



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 (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

Patient Participation - Autumn Newsletter 2024

Welcome to the Autumn newsletter, we hope you find the contents of interest.

PLEASE SUPPORT OUR PRACTICE

Please support the practice team who work in a very busy and 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 procedure and a direct requirement of the reception team. Most patients understand and work with the Receptionist to access the best service for them, however aggressive/abusive behaviour towards the team will 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 on your behalf.

As with most practices' across the region the lack of confidentiality is an issue at the Reception Desks, therefore patients are kindly asked to step back from the person being dealt with to allow some privacy.

You can also self-refer for triage for some specialist services without having to be seen by a clinician, by asking a receptionist to refer you to:

Social Prescribing Link Workers

Social Prescribing Link Workers help to reduce health inequalities by supporting people to unpick complex issues affecting their wellbeing. They enable people to have more control over their lives, develop skills and give their time to others, through involvement in community groups.

Social Prescribing Link Workers give people time, focusing on '*what matters to me*' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional *support*.

Cancer Care Social Prescribing Link Worker

Their role is to offer support to patients with a cancer diagnosis with a variety of social needs including:

- ✓ Financial Support
- ✓ Bereavement Support
- ✓ Housing
- ✓ Wellbeing
- ✓ Support for carers and families
- ✓ Support with work and learning

Health and Wellbeing Coaches

Health and Wellbeing Coaches can support you to build the confidence to improve your lifestyle. They will help you set goals for yourself and make positive, healthy choices. They work with people with physical and/or mental health conditions and those at risk of developing them. Health and Wellbeing Coaches can be the right support for people experiencing a range of long-term conditions, such as respiratory, cardiovascular (including type 2 diabetes and hypertension), stress or low mood. They can also help people with weight management, diet and increasing activity levels.

IMPORTANT : YOUR NAME ADDRESS AND TELEPHONE NUMBER

Please can you make sure that the hospital, the GP and even your chosen pharmacy have your correct name (eg if you've recently married or changed your name), address and telephone number. Each run their own system so you have to tell them separately.

One of the Patient Group members recently brought to our attention a problem with Hospital letters not getting to the correct GP practice. Whichever hospital department you have your appointment with can you check they have the correct practice address i.e.:

Doctor(s) (include your named GP if you know it – shows at the top of your systmonline screen if you need to find it)
Woodbridge Practice,
Trenchard Avenue,
Stockton -on - Tees
TS17 0EE

Even if you are at Ingleby site letters are scanned into your GP records at Thornaby. There is also a letter exchange with the other GP Practice - Thornaby and Barwick Practice – if they receive them in error.

You can also ask that the hospital send you a copy of the letter(s) direct, so you can keep your own record too.

APPOINTMENTS ACTIVITY:

The Practice thanks those patients who attend their appointments and take the time to cancel if no longer needed. However below is a table of clinical appointments offered, appointments not attended and therefore the number of lost clinical hours, across both Ingleby Barwick and Thornaby

Month 2024	Appointments not attended nor cancelled	No. Of lost clinical hours
July	158	47
August	96	29
September	123	37

IMPORTANT - CANCELLATIONS

Whilst the practice appreciates that sometimes genuine errors or situations crop up that prevent attendance if you no longer require your appointment, **please** contact the surgery to cancel so that it can be allocated to another patient. (The practice understands that it can be difficult to get through on the phone however please persevere). You can call from 8:00am to cancel however you will have to ring back after 8:30am to make a new appointment as the system doesn't release new appointments until 8:30am. Patients who continually fail to attend appointments may be contacted to discuss any problems they are having regarding attending.

BEWISE IMMUNISE – Vaccination Criteria

RSV (respiratory syncytial virus) Eligibility

- All adults turning 75 years old on or after 1st September 2024
- A one-off catch-up campaign for those already aged 75 to 79 years old on 1st September 2024

Winter COVID Eligibility:

- Adults aged 65 years and over.
- Residents in a care home for older adults. · Individuals aged 6 months to 64 years in a clinical risk group.
- Frontline NHS and social care workers, and those working in care homes for older people.

Flu Vaccines

- Everyone aged 65 years and over.
- Individuals under 65 with certain medical conditions, including children and babies over 6 months of age.
- All pregnant women.

Children Flu Nasal Spray

- All children aged 2 and 3 years (provided they were aged 2 or 3 on 31st August 2024)

Patients can have the flu and COVID together but not the RSV.

