



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)

Weekends and Bank Holidays: Closed

Thornaby - 01642 762636

Ingleby Barwick - 01642 765789

Patient Participation - Spring Newsletter 2025



Welcome to the spring edition of the Patient Participation Group (PPG), which we hope you will find of interest. However, follow us on our Facebook Page for daily information on health and other useful topics, Practice information and stories of local interest.

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

After a very busy Winter, and in addition to providing their usual services The Practice also ran successful flu and covid vaccination programmes. The Practice also has a Respiratory Clinic to deal with the upsurge in such illnesses during the winter months.

Pneumonia Vaccinations: reminder that the NHS offers the pneumococcal vaccine for free to people who are at high risk of developing pneumonia. This includes:

- Adults aged 65 or older
- Children under 2 years old
- People with long-term health conditions, such as chronic heart or kidney disease
- People with diabetes
- People with a suppressed immune system

Please contact The Practice to book your vaccination.

UPSURGE IN NOROVIRUS CASES

It has been reported recently in the news that there has been another wave of Norovirus (sickness and diarrhoea) cases. It is very unpleasant but usually subsides after a couple of days. Please don't visit places especially such as The Practice, Care Homes or Hospitals. Stay home and follow the NHS advice : <https://www.nhs.uk/conditions/norovirus/>

PLEASE SUPPORT OUR PRACTICE

The Practice has a wide range of clinical practitioners, from GPs, Nurse Practitioners, Health Care Assistants, Pharmacist, Senior Nurse Practitioners etc. The Receptionists can also make direct referrals for Physiotherapy (if you meet the criteria) without you having to be seen.

They will therefore, in accordance with procedure, ask you a range of questions so that they can give you an appointment with the best clinician. Thank you for your help and rest assured if at any time the clinician dealing with your condition requires more advice this will be sought on your behalf, see page 6.

Out of Hours appointments are also booked by the Reception Team during normal Practice opening hours.

To allow some privacy at Reception Desks patients please step back from the person being dealt with, thank you.

The Practice Website has a range of information including the Phlebotomy clinics opening times <https://woodbridgepractice.co.uk/practice-information/> , as well as tools to help with mental health and stopping smoking. Check it out.

Self Help for mental health and stopping smoking – Woodbridge Practice
<https://woodbridgepractice.co.uk/self-help/>

The Practice also welcomed a number of new patients and any new patient referrals would be welcomed. Patients old and new can find more information about The Practice services on the website – updated Patient's Handbook link:
<https://woodbridgepractice.co.uk/practice-information/> and scroll down to New Patient Handbook and Leaflet.

ONLINE PATIENT SERVICES – How to register

Online Booking an appointment - Please contact Reception for information on how to register for this service. If you are booking an appointment using the SystemOnline this will be a **face-to-face** appointment. Appointments are 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 for online services** to do this and a clinician will usually respond within 2 working days. Simply visit The Practice Website and click on the form, make sure you go to the correct website for our Practice.

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. Please don't delay in getting advice, early detection and treatment may lead to better outcomes especially if it's something serious.

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 2024/25	Appointments not attended nor cancelled	No. Of lost clinical hours
November '24	130	26
December '24	140	28
January '25	154	31

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.

DOMESTIC ABUSE – PLEASE DON'T SUFFER IN SILENCE

There is a Domestic Abuse Specialist from Harbour available every Tuesday 9:30AM to 1:30PM at Ingleby Barwick – Woodbridge Practice. This is a confidential service available for all patients who require support or advice around domestic abuse. Please speak to reception staff if you would like to arrange an appointment.

Alternatively contact Harbour direct for safe support and advice. If you need urgent advice, please call 0300 020 2525 which will be answered 24 hours a day, 7 days a week. Or chat via their website www.myharbour.org.uk. Please note emails and messages sent via this page will be checked and responded to within normal office hours.

National Domestic Abuse Helpline - If you, or someone you care about, is experiencing domestic abuse, you can phone - <https://www.nationaldahelpline.org.uk/> to discuss your options: call free **0808 2000 247**

If you are in immediate danger, always call 999.

PRESCRIPTION CHARGES – pre-payment certificates



PRESCRIPTION PREPAYMENT CERTIFICATES (PPCs) can offer real savings for people who need extensive regular medication and/or menopause medication.

Please check out the NHS website for further information about prescription exemptions and fees on the GOV website: <https://www.gov.uk/get-a-ppc>

ORDERING REPEAT PRESCRIPTIONS - You can order your repeat prescriptions either:-

- online at SystmOnline (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)
- “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
- **Reminder:** Repeat Prescription requests are **not** taken over the phone.

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. Just a friendly reminder though, this isn’t a complaints forum, its run by patients for the patients. You can also find us on Facebook – search for Woodbridge PPG. Ask to join and answer the few questions, admins are usually pretty quick to approve.

Compliments

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

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		