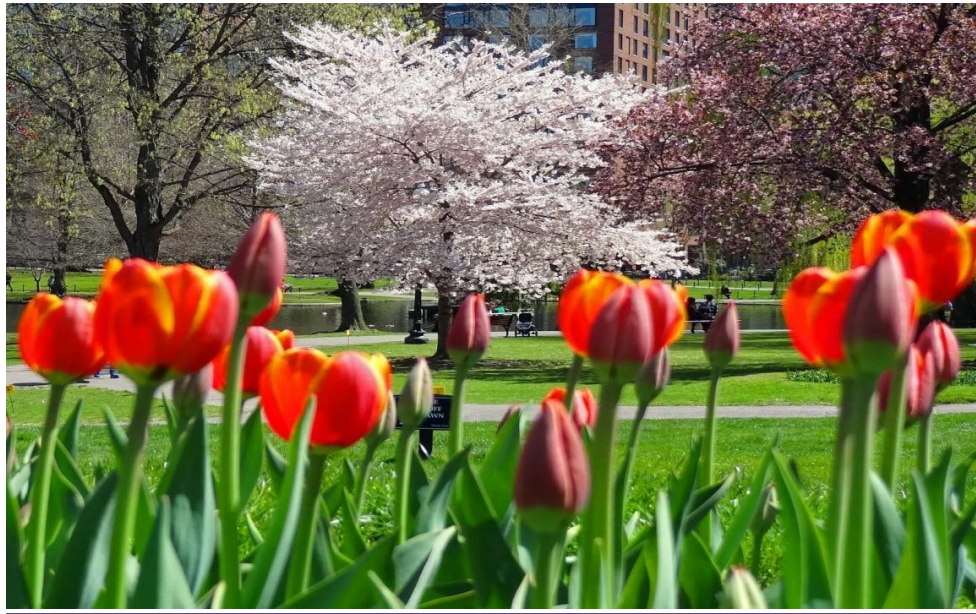




Woodbridge Practice Patient Participation Group *"Working together"*



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



Practice Opening Times Core times
Monday - Friday: 8:00am to 6:00pm
Please call 07392 866 847 between 6:00pm and 6:30pm weekdays for extended access
(provided by Hartlepool and Stockton Health)
Extended hours appointments are also bookable at Reception during normal opening hours
Bank Holidays: Closed
When surgery is closed please ring 111 Except in Emergencies ring 999

Welcome to Spring 2026 edition of the Patient Participation Group's
Newsletter we hope you find it of interest.

Woodbridge Practice: Information on Appointments

Month	Did Not Attend	Wasted Clinical Hours
November 25	140	28
December 25	136	27
January 26	142	28.5

The Practice has expressed concern at the high number of appointments not attended by patients, the table above shows missed appointments and therefore lost clinical hours. **Please cancel if you no longer need an appointment, as someone else may need it,** thank you

Out of Hours appointments

Working during the week and struggling to get in to see a clinician? Contact the Reception Team during **normal opening hours** and ask for the availability of an “out of hours” appointment. These are held evenings and weekends at a local practice.

Pharmacy services : Quick and easy access for treatment for common minor ailments

Skip the wait as Pharmacy First service covers the following seven common minor ailments/conditions without you having to wait for a GP/clinical practitioner appointment :

- Earache (for those aged one to 17)
- Impetigo (for those aged one and over)
- Infected insect bites (for those aged one and over)
- Shingles (for those aged 18 and over)
- Sinusitis (for those aged 12 and over)
- Sore throat (for those aged five and over)
- Uncomplicated urinary tract infections (for women aged 16-64)

They can now also consult, advise and prescribe the contraceptive pill.

Patients can walk-in to participating pharmacies to access this service. If needs be however the Pharmacist will refer you on to other medical professionals. Pharmacy First may also be suggested as your first point of contact by the Doctors Reception Team if they feel this is something that could be dealt with by a Pharmacist to speed up your treatment and recovery.

E-CONSULTATIONS

An “e-consult” is an online form you can submit to the practice for non-urgent issues. The form is then reviewed by a member of the team and dealt with by the most appropriate person in the practice. Your issues (clinical or administrative) may be dealt with over the phone, via a text message (referral to services, prescriptions etc.) or in some cases you may need a face-to-face appointment.

The online forms are now available to complete from 8:00am until 6:30pm weekdays (excluding bank holidays) Any eConsult received during core hours (8:00am – 6:30pm) will be acted on the same day, outside of core hours you will be contacted the next working day.

You don't have to register for this service, it's available online on the practice website - please either use the link below so your request goes to Woodbridge Practice or make sure you are on our Woodbridge Doctors' website. <https://woodbridgepractice.co.uk>

If however your issue is of a more serious nature the form will direct you to call for an appointment or out of hours telephone 111 or at [Get help for your symptoms - NHS 111](#)

In an emergency please ring 999

New telephone system

The practice has had a new telephone system installed. It is a cloud-based telephone system designed for GP practices to improve patient access and manage call volumes. It features automated callbacks to book and cancel appointments, clinical system integration, call recording, and analytics.

Physiotherapy Self-Referral : Easy Access!