Patients need a 24 gap from the flu or COVID before they can have the RSV.

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).

PROSTATE CANCER

In light of Sir Christopher Hoy's tragic diagnosis men are reminded that a simple PSA blood test (Prostate-specific Antigen) can give an indication of prostate cancer, a physical examination is not usually needed in the first instance. 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. Use an easy confidential online e-consult form if you prefer (see details below)

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 the SystemOnline 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).

“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 (usually 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.

You may also wish to use this online form if you have an embarrassing concern that you are reluctant to mention at the Practices' Reception Desk if seeking an appointment. Don't delay in getting advice, early detection and treatment may lead to better outcomes especially if it's something serious.

ORDERING REPEAT PRESCRIPTIONS

You can order your repeat prescriptions:

- online at SystemOnline (see Reception for help on how to register)
- on the NHS App, or on whichever App you use.
- Complete the form on reception
- If you accidentally run out of **repeat** medication ring 111 who may be able to help (you cannot get medication for a new medical problem, antibiotics or controlled drugs – see 111 online for further details)

Reminder: Repeat Prescription requests are **not** taken over the phone.

There is also a “bespoke” prescription request on the system where you can make a specific request, eg ordering early for holidays, have had medication recently but it hasn't been put on repeat etc. just put a note on the system as to why you are making the request

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.

The practice can usually process repeat prescription requests within two working days and send on to your chosen Pharmacy for dispensing. However many of you may have noticed delays in getting your prescriptions from Boots at Thornaby since the closing of their branch at Wrightson House. Boots are aware of these problems and are actively working to resolve them, however the sheer volume of prescriptions are causing these delays. You can go on the NHS App or ask at the practice to change your nominated pharmacy. Alternatively make sure you send in requests for repeat prescriptions in good time, especially around Bank Holidays.

Please make sure you make an appointment to review your medication on an annual basis, this is a patient's own responsibility. The slip in with your medication gives you the dates for review.

PATIENT PARTICIPATION GROUP

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 improvements from a patient's perspective and also to better understand the challenges The Practice faces.

You can also find us on Facebook : Woodbridge PPG. 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, its run by patients for the patients.

Compliments

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

CITIZEN'S ADVICE

Did you know that you can book an appointment with Citizen's Advice - telephone 01642 633877 as they run a session out of Woodbridge Practice at Ingleby Barwick on a Tuesday morning between 9.00am and 12 noon. Our Patient Group Facebook page mentions benefits such as Pension Credit and Attendance Allowance, this is something they can help state pensioners with. The Pension Credit application does check on how much money you've got but it's still worth checking, any amount granted can lead to other assistance. Attendance Allowance applications (dreadful mis leading name) for pensioners with medical and care needs does not need to know how much money you've got. All your personal information is kept and dealt with in the strictest confidence.

Stockton & District Advice & Information Service

We're here to help

Come visit us for free, impartial, confidential advice every Tuesday 9am—12pm at on Ingleby Barwick Woodbridge Practice.

- Benefits
- Housing
- Employment
- Immigration
- Consumer
- Family
- Money issues

By appointment only, call us on 01642 633877 or email support@stockton-cab.co.uk

citizens advice

Location:
Ingleby Barwick Woodbridge Practice
28 Myton Road
Ingleby Barwick
TS17 0WG



NORTH TEES AND HARTLEPOOL TRUST – Autumn 2024 Newsletter

Follow this link for a copy [Anthem Magazine Autumn 2024 - North Tees and Hartlepool NHS Foundation Trust](#)

NEW PATIENTS HANDBOOK - Patients can find more information about The Practice services on the website - Patient's Handbook link:

<https://woodbridgepractice.co.uk/practice-information/>

PHLEBOTOMY CLINIC TIMES

(Please note this service is NOT provided by Woodbridge Practice)

	INGLEBY BARWICK	THORNABY
Monday	0805 – 1220	0800 – 1230 1300 - 1500
Tuesday	0805 – 1220 1300 – 1450	0800 – 1230 1300 – 1500
Wednesday	0805 – 1215	0800 – 1230 1300 – 1500
Thursday	0805 – 1220 1300 – 1450	0800 – 1230 1300 – 1500
Friday	0805 – 1215	0800 – 1230 1300 - 1500

Clinics will close on time to allow for specimen collection times and lunch breaks.

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		