

*Welcome to...*



*Innovation and Excellence in Healthcare*

**Practice Handbook/Leaflet**

**April 2025**

## **Welcome**

Welcome to Woodbridge Practice. We aim to ensure that you find our services to be caring, helpful and efficient. We have two sites at Thornaby and Ingleby Barwick which are purpose-built medical centres.

We have a long history of providing family medicine, and place great emphasis on being 'child-friendly'. We are constantly innovating, so we remain at the forefront of modern, effective primary care. We register our patients with a particular GP, to optimise the continuity of care that is the foundation of NHS general practice, although you can of course, be seen by other doctors at the practice if needed. Your care is shared with our extensive team of nurses and other professionals.

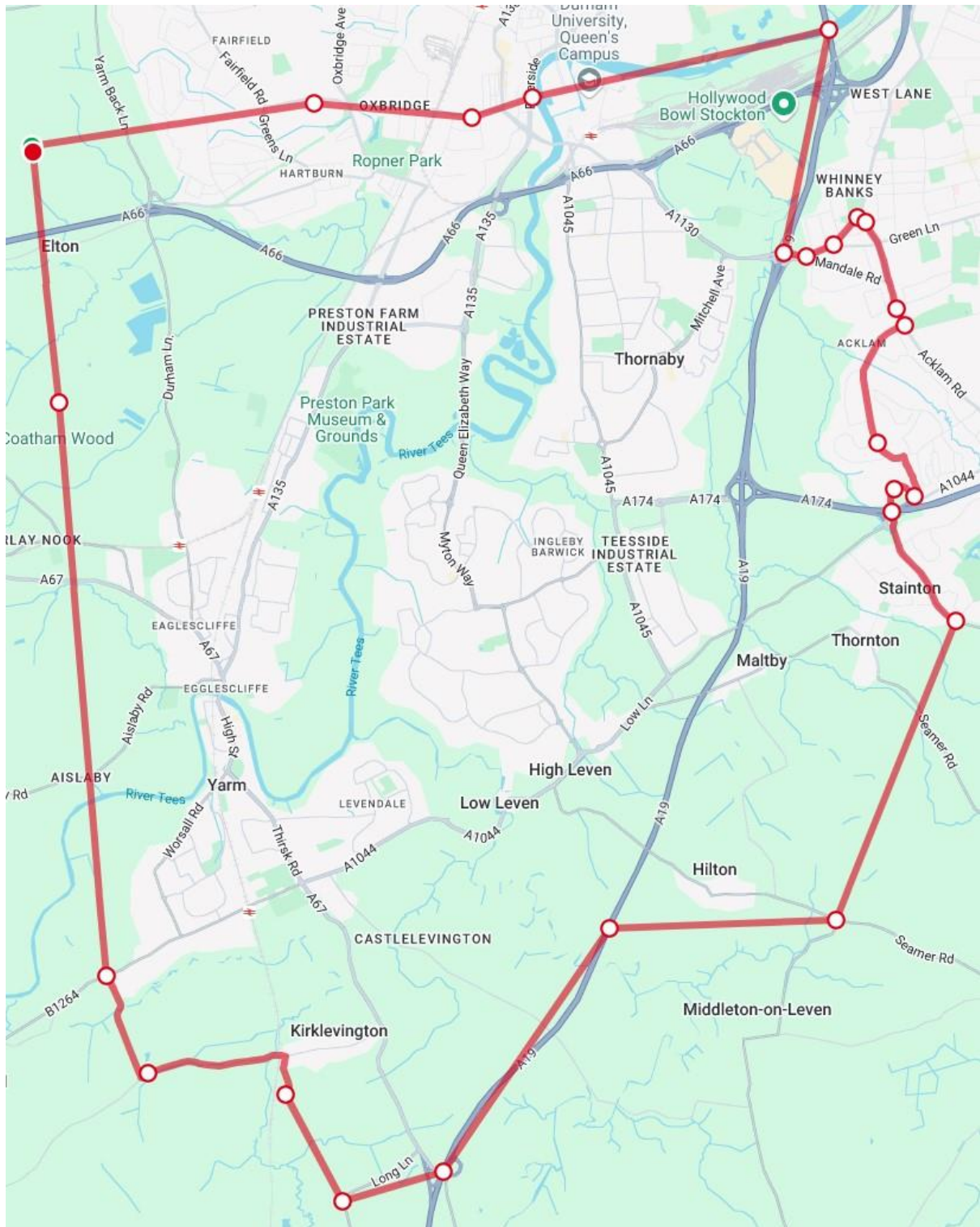
We look forward to you joining our community.

