



Woodbridge Practice
Patient Participation Group
"Working together"



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

WELCOME TO 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 6:00pm Monday - Friday and weekends at Ingleby Barwick

Weekends and Bank Holidays: Closed

Thornaby - 01642 762636

Ingleby Barwick - 01642 765789



Appointment Activity

The Practice Manager has asked us to thank patients who attend their appointments or ring to cancel to avoid wasting clinical time. Below is a table of clinical appointments offered, appointments not attended and number of lost clinical hours, across both Ingleby Barwick and Thornaby sites.

Month 2025	Appointments not attended	No. Of lost clinical hours
FEBURARY	141	28
MARCH	132	26
APRIL	136	27
MAY	140	28

The Practice is aware of the difficulties in patients being able to ring to cancel appointments and are actively working to seek improvements. The team also

appreciate the lack of available space to offer more confidentiality at Reception but will do their best to be as discrete as possible. At Ingleby Barwick site improvements are being investigated however as the building is not owned by The Practice, negotiations have to take place with the building owner.

Who to See

The Reception Team are fully trained members of the Practice team responsible for managing a wide range of appointments for all clinicians - Doctors, Health Care Assistants, Nurse Practitioners, Practice Nurses, Physiotherapists, Paramedics 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. Staff appreciate that health concerns can be extremely worrying and emotions can run high however abuse and threats towards staff will not be tolerated.

Getting the Best Out of Your Appointment

We asked a clinician what is helpful when they see a patient to ensure they get the best out of their appointment. First of all they said, clinicians appreciate that some patients are nervous, flustered or maybe embarrassed so will always do their best to put you at ease and be sensitive

- Set out your priorities in an opening statement – use phrases such as “my biggest concern is”
- If you are unsure how to talk about your health issue, it can help to practise what you want to say.
- It may help to write down your symptoms so that you don't forget to mention them if you are flustered or get distracted.
- Jot down or think about your symptoms in advance
 - When they started and how often you experience them
 - What time of day/night they happen and how long they last
 - Anything you've done that makes them better or worse
 - Has it stopped you from doing your normal activities and/or working
- Try and describe any pain as best you can – it is an ache, is it a stabbing pain, is a sharp pain or dull? Is it a clawing/gnawing pain
- Give examples how it affects daily life – for example instead of “I'm tired” say something like when it actually affects you and how e.g. “I feel like I've been hit by a truck at 2pm every afternoon and it's making me miss deadlines at work” (personalised to yourself)

- Don't be afraid to ask the clinician to repeat themselves or explain things if you don't understand.

Try not to be affected by the memory of any previous frustrating medical encounters.

Patients with Special Education Needs and/or Disabilities

We asked the Practice Manager what awareness and training the Practice Staff have undertaken so that the care provided from the Receptionist Team to Clinicians was tailored to the needs of patients particularly those with special needs.

The Practice Manager confirmed all staff are aware of the requirement to offer additional support to patients with special education needs and/or disabilities e.g. to book an interpreter. Also, every staff member completes an online training portfolio, which encompasses equality and diversity. Team meetings and internal communications also occur.

Holiday Health Preparations

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. Please do this in good time for it to be processed and then dispensed.

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 <https://www.nhs.uk/vaccinations/travel-vaccinations/travel-vaccination-advice/> 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 our 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: <https://www.gov.uk/global-health-insurance-card>

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 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).

Online services via SystemOnline

To register for SystemOnline, a patient typically needs to visit their registered GP practice. They will need to request a SystemOnline username and password, and may be asked to provide photo identification. Once the registration is complete, the patient can log in using their unique username and password on the practice's website or through the SystemOnline app.

Here's a more detailed breakdown of the process:

1. Visit/contact Your GP Practice:

either by phone or in person, to request a SystemOnline registration.

2. Provide Information and Photo ID:

You will need to complete a registration form and provide photo identification (e.g., passport, driving license) to verify your identity.

3. Receive Username and Password:

Your GP practice will provide you with a unique SystemOnline username and password.

4. Log in to SystemOnline:

Use the provided username and password to log in to SystemOnline on your GP practice's website or through the SystemOnline app.

5. Change Your Password:

You may be required to change your initial password to something more memorable.

Key Points:

- **Individual Accounts:** Each patient requires their own individual SystemOnline account.

- **Children and Proxy Access:** For children, you may need to complete a proxy access form if you want to have online access on their behalf, particularly before they turn 16.
- **Online Services:** Once registered, you can typically access online services like booking appointments, requesting repeat prescriptions, and viewing your medical record.

The Practice provides a wide range of services including:

- 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 with underlying medical conditions, this benefit does **not** enquire about your current financial status. Also Council Tax relief for some neurological diagnosis such as Dementia etc.
- A Receptionist can refer you to a physio for certain conditions.
- A Receptionist can refer you to Social Prescribers who provide emotional and wellbeing advice and support
- Ear Syringing – contact The Practice for an appointment
- **Out of hours appointments** (evenings and weekends) – which are still booked by the Reception Team during normal office hours
- Menopause clinic
- Asthma appointments with specialised clinicians
- Contraception and pregnancy advice and assistance.
- Minor surgery e.g. removal of skin tags
- Online access to your own medical records – speak to Reception team for advice (see above)
- 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

Health and wellbeing coaches

Can support people to increase their ability to self-manage, motivation levels and commitment to change their lifestyle. They are experts in behaviour change and focus on improving health related outcomes by working with people to set personalised goals and change their behaviours. They work

with people with physical and/or mental health conditions and those at risk of developing them.

Health and wellbeing coaches can also be an effective intervention for people experiencing a range of long term conditions, including respiratory, cardiovascular (including type 2 diabetes and hypertension), and stress/low mood. They can also support people with weight management, diet and increasing activity levels. Contact the Reception Team for a referral.

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 three 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 17th October 2025 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.