



Welcome to our Quarterly News Sheet
Summer 2018

Surgery Opening Times Monday to Friday
Thornaby & Ingleby Barwick 8am - 6pm
Thornaby 8am - 8pm (Tuesday only)
Weekend Closed

DID NOT ATTEND !(DNA) Did you have a problem obtaining a GP appointment?

This could be one of the reasons:

Practice Hours	Appointments Lost	Equates to Clinical Hours	To those who kept their appointments (Thank You) Total appointments
April	232	38.66	5251
May	272	45.33	6551

Please inform the SURGERY if you cannot attend, someone else may be able to take your place. You can also make or cancel your appointment online - using Systmonline

(Internet Access <http://www.woodbridge-practice.org.uk>)

Woodbridge Practice information

1. The Practice has become a **Training Practice** and will see the start of GP Registrars in August this year.
2. Who should I see? (refer to page 9)

Staff Updates

We welcome Sangeeta Sandu (Nurse Practitioner)



How to get vitamin D from sunlight



Vitamin D is essential for healthy bones.

We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles. A lack of vitamin D – known as vitamin D deficiency – can cause bones to become soft and weak, which can lead to bone deformities. In children, for example, a lack of vitamin D can lead to [rickets](#). In adults, it can lead to osteomalacia, which causes bone pain and tenderness.

How do we get vitamin D?

Our body creates vitamin D from direct sunlight on our skin when we are outdoors. From about late March/early April to the end of September, most people should be able to get all the vitamin D we need from sunlight.

We also get some vitamin D from a small number of foods, including [oily fish](#) such as salmon, mackerel, herring and sardines, as well as [red meat](#) and [eggs](#).

Vitamin D is also added to all infant formula milk, as well as some breakfast cereals, fat spreads and non-dairy milk alternatives.

The amounts added to these products can vary and may only be added in small amounts. Manufacturers must by law add vitamin D to infant formula milk. Another source of vitamin D is dietary supplements.



How long should we spend in the sun?

Most people can make enough vitamin D from being out in the sun daily for short periods with their forearms, hands or lower legs uncovered and without sunscreen from late March or early April to the end of September, especially from 11am to 3pm. It's not known exactly how much time is needed in the sun to make enough vitamin D to meet the body's requirements.

This is because there are a number of factors that can affect how vitamin D is made, such as your skin colour or how much skin you have exposed. But you should be careful not to burn in the sun, so take care to cover up, or protect your skin with sunscreen, before your skin starts to turn red or burn.

People with dark skin, such as those of African, African-Caribbean or south Asian origin, will need to spend longer in the sun to produce the same amount of vitamin D as someone with lighter skin.

How long it takes for your skin to go red or burn varies from person to person. Cancer Research UK has a useful tool where you can [find out your skin type](#), to see when you might be at risk of burning.

Your body can't make vitamin D if you are sitting indoors by a sunny window because ultraviolet B (UVB) rays (the ones your body needs to make vitamin D) can't get through the glass. The longer you stay in the sun, especially for prolonged periods without sun protection, the greater your risk of skin cancer. If you plan to be out in the sun for long, cover up with suitable clothing, wrap-around sunglasses, seeking shade and applying at least SPF15 sunscreen.

Book and Manage your Appointments, Blood test results and Prescriptions Online using Systmonline

Get the App for your mobile smart phone
At the Apple store or the android app on Google play.

It is also possible to access your blood test results, if your GP gives you access to the Systmonline results page. (ask if required)



Woodbridge Practice
Patient Participation Group
"Working together"



HOT TOPIC *Out of Hours Changes*

For the out of hours phone service, **CALL 111 (24hrs/7days)**

The Walk in services

The walk-in and minor injuries services will be provided in the new integrated Urgent Care Centres at the University Hospital of North Tees and the University Hospital of Hartlepool.

The 24/7, GP-led facility will be provided as an alliance by North Tees and Hartlepool NHS Foundation Trust, Hartlepool and Stockton Health (the local GP Federation) and North East Ambulance Service NHS Foundation Trust, from the University Hospital of North Tees and the University Hospital of Hartlepool.

It will include out of hours services, where patients can see a GP or urgent care practitioner for urgent care needs or minor injuries.

If you are unwell and need to use the service, we advise that you book an appointment first, by phoning 111.

If you have a minor injury, you should walk into the service.

Patients will continue to access their own GP practice as they do now.

However, when local practices are closed you should CALL 111 for an appointment with the urgent care service.

If you are unsure if you need to see your normal GP (doctor) or attend an urgent care centre then NHS 111 will advise you.