## **Registrations**

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so please provide proof by way of a recent utility bill along with one form of photographic ID.

**Please contact reception if you wish to register with the practice**

## Our Catchment Area



You will need to complete a registration form and a health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor. Registration forms can be collected from Reception.

Medical treatment is available from the date of registration. Please contact reception for further information.

### **Temporary Residents**

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Please be aware that if you are already registered with a GP within our catchment area you will need to contact them for emergency treatment or alternatively register us as your permanent GP.

### **Change of Personal Details**

If you change your name, address or phone number please let the practice know as soon as possible, in writing. If you change your name we will need to see either a change of name deed or a marriage certificate. Incorrect details can affect referrals and prescriptions.

## Contact us



Thornaby Site  
01642 762636



Ingleby Site  
01642 765789

## Opening Times



Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00
Weekend	Closed

## When We Are Closed

- If you need medical help fast but it's not an emergency call 111
- If it's a life-threatening emergency call 999
- NHS 111 is the number to call when you need medical help fast but it's not a life-threatening emergency
- Calls to 111 are FREE from landlines and mobiles
- NHS 111 is available 24/7, every day of the year

## When to call 111

You should call 111 when:

- you think you need to go to A&E or to another NHS urgent care service
- your GP surgery is closed and you need healthcare advice
- you don't know who to call for medical help



## When to call 999

Call 999 for life threatening emergencies such as:

- Major accident or trauma
- Severe breathlessness
- Severe bleeding
- Loss of consciousness
- Severe chest pain

Out-of-hours services are provided during the following periods when the surgery is closed:

**Monday to Thursday 18:00 - 08:00**

**Friday from 18:00 through to 08:00 Monday and throughout bank holidays**

During normal practice opening hours, the practice remains your first point of contact for all routine requests.

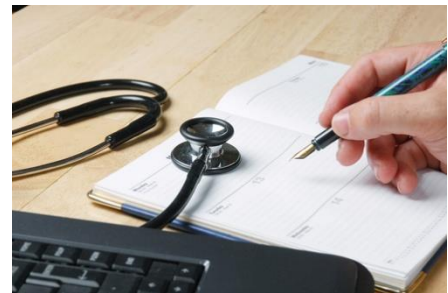
For more information about NHS 111, please read the frequently asked questions by visiting [www.nhs.uk/111](http://www.nhs.uk/111)

## **Appointments**

**Please ring the practice's dedicated appointment lines:**

Thornaby - 01642 762636

Ingleby Barwick - 01642 765789



We have a variety of appointments available to book, including early morning and late-night appointments to suit people who are unable to get to the practice within normal working hours.

We have nurse appointments available to book up to several weeks in advance.

***Please note the GP will not do a referral or issue a sick note in a same day emergency appointment.***

We also offer triage appointments with our nurse practitioners who are able to diagnose and prescribe should you need medication.

We have a doctor on duty each day for strict emergencies that cannot wait until the next day.

## **Cancellations**

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

## Home Visits



Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:30am**.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

## Extended Access Service

This new service in partnership with Hartlepool and Stockton Health who provide access to primary care Monday to Friday evenings and at weekends and will include a number of innovative services, including supporting long-term conditions and prevention. The service is available at practices including Woodbridge Practice - Ingleby Barwick who operate pre-bookable clinic appointments.

