



Woodbridge Practice
Patient Participation Group
"Working together"



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

SUMMER 2024 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 2024 NEWSLETTER

The Patients' Group (PPG) would like to take this opportunity to thank the Reception staff for all their hard work.

As fully trained members of the Practice team they are responsible for managing a wide range of appointments for all clinicians - Doctors, Health Care Assistants, Nurse Practitioners, Practice Nurses, Physiotherapists etc. They will offer you 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. 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

Appointment Activity: Below is a table of appointments not attended and number of lost clinical hours, across both Ingleby Barwick and Thornaby sites. Please cancel unwanted appointments.

Month 2024	Appointments not attended	No. Of lost clinical hours
April	246	49
May	150	30
June	82 (As at 19.06.24)	16

Here Comes the Sun (Hopefully!)



Summer means barbecues and time spent outdoors with friends and family. But with the extra sunshine comes the risk of sunburn, something everyone needs to avoid. Wearing sunscreen is the best way to avoid serious skin damage and take extra care to protect babies and young children from sun burn.

Tips for protecting skin from sun damage

- Sunscreens with an SPF of less than 15 do not give much protection. Always use factor 15 or above. Consider a much higher factor if you are on holiday in a very hot country.
- Sunscreens can go off and not work after a time, so check the “use-by” date

- It has to be emphasised that sunscreen only partially protects your skin. Using sunscreen does not mean that you can sunbathe for long periods without harm. If you tan then you have done some damage to your skin.
- Even if you are swimming in a pool or snorkelling in the sea, you can still get burnt. Wet clothes also let through more UV light than dry clothes.
- You still need sun protection even when it's cloudy.
- Many clothes worn in hot weather (such as thin T-shirts) actually allow a lot of sunlight through. You need to wear tightly woven clothes to protect from the sun's rays. If you can see light through a fabric then damaging UV rays can get through too.
- There is no such thing as a healthy tan. A tan is the skin's response to the sun's damaging rays and is therefore an indicator of sun damage.
- Artificial tanning from sun-ray lamps and tanning beds is just as damaging as sunshine.
- Fake tan from a bottle is safer than a natural tan because no sun exposure is required. Remember that fake tan is not a sunscreen, and, if you plan to go out in the sun, you will need to apply sun protection.
- Sunburn can be painful and cause skin irritation, peeling and even blistering in extreme circumstances. Excessive sun exposure and sunburn can, in the worst case scenario, lead to skin cancer.

How to treat sunburn

A cool shower or bath will help to soothe red burnt skin. Soothing creams will help. After-sun lotions cool the skin and contain moisturisers (emollients) to counteract skin dryness and tightness. Any plain emollient can be used on unbroken skin to help with comfort. Paracetamol or Ibuprofen will help with pain, **if you are able to take them**. You should seek medical advice if the sunburn is very severe.

Summer Festivals



The season for summer music festivals is upon us. While these extended outdoor events offer an escape from our everyday worries and routines, they can also bring with them some common health issues. However, with a little forward-planning, your memories could be all about the music, not the time you spent in the medical tent.

- Stay hydrated
- Rest and recharge
- Give yourself space
- Fuel up
- Protect your ears
- Keep safe in the sun
- Look after your feet

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 at least 6 – 8 weeks in advance, as some vaccinations require time to become effective. You can check online at [Travel vaccination advice - NHS \(www.nhs.uk\)](http://www.nhs.uk) to find out which ones you need. Speak to the Reception team for advice and assistance on how best to do this.

Travel Insurance: as well as taking out 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 \(www.gov.uk\)](http://www.gov.uk)

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 of £40 (at present) 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 in cash).

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 for this) or complete the forms available from the surgery and drop in the post box. Repeat prescription requests are **not** taken over the phone.

The Practice usually issues repeat prescriptions within **two working days**, so remember to order in good time especially when there's a bank holiday coming up. The Practice is aware that some Pharmacies are taking a much longer time getting medication ready for dispensing, particularly Boots the Chemist in Thornaby since the Wrightson House branch closed down. They are working very hard to improve things. However, please take up delay issues with your chosen Pharmacy in the first instance.