Did you know you can self- refer for a musculoskeletal Physiotherapy appointment? (although criteria applies). You don't have to see your GP first (unless you wanted to). Simply go to the link on North Tees Hospital website [Musculoskeletal advanced referral form - North Tees and Hartlepool NHS Foundation Trust \(nth.nhs.uk\)](https://www.nth.nhs.uk/musculoskeletal-advanced-referral-form)

Repeat Medication / Annual Reviews / Bank Holidays

Please request repeat prescriptions by either - completing the forms in Reception areas and post the slip in the adjacent box; on use Systmonline, or by using your NHS App (or other medical App you may use) As patients are aware requests for repeat prescriptions are not taken over the phone.

Just a reminder we have a number of bank holidays coming up, so you will need to factor these in when ordering repeat prescriptions / booking in for annual reviews as well as noting that the Practice will be closed on those dates.

SOCIAL MEDIA

Woodbridge Practice is now on Facebook, check them out: click on the QR code below or search on Facebook



Health Awareness Months

March	Brain Tumour Awareness Month & Ovarian Cancer Awareness Month 11 th March – No Smoking Day, 13 th March World Sleep Day, 16-22 March Nutrition and Hydration Week, 20 th March World Oral Health Day
April	Stress Awareness Month
May	National Walking Month, 5 th May World Hand Hygiene Day, 11-17 May Mental Health Awareness Week, 21 st May Global Accessibility Awareness Day,
June	Men's Health Awareness Month, 8–14 June Bike Week, 8-14 June Men's Health Week, 9-14 Diabetes Awareness Week, 15-21 Loneliness Awareness Week,
July	Alcohol Awareness Month (Nothing in August)
September	Urology Awareness Month, tbc* Migraine Awareness Week, 25 th September World Pharmacists Day, tbc* Know your Health Numbers Week
October	“Stoptober” Sober October Month, National Cholesterol Month, 18 th October World Menopause Day, tbc* Back Care Week
November	Movember, 19 th November International Men's Health Day, 18-24 AMR (Antimicrobial Resistance) Week

(*to be confirmed)

THE HERBERT PROTOCOL



HOLIDAY PREPARATIONS

Travel Vaccines at Woodbridge Practice : As a reminder, patients should allow **at least eight weeks** prior to travelling, to obtain their travel vaccinations from Woodbridge Practice. Contact the Reception Team for advice.

Travel Insurance : Please take out as soon as you book your holiday and make sure you declare all your pre-existing medical conditions

Going somewhere hot? Don't forget sunscreen and sun hats protect you and your family from the negative effects of the sunshine.

Enjoy your holiday

Phlebotomy Clinic Opening Hours

For current opening times please check out The Practice Website [Updated phlebotomy hours « Woodbridge Practice](#) Please note the queue ticket machine will be closed when it is close to the end of the clinic, this is to allow the Phlebotomist to finish collecting samples to be sent off and to have an official break, thank you for your understanding

Satisfaction Survey

You can now send your feedback regarding a recent appointment by using the following QR code:



Ingleby Barwick



Thornaby

Compliments – Alternatively if you would like us (the Patient Group) to pass on thanks or compliments to the Practice, please email us at: woodbridgeppg@gmail.com

Patient Group Patient Survey

From the responses we received to our recent Patient Group Survey (February 2026) we found the following:

- 98% respondents thought the surgeries were very or fairly clean
- 84% respondents thought the Receptionists were very or fairly helpful
- Overall experience of GP appointment – most patients scored very good or good however some respondents felt it was average and a few felt it was poor.
- Overall experience of Nurse appointment – most respondents felt they had a very good or good experience, only a few felt it was average and no one scored it as poor.

There were some comments highlighting areas for improvement within The Practice and the team are working on how these improvements can be made.

The Patient Participation Group

We produce a regular Newsletter, to provide patients with information on current events within the practice.

Your feedback is always welcome, please email the group at: WoodbridgePPG@gmail.com.

We're also on Facebook <https://www.facebook.com/groups/woodbridgeppg/>

Further information is also available on the practice website – www.woodbridgepractice.co.uk

Next Patient Participation Group Meeting Friday 19th June 2026 @ 10.00hrs at the Thornaby practice.

If you would like to attend the next meeting please email the patient group (details above) or leave your details at the surgery. Polite reminder we do not deal with complaints

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	Nurse Practitioner	Practice Nurse	Doctor	Advanced Paramedic
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	Acute chest pain
Cardiovascular Disease (CVD) risk assessments initial & yearly	Men's health	Minor Injuries: falls, upper/lower limb Injuries, head injuries, lower limb Injuries (* depending on nurse)	Follow ups from initial assessment with Nurse Practitioner	Any new lumps
New patient checks	Cardiovascular disease risk assessments	Blood pressure problems	Sick notes	Testicular/penis pains or swelling
ECG (heart tracing)	Baby Clinics/ Vaccinations	Acute asthma & COPD problems	Onward referrals to specialist teams	Rashes
Flu, pneumonia, and shingles injections/ vaccinations	Smears tests & swabs	Sexual health advice	Complex contraception & coil fitting	Any acute paediatric issue
Repeat vitamin B12 injections	Travel vaccines	Skin problems (eczema and rashes)	Pregnancy-related problems	
Rheumatoid arthritis review	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 operation 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				