Additionally, there is an integrated urgent care service which offers urgent care appointments (bookable via NHS 111) at University Hospital North Tees and University Hospital Hartlepool. This is part of the NHS vision for an integrated seven-day urgent care service that helps patient access the most appropriate care at the right time and in the right place and prevents patients walking into A&E because they have not been able to access a GP appointment.

Our priority is to encourage patients to access these additional appointments when appropriate to ease pressure on A&E.

Calls to the **NHS 111** service are free from both landlines and mobile phones. If you have a life threatening medical emergency please call **999**.

**Remember - Call 999 in an emergency.** Chest pain and/or shortness of breath constitute an emergency.

## Been Off Work?

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

### Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).



It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6<sup>th</sup> April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website <https://www.gov.uk> (where this information was sourced)

## Repeat Prescriptions

We now have the facility to send your prescription electronically to the pharmacy of your choice. Please mark this on your prescription when you put your repeat slip in or notify the reception team. If the chemist is out of the Thornaby or Ingleby Barwick area, please provide an address so we can make sure we send it to the correct chemist.

If you have any questions on electronic prescribing please speak to the reception team.

## Ordering Your Medications

There are several ways you can order your medications:

**By Repeat Slip** - Simply fill in the repeat slip, mark on where you would like to collect your prescription from and hand it in at reception or post it in one of the post boxes.

**Online** - Ask our Receptionists for a form to access System Online, so you can order your medications on the internet.

**By Post** - Post your repeat slip to us with a self-addressed envelope and we will post your prescription back to you.

**By Fax** - Fax your prescription request to us and clearly mark if you would like to collect the prescription from the surgery or a local chemist.

*Please allow 48 working hours before you collect your prescription and a further 24 hours if you are collecting your prescription from the Chemist. Please also remember to take weekends and bank holidays into account.*

If you are ordering medication which has not been commenced by your GP, we will need details to enable us to provide you with a prescription. If you have a discharge letter or written advice from the hospital/consultant please bring it to the surgery. If you only have the medication boxes please give us the full details of who prescribed it, which hospital department/s, the name and strength of the medication and how often you take it.

We will need to get this checked with your usual GP and confirm with the hospital and this can cause a delay in getting the prescription ready for you. For that reason the hospital will ensure you have up to 14 days' supply when you are discharged.

### **Medication Reviews**

Patients on repeat medication will be asked to see a doctor, Nurse Practitioner or Practice Nurse at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.



### **Prescription Fees**

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines.

Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

### **NHS prescription charges**

Prescription charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

There is further information about prescription exemptions and fees on the NHS website <http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx>

### **Advice**

If you are suffering from any severe side effects from medications or have any questions regarding your medications, please leave your question as message with your usual doctor and it will be answered.

- Please make sure you do not run out of your medication especially over holidays and weekends.
- Please do not stockpile or hoard medicines: this is dangerous.
- Never use medication prescribed for anyone else except yourself.
- Never exceed the dose of medication advised by the doctor.
- Keep your medications in a safe place & out of the reach of children.
- All medication is prescribed at the discretion of the doctor only.
- If you are unsure about your medication, ask the doctor or pharmacist.
- Different ways to manage your medications.

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.

We have a system called repeat dispensing. This enable the practice to issue up to 1 years supply of prescriptions to be sent to a chemist of your choice. This means you only need to go to your chemist every month and they will have it all ready for you. Repeat dispensing is only suitable for patients on steady medications and are on no more than 5 different medications.

Some of the chemists in the area offer a managed repeat system. When you collect your medications from the chemist they ask you what you will need for the next month. They then put the request into us and have your medications ready for the next month.

They also run a system for elderly patients and patients who have difficulty remembering when to take their medications. This is medi boxes. The chemist will supply you with a medi box for the week with all the tablets allocated to morning, afternoon and night-time.

Please speak to our reception team if you have any questions about the above.

