GP service

## **What is Pharmacy First?**

The new Pharmacy First scheme means you can go and see a pharmacist about several minor illnesses and conditions you would previously have had to see your GP about. You can visit your pharmacist for a consultation and they will treat you and prescribe medication if necessary. **If your condition is more serious you will be referred to a GP or hospital.**

### **What conditions can you see your pharmacist about?**

Under Pharmacy First, pharmacists can treat and prescribe medication for seven conditions. These are the conditions, and at what age\*, you can see the pharmacist about:

- Earache – aged 1 to 17 years.
- Impetigo – aged 1 year and over.
- Infected insect bites – aged 1 year and over.
- Shingles – aged 18 years and over.
- Sinusitis – aged 12 years and over.
- Sore throat – aged 5 years and over.
- Uncomplicated urinary tract infections - women 16-64 years.

\*Anyone outside of these age ranges should contact their GP Practice.

There are also many existing conditions which you have already been able to see your pharmacist about. These include:

Aches and pains - such as, back pain, headache and period pain.

Accidents - such as, sprains, minor cuts, and grazes

Colds, flu and other infections - such as, cough, congestion, fevers and/or temperature.

Ear care - such as, ear wax.

Eye care - such as, conjunctivitis, styes.

Hay fever - which is not controlled by standard over-the-counter treatments.

Rashes.

Skin problems - such as, athlete's foot, cold sores, or mild eczema or psoriasis.

Stomach aches - such as, constipation, diarrhoea, or indigestion.

### **How to see your pharmacist**

More than 10,000 pharmacies across the UK are part of the scheme - that's more than 9 out of every 10. Generally, you can just walk in to your closest or preferred one and ask for an appointment - or they will see you straightaway if there is availability

### **What will happen at your pharmacist appointment?**

Your consultation with the pharmacist will always be confidential and in a private place. The pharmacist will ask you questions about your health - they may need to know about your previous medical history, any allergies, any medicines you are taking, and the symptoms you are experiencing. They will ask you before checking any medical records.

For some conditions, the pharmacist may ask to have a look at what is wrong - for instance, if you have an earache, they may use an otoscope to look into your ear.

The pharmacist however **will not** use diagnostic tests to check for specific conditions - such as checking a urine sample for a UTI (urinary tract infection) or swabbing your sore throat.

The pharmacist will recommend the best course of action to treat your condition - this could be that self care is best whilst your illness runs its course; they may prescribe medication such as antibiotics; or if your condition is more severe they may refer you to another health service or professional.

The notes of your consultation will be added to your medical records.

### **What else can you see a pharmacist about**

As well as the new conditions covered under Pharmacy First and other minor illnesses, there are many other issues and topics your pharmacist will be able to help you with, these include:

- Advice on using and disposing of medicines.
- Contraception.
- Blood pressure checks.
- Chlamydia screening and treatment.
- Quitting smoking.

- Cholesterol and blood sugar testing.
- Drug use - including needle and syringe exchange schemes.
- Help on how to manage your weight.
- Some vaccinations.
- Delay period medication for holidays etc.

### **Repeat Medication / Annual Reviews / Bank Holidays**

Please request repeat prescriptions by either - completing the forms in Reception areas and post in the adjacent box; use Systmonline, or by using your NHS App (or other medical App you may use). 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. Please note the Practice will be closed on Bank Holiday, please ring 111 for advice and assistance or 999 in life threatening emergencies.

Please make sure you make timely appointments for medication reviews including taking blood tests if required for medication reviews. Help The Practice help you manage your medical conditions.

### **Dispensing Chemists**

Most patients who used Boots the Chemist in Wrightson House Thornaby know it has now closed, although Boot's Chemist on the ground floor of Thornaby Medical Centre is still open. However it has been noted that this is now extremely busy.

Repeat prescriptions are normally processed by the Woodbridge team within 2 working days, and sent on to the Patient's preferred pharmacy for dispensing.

Pharmacies have different service standards as to how quickly they dispense medication and different ways of communicating with patients. Some will send an email or text (if you've registered with them for this service) advising when your prescription has been received and when it will be available to collect.

Please contact your usual Pharmacy in the first instance, to find out if your prescription is available to collect rather than The Practice.

### **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 such as:

- How to save on costs of repeat prescriptions
- Council Tax Reductions for People with Severe mental impairment and or Disabilities and their carers (e.g. Dementia)
- **AAA:** Abdominal aortic aneurysm screening (for men during the year they turn 65)

*The Patient Participation Group produces a quarterly Newsletter, to provide patients with information on current events within the practice. Your feedback is always welcome, please email the group at:*

[WoodbridgePPG@gmail.com](mailto:WoodbridgePPG@gmail.com)

*Further information is also available on the practice website –*

[www.woodbridgepractice.co.uk](http://www.woodbridgepractice.co.uk)

***Next Patient Participation Group Meeting Friday 14<sup>th</sup> June 2024 @  
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***

***(Polite reminder we do not deal with complaints)***

***Spring 2024***

# 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		