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.

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.

Tick Bites – The common tick often found in fields or woods are tiny eight-legged creatures which survive by attaching themselves to your skin and feeding off your blood. If a tick becomes attached to you use tweezers to grasp the tick as close to the skin as possible. Be careful not to crush the tick, slowly pull upwards to remove and dispose of it. Clean the bite area and apply antiseptic. Seek medical advice if you are worried and/or the area looks infected. You could call in to see a pharmacist in the first instance as they can prescribe antibiotics if it has become infected.

The “Look A Head” Cancer Campaign - aims to raise awareness of head and neck cancers, here are some of the things you should look out for if the symptoms have lasted for 3-4 weeks or longer. If so they recommend you seek medical advice, it may not be serious but it’s worth getting it checked.

- A lump in the mouth or neck
- A hoarse voice
- Pain or difficulty swallowing
- Difficulty in moving the jaw
- An ulcer or sore in the mouth that does not clear up
- Pain or bleeding in the mouth or numbness
- Red or white patches in the mouth.

For more information on the charity go to www.headandneck.info or email enquiries@headandneck.info

Prostate Cancer - Men are reminded that a simple PSA blood test (Prostate-specific Antigen) can give an indication of prostate cancer. If you are concerned please contact the Practice for advice and assistance as soon as possible, early detection of any cancer may lead to better outcomes.

Surgery Closed for Staff Training Sessions – In line with other local GP surgeries The Practice staff are required to attend training sessions which mean The Practice is closed to facilitate this. Please check out the Patient Group’s Facebook Page for advance notice.

Queue Ticket Machine at Thornaby Surgery - Following a complaint made by a Thornaby patient regarding queue jumping by those waiting in surgery for the 8:30am appointments to be released, the Practice

have advised they are not aware of any problems, so if you do experience any issues at Thornaby please let the Receptionist know. The Practice have however advised they will monitor and review the situation.

The ticket machine at Ingleby Barwick site, is still in use for those waiting inside the surgery for 8:30am appointment slots to open. (Also don't forget to input your car registration details for the Ingleby car park to avoid parking charges by the car park owners)

Did You Know the Practice provides the following services:

- Citizens Advice run a session at the Ingleby Barwick surgery on a Tuesday morning from 9:00am until 12 noon for **pre-booked** appointments. To book an appointment ring 01642 633877 or email support@stockton-cab.co.uk. They can help with a range of benefits such as "Attendance Allowance" for those of state pension age, this benefit application does not enquire about your current financial status. Council Tax relief for some neurological diagnoses such as Dementia etc.
- The Practice Reception team can refer you for physio for certain conditions without you having to see a clinician. They will run through an assessment with you.
- The Practice carries out ear syringing – contact them for an appointment
- The Reception team can refer you to Social Prescribers who provide emotional and wellbeing advice and support
- Out of hours appointments (evenings and weekends) – which are still booked by the Reception Team during normal office hours
- Menopause clinic
- Health and Wellbeing Coaches – Who can advise on weight loss and wellbeing.
- Asthma and diabetes appointments with specialised clinicians
- Coil and implant clinics
- Minor surgery e.g. removal of skin tags
- Online access to your own medical records – speak to Reception team for advice
- E-consultations for non-urgent medical issues, check The Practice website for the form (make sure you go on Woodbridge's website so the request goes to the right place)
- A choice of telephone or face to face appointments
- Online or on App repeat prescription requests

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

Checkout our Facebook page too.

<https://www.facebook.com/groups/woodbridgeppg/> we try to keep you updated on health campaigns both nationally and locally, as well as information, advice and general information about The Practice.

The Patient 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 or complaints on behalf of patients, patients should contact the surgery direct, during normal opening times.

Our next meeting is on Friday 18th October 2024 at 10:00am at Thornaby Practice, if you wish to attend, please email us at woodbridgeppg@gmail.com in the first instance.

Disclaimer: Please note this Newsletter includes basic information only, medical issues must always be checked by an appropriate medical professional. It is not intended to provide clinical/medical advice.