## Prescriptions Frequently Asked Questions

### **1. What do I do if I've lost my medication?**

*You will need to notify the police and get a crime number. Once you have a crime reference number we can issue you another prescription.*

### **2. What do I do if I need my repeat whilst I'm on holiday?**

*When you order your medication before you go away we can issue you a one off prescription with 2 months' supply on to cover you whilst you are away.*

### **3. What do I do if I run out of medication?**

*We can issue you a same day emergency prescription. You will need to make sure you order your medication before you run out again as we can only issue 1 emergency prescription in a 6 month period.*

### **4. What do I do if I get started on a new medication by the hospital/optician?**

*Bring the paper work to the surgery and we will organise a routine prescription for you. Medications advised by the hospital / optician are not urgent unless it states so on the form.*

### **5. Do I need to see a doctor if I want a medication I haven't had for a few months?**

*No, we will ask the GP if it is ok to issue this medication. If there is a problem we will contact you.*

## **Repeat Request**

Please allow 48 hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the surgery.

Prescriptions are usually sent to a patients nominated Pharmacy within 2 days but each Pharmacy differs in when it can be picked up/delivered.

## **Emergency Prescriptions**

If you require an emergency prescription you will need to come to the surgery and complete a request for the items you require and this will be passed on to the Emergency Doctor.

You will then need to call the surgery after 4.30pm to see if the items have been prescribed. All Emergency Prescriptions must be collected the day they are issued otherwise they will be cancelled off and will need to be ordered as a routine prescription.

## **EMERGENCY PRESCRIPTIONS ARE ISSUED AT THE DISCRETION OF THE EMERGENCY DOCTOR**

### **Clinics & Services**

All clinics and services are available by appointments

- **Contraception and coil**
- **Asthma and COPD clinics**
- **Coronary Heart Disease (CHD) clinic**
- **Diabetic clinic**
- **Hypertension clinic**
- **Well man and well woman clinics**
- **Immunisation**
- **Travel health**

## Phlebotomy

We run phlebotomy clinics at **both sites**. Please take a number and wait to be called:



**North Tees and Hartlepool**  
NHS Foundation Trust

### Ingleby Barwick Phlebotomy Opening Times

/

### Thornaby Phlebotomy Opening Times

Monday	8:05am – 12:20pm
Tuesday	8:05am – 12:20pm 1:00pm – 2:50pm
Wednesday	8:05am – 12:15pm
Thursday	8:05am – 12:20pm 1:00pm – 2:50pm
Friday	8:05am – 12:15pm

Monday	8:00am – 12:30pm 1:00pm – 3:00pm
Tuesday	8:00am – 12:30pm 1:00pm – 3:00pm
Wednesday	8:00am – 12:30pm 1:00pm – 3:00pm
Thursday	8:00am – 12:30pm 1:00pm – 3:00pm
Friday	8:00am – 12:30pm 1:00pm – 3:00pm

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

## Online Services



### Patient Online: Records Access

We now offer access to a detailed patient record online, where requested by the patient. An application to access a detailed patient record can be made by applying for system online access, as described below.

Also, whilst all patients have been allocated a named GP, patients do have the option if they wish of not seeing their named GP.

### Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.

#### **It's your choice.**

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

***The practice has the right to remove online access to services for anyone that doesn't use them responsibly.***

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

### **Things to consider**

#### **Forgotten history**

There may be something you have forgotten about in your record that you might find upsetting.

#### **Abnormal results or bad news**

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### **Choosing to share your information with someone**

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

#### **Coercion**

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

#### **Misunderstood information**

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

#### **Information about someone else**

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

#### **More information**

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure  
<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

## Travel Vaccinations

If you require any vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required.

Please note, we do not always have vaccine and patients may need to go private.

It is important to make this initial appointment as early as possible - at least 8 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.



Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

## Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- **Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)**
- **Insurance claim forms**
- **Prescriptions for taking medication abroad**
- **Private sick notes**
- **Vaccination certificates**

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

*Please be aware these are all done at the discretion of the GP.*

## Test Results

When you attend for a test of any kind you will be told how long you should expect to wait for the results. Please bear this in mind and only call the surgery after sufficient time has elapsed.

Our reception staff are not qualified to comment on results therefore it is your responsibility to check them and make any necessary follow-up appointment with the doctor.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

Please call the surgery after 11:00am to find out test results.