The HUBS

The first 3 hubs to be used to provide the Extended Access pilot services are:

Tennant Street Medical Practice

Farrar Street, Stockton on Tees, TS18 2AT

Woodbridge Practice

Myton Road, Ingleby Barwick, TS17 0WG

Chadwick Practice

One Life Centre, Park Road, Hartlepool, TS24 7PW

The hubs will be open for patient access on evenings and weekends at the following times

	Tennant Street	Woodbridge	Chadwick
Monday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Tuesday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Wednesday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Thursday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Friday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Saturday	10.00 - 1300hrs	14.00 - 17.00hrs	10.00 - 1300hrs
Sunday	11.00 - 1300hrs	14.00 - 16.00hrs	11.00 - 1300hrs

If you are injured or unwell, it's a good idea to think before automatically calling for an ambulance, unless for a really serious or life threatening condition, of course. Instead, experts urge you to think of A&E as an emergency option for chest pain or blood loss, blacking out or choking, and opt for your GP or pharmacist, or call NHS 111, for advice instead. Here's how the costs work out:

- Calling an ambulance: £247
- Stepping into A&E: £124
- Seeing your GP: £32
- A call to the NHS 111 £16
- A click on NHS Choices website: 46p

A New Hospital Facility
Tees Valley Hospital, (Ramsay Health Care)
Church Lane, Middlesbrough TS5 7DX



SEPSIS IN ADULTS IS A SERIOUS CONDITION

that can initially look like flu, gastroenteritis or a chest infection. Sepsis affects more than 250,000 people every year in the UK.

The UK Sepsis Trust registered charity number (England & Wales) 1158843

Seek medical help urgently if you develop any or one of the following:

- S**lurred speech or confusion
- E**xtrême shivering or muscle pain
- P**assing no urine (in a day)
- S**evere breathlessness
- I**t feels like you're going to die
- S**kin mottled or discoloured

JUST ASK "COULD IT BE SEPSIS?"

IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.



Woodbridge Practice
Patient Participation Group
"Working together"



North Tees and Hartlepool 
NHS Foundation Trust

SPECIALIST STOP SMOKING SERVICE SESSIONS STOCKTON 2018

TUESDAY	Lawson Street Health Centre, Lawson Street, Stockton, TS18 1HU	9.30 - 11.00am
	Redhill Children's Centre, Redhill Road, Roseworth, TS19 9BX	1.30 - 3.00pm
	High Flyers Children's Centre, Tedder Avenue, Thornaby, TS17 9JP	5.00 - 6.30pm
WEDNESDAY	Riverbank Childrens Centre, Gilmour Street, Thornaby, TS17 6PF	2.00 - 3.30pm
	Norton Medical Centre, Billingham Road, Norton, TS20 2UZ	5.30 - 7.30pm
THURSDAY	Billingham Health Centre, Billingham, TS23 2LA	2.15 - 4.15pm
	Yarm Medical Centre, Worsall Road, Yarm, TS15 9DD	4.15 - 5.45pm
	Elm Tree Community Centre, Elm Tree Ave, Stockton, TS19 0UW	5.15 - 6.45pm
FRIDAY	Alma Medical Practice, Nolan Place, Stockton, TS18 2BP	9.00 - 10.30am
SATURDAY	Splash, Church Road, Stockton, TS18 1TY	10.00 - 11.30am

Please drop in at any of the above venues for help and advice.

Sessions are available to residents in the Stockton area 12 years of age and above

No appointment needed for the above Specialist Stop Smoking Sessions.

Please note that clients should arrive at least 20 minutes before the stated end times above in order to be assessed. Clinics are subject to change s—to confirm availability please ring the Specialist Stop Smoking Service. Alternatively, if you have access to the internet, please visit our website for up to date stop smoking sessions.

STOP SMOKING START LIVING

01642 383819

www.nth.nhs.uk/stopsmoking



Stockton-on-Tees
BOROUGH COUNCIL



SMOKEFREE



Care Co-ordinators

The main rationale behind their role is to reduce the re-admissions of the most vulnerable group of people from our practice. As an employee of Hartlepool and Stockton Health they will be dividing their time between the Woodbridge bases at Thornaby and Ingleby Barwick.

Their approach is client centred; and they will be able to spend several hours over two or three visits discussing their problems, worries, aspirations, and their day to day needs in order to produce effective Care plans with patients that will enable them to improve their health and wellbeing.

Mental Health Co-ordinator

Michael Brown can be accessed via a GP referral

Useful Support Contact numbers:-

Council / NHS services

Stockton First Contact	01642 527764
Weekends and Emergencies only	01642 524552

For Adults over 18, a service that will assess your needs and direct you to the correct support agency.

Stockton Adult Carers Support over 18	01642 524494
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Independent Services

Sanctuary Stockton Care Services	0800 9170204
Stockton Welfare Rights	01642 526141
Diversity Outreach for over 50's	01642 805500
Home Safe Sooner – Home from Hospital	01642 753511

up to 7 days support in the Thornaby area, