



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

WELCOME TO SUMMER 2026 NEWSLETTER

Practice Opening Times Core times

Monday - Friday: 8:00am to 6:00pm

Extended hours appointments are available evenings and weekends at local health hubs & bookable with Reception Team during normal opening hours

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 and so that those appointments can be offered to other patients. 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 2026	Appointments not attended	No. Of lost clinical hours
February	164	33
March	152	30
April	145	29
May	162	32
June	155	31

**To cancel an unwanted appointment or if you can no longer attend, please call
Thornaby - 01642 762636 or Ingleby Barwick - 01642 765789**

These appointments can then be offered to other patients.

Evening and Weekend Appointments (Enhanced Access)

You can pre-book evening and weekend appointments around your busy daily schedules as appointments are available SEVEN days a week (excluding bank holidays).

Hartlepool & Stockton Health (H&SH) provide services on our behalf to patients. To pre-book an evening or weekend appointment (excludes bank holidays) please contact the Reception team during normal Practice Opening Hours.

Appointments are available to see a GP, Nurse or Healthcare Assistant at several practices across Stockton.

Appointments are available:

Monday - Friday: 18:30-21:00 and Saturday & Sunday: 09:00-17:00

The appointment may be at a local 'hub' rather than at the surgery. They will have access to your notes and you will see a GP/Advanced Practitioner/Nurse Practitioner or Nurse. Depending on your needs and who is most suitable for your illness/ailment.

The locations of the enhanced access appointments will vary between:

- **Eaglescliffe Medical Practice:** Sunningdale Drive, Eaglescliffe, Stockton-on-Tees TS16 9EA
- **Woodbridge Medical Practice:** 30 Myton Rd, Ingleby Barwick, Thornaby, Stockton-on-Tees TS17 0WG
- **Tennant Street Medical Practice:** Tennant St, Stockton-on-Tees TS18 2AT

New telephone system

The practice is now using its new telephone system. The system is a cloud-based and specifically 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. It pulls up your records from the telephone number it has recorded for you, so please ensure the Practice has your up-to-date phone numbers. You can update your details on the Practice website [Woodbridge Practice](#) (If you've changed your phone number or address recently you should also advise the hospital if you have been referred or currently undergoing treatment)

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.

Did you know Woodbridge Practice also provides the following services, which not every GP practice provides?

- **Same day** appointments with a clinician (not necessarily a GP).
- **Out of hours appointments** on evenings and weekends.
- A **choice of telephone or face-to-face** appointments with clinicians.
- **Coil and implant clinics** with a specialist GP.

and

- **Ear syringing** with an experienced nurse.
- **E-consultations** for non-urgent medical issues.
- **Online repeat prescription** requests.
- **Citizens Advice Clinic at Woodbridge Practice - Ingleby Barwick Tuesdays 9.00am to 12 noon.** They can help with a range of benefits such as 'Attendance Allowance' for those of state pension age, council tax relief for some neurological diagnosis such as dementia etc. Pre-book an appointment with them on 01642 633877

and

- **Specialist and experienced nurses** for asthma, COPD, diabetes and learning disability appointments.
- **A minor surgery clinic**, to remove skin tags, cysts, keratosis. This clinic is held in a purpose made clinical theatre at Woodbridge Practice – Thornaby.
- **Walk-in phlebotomist services** at Woodbridge Practice – Ingleby Barwick and Thornaby, run by H&SH. **No appointment is required!**

and

- **A Mental Health Practitioner** who supports patients with a severe mental illness and/or complex emotional needs, severe anxiety/depression, eating/personality disorders.

- **Social Prescribing Link Worker who helps patients to unpick complex issues** affecting their well-being, focusing on ‘what matters to me’ and taking a holistic non-clinical approach to patient’s health and well-being.
 - **Weekly IntraHealth INR clinic** at Ingleby Barwick.
- and
- **First Contact Physiotherapist** who offers an assessment and advice on musculoskeletal health.
 - **Online access** to your own medical records.
 - **Training practice** for GP Registrars and medical students, offering more appointments to patients.

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

- Jot down or think about your symptoms in advance and how you are affected by them, has it stopped you from working or doing your normal activities
- When your symptoms 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
- Try and describe any pain as best you can – for example is it an ache, is it a stabbing pain, is it sharp, gnawing or a dull pain.

Test Results

Polite reminder, it is the patient’s own responsibility to check their test results. Following up results – The Practice will get in touch if your results need further action. This is usually by text, but sometimes by phone call or letter.

Once a clinician has reviewed your results, they are usually available through online services: The Practice website gives timescales for results <https://woodbridgepractice.co.uk/clinics-services/>

- Log in to your SystemOnline records (please contact Reception team if you are not yet registered for this service) or
- Use the NHS App or
- Telephone The Practice after 2pm during normal opening hours

If your test was arranged by a hospital consultant, musculoskeletal service, or out-of-hours team, results are not automatically sent to your GP surgery. In those cases, please contact the department directly.

- James Cook University Hospital switchboard: 01642 850850
- North Tees Hospital switchboard: 01642 617617
- Test arranged by Out of Hours Clinician – ring our Reception Team after 2pm during normal opening hours.

Heatwave: how to cope in hot weather

Many of us welcome hot weather, but when it's too hot, there are health risks. During heatwaves, more people than usual get seriously ill or die. When hot weather hits, make sure it does not harm you or anyone you know.

Heat exhaustion and heatstroke

Heat exhaustion does not usually need emergency medical help if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

Symptoms of heat exhaustion

The symptoms of heat exhaustion include:

- tiredness
- dizziness
- headache
- feeling sick (nausea) or being sick (vomiting)
- excessive sweating and skin becoming pale and clammy (a change in skin colour can be harder to see on brown or black skin)
- cramps in the arms, legs and stomach
- a high temperature
- being very thirsty
- feeling irritable

The symptoms of heat exhaustion are often the same in adults and children. If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

Symptoms of heatstroke

The symptoms of heatstroke include:

- a very high temperature
- hot skin without sweating
- fast breathing and a fast heartbeat
- confusion and restlessness
- seizure (fit)
- loss of consciousness

Heatstroke is a medical emergency. Get immediate medical help if someone has the symptoms of heatstroke.

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

When traveling with prescription medication,

- always carry it in its original labelled containers, showing your name and bring copy prescriptions with you (usually packed in with your medication), pack extra doses just in case, and check destination-specific regulations.
- If you have complex medical issues, you may need a doctor's letter explaining your condition and treatment plan, especially for controlled substances, injectables, or large quantities.
- Always pack your medication in carry-on luggage to prevent loss.
- At your destination make sure you store your medication as directed.
- Keep a list of emergency contacts, doctor information, and embassy details on your phone
- Do not mix medications purchased abroad with those brought from home
- For injectables, bring necessary supplies like alcohol wipes, needles, and a sharps container
- Consider travel insurance that covers medical emergencies and lost medications
- Following these guidelines ensures safe, legal, and hassle-free travel with prescription medications.

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.

Travel Insurance: As well as taking out 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 ill and unable to travel but not well enough to visit the doctors – such as severe sickness and diarrhoea; viral infection with high temperature; covid etc. 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 a **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).

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. Improving communications, patient feedback and making suggestions for improvements from a patient's perspective, we do not however take up individual issues or complaints.

Health & Wellbeing Awareness Events 2026

- 24 July - International Self-Care Day
- 7 - 13 September – Blood pressure : Know Your Numbers Week
- 21 - 27 September - Migraine Awareness Week
- 25 September - World Pharmacists Day
- October - Stoptober, Sober October, National Cholesterol Month
- 18 October - World Menopause Day
- 5 - 11 October - Back Care Week
- 16 - 22 November - National Self-Care Week
- 18 - 24 November - AMR Week (AntiMicrobial Resistance)
- 19 November - International Men's Health Day

Updated phlebotomy hours as of 23rd June 2026

Please note: Queue tickets will be stopped before the closing time to allow the phlebotomist to take blood from patients already waiting, complete paperwork and prepare samples for collection. *Thank you for understanding.*

This is an NHS service so other GP Practice patients also use this service.

	INGLEBY BARWICK PHLEBOTOMY OPENING TIMES	THORNABY PHLEBOTOMY OPENING TIMES
Monday	8:05am – 12:20pm	8:00am – 12:30pm
	Afternoon - Closed	1:00pm – 3:00pm
Tuesday	8:05am – 12:20pm	8:00am – 12:30pm
	1:00pm – 2:50pm	1:00pm – 3:00pm
Wednesday	8:05am – 12:15pm	8:00am – 12:30pm
	Afternoon - Closed	1:00pm – 3:00pm
Thursday	8:05am – 12:20pm	8:00am – 12:30pm
	1:00pm – 2:50pm	1:00pm – 3:00pm
Friday	8:05am – 12:15pm	8:00am – 12:30pm
	Afternoon - Closed	1:00pm – 3:00pm