## **Blood Tests**

A blood test is when a sample of blood is taken for testing in a laboratory. Blood tests have a wide range of uses and are one of the most common types of medical test. For example, a blood test can be used to:

- assess your general state of health
- confirm the presence of a bacterial or viral infection
- see how well certain organs, such as the liver and kidneys, are functioning

A blood test usually involves the phlebotomist taking a blood sample from a blood vessel in your arm and the usual place for a sample is the inside of the elbow or wrist, where the veins are relatively close to the surface. Blood samples from children are most commonly taken from the back of the hand. The child's hand will be anaesthetised (numbed) with a special cream before the sample is taken.

You can find out more about blood tests, their purpose and the way they are performed on the NHS Choices website <http://www.nhs.uk>

Please call the surgery after 10:00am to find our blood results. Please be aware that blood test results can take up to 5 working days to come through to your GP.

## **X-Ray**

If you are referred for an x-ray you will be referred to University Hospital of North Tees. You do not need an appointment for most x-rays and can attend anytime between 9:00am and 4:00pm on a Monday to Friday. The GP will send an electronic request to the hospital stating which x-ray you require. This includes lung health for chest x-rays. There is no general x-ray department.

You will be sent an appointment in the post by the Hospital if you require one of the following x-rays/scans:

- CT Scan
- MRI Scan
- Ultra Sound (US) Scan
- DEXA Scan
- Medical Physics



Patients can attend without an appointment:

- Lumbar Spine X-ray
- Thoracic Spine X-Ray
- Cervical Spine X-Ray
- Pelvis X-ray
- Hip X-ray

An X-ray is a widely used diagnostic test to examine the inside of the body. X-rays are a very effective way of detecting problems with bones, such as fractures. They can also often identify problems with soft tissue, such as pneumonia or breast cancer.

If you have an X-ray, you will be asked to lie on a table or stand against a surface so that the part of your body being X-rayed is between the X-ray tube and the photographic plate.

An X-ray is usually carried out by a radiographer, a healthcare professional who specialises in using imaging technology, such as X-rays and ultrasound scanners.

## NHS 111



**The NHS  
non-emergency  
number**

### 1. What is NHS 111?

NHS 111 is a new telephone service being introduced to make it easier for you to access local health services, when you have an urgent need.

If you need to contact the NHS for urgent care there are only three numbers to know; 999 for life-threatening emergencies; your GP surgery; or 111.

When you call 111 you will be assessed, given advice and directed straightaway to the local service that can help you best – that could be an out-of-hours doctor, walk-in centre or urgent care centre, community nurse, emergency dentist or late opening chemist.

NHS 111 is available 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobile phones are free.

### 2. How does it work?

- Calling 111 will get you through to a team of fully trained call advisers, who are supported by experienced nurses.
- They will ask you questions to assess your symptoms, and give you the healthcare advice you need or direct you to the right local service.
- Where possible, they will book you an appointment or transfer you directly to the people you need to speak to.

- If they think you need an ambulance, one will be sent just as quickly if you had dialled 999.

### **3. When do you use it?**

You should call 111 if:

- you need medical help fast, but it's not a 999 emergency;
- you don't know who to call for medical help or you don't have a GP to call;
- you think you need to go to A&E or another NHS urgent care service; or
- you require health information or reassurance about what to do next.

### **4. Why should you use it?**

NHS 111 will direct you straight away to the local service that can help you best.

### **5. How much do calls to NHS 111 cost?**

Calls to the NHS 111 service are free from both landlines and mobile phones, so it won't cost you a penny.

### **6. Is the NHS 111 service available 24/7?**

Yes, NHS 111 is available 24 hours a day, 7 days a week, 365 days a year.

### **7. Who answers NHS 111 calls?**

The North East Ambulance Service handles 111 calls for North East England in partnership with Northern doctors Urgent Care. Calls are answered by fully trained call advisers, who are supported by experienced nurses.

### **8. Is the service available to people with a hearing impairment or communication difficulties?**

People with communication difficulties or impaired hearing are able use the NHS 111 service via a textphone by calling 18001 111.

Calls are connected to the TextDirect system and the textphone will display messages to tell the user what is happening.

Typetalk Relay Assistant will automatically join the call and they will speak the users typed conversation to the NHS 111 call adviser and will type back the adviser's conversation, so that this can be read this on the caller's textphone display (or computer).

## 9. Is the service accessible to non-English Speakers?

The NHS 111 service uses a translation service so that it is accessible to people who do not speak English. Callers who do not speak English should state the name of the language they want to conduct the conversation in and the interpreting service will be utilised.

### Mean Earnings

All GP practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients at each practice.

The average pay for GPs working in Woodbridge Practice in the last financial year was £70,896 before tax and National Insurance. This is for 4 full time GPs and 5 part time GPs

### Patient Participation Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we have a Patient Participation Group (PPG) so that you can have your say. The PPG meet quarterly. Attendance is voluntary. If you would like to join the PPG please e-mail [WoodbridgePPG@gmail.com](mailto:WoodbridgePPG@gmail.com)



Please note this email address is NOT directly connected with the Practice. We do not take forward individual complaints, but rather need to understand trends and issues that arise from them. If you wish to complain about a specific issue please complete a Comments, Compliments, Complaints Form available from Reception.

The initial aims and objectives of the PPG are:-

- Improving communications, with particular emphasis on the clarification of the processes involved (i.e. when referred by a GP elsewhere) and including managing expectations of patients.
- Breaking down barriers to good communications.
- Providing constructive feedback to the Practice, resulting from the actions of the group.

The PPG also have an active Facebook group.

# 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	Acute Asthma & COPD Problems	Onward Referrals to Specialist Teams
Flu, Pneumonia and Shingles Injections/ Vaccinations	Smears Tests & Swabs	Sexual Health Advice	Complex Contraception & Coil Fitting
Repeat Vitamin B12 Injections	Travel Vaccines	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	Acute Anxiety / Depression that cannot wait to see a GP	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		
Breathing Test (Spirometry)	ECG (Heart Tracing)		
Well Person Checks	Ear Syringing		
Weight Management			

## **Woodbridge Practice Clinical Staff**

### **Doctors**

#### **Dr. Myo Myint (f)**

Partner (GP) MB BS, MRCP, DRCOG, DFFP, Cert. in Palliative Medicine, Cert. in IUD/IUS/Implants

#### **Dr. Indu Pemmasani (f)**

Partner (GP) MB BS, MRCP, DRCOG

#### **Dr. Yonas Mhando (m)**

Partner (GP) MB BS, MRCP, PGCME

#### **Dr. Daksha Gowda (f)**

Partner (GP) MB BS, MRCP, DRCOG

#### **Dr. Ashima Gill (f)**

Partner (GP) MB BS, MRCP

#### **Dr. Alistair Johnston (m)**

Partner (GP) MB BS, MRCP

#### **Dr. Muhammad Sharjeel (m)**

Partner (GP) MB BS, MRCP, MRCP, MRCP

#### **Dr. Muhammad Hamid (m)**

Salaried GP MB BS, MRCP,

#### **Dr. Abdus Samad (m)**

Salaried GP MB BS, MRCP,

#### **Dr. Nizar Mohammed (m)**

Salaried GP MB BS, MRCP,

### **Nurse Practitioner**

**John Campbell**

**Bev Steel**

**Sean Griffiths**

### **Practice Nurses**

**Lauren Halpin**

**Gillian Wright**

**Allison Costello**

**Geal Watson**

**Lisa Pruden**

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.

### **Healthcare Assistants**

**Annette Barwick**

**Grace Mallaby**

**Jackie Sinclair**

### **Healthcare Team**

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing.

*We hope you have enjoyed regarding Woodbridge Practices Handbook. If you have any questions or require this handbook in a different format, please contact the Deputy Practice Manager on 01642 762636 or 01642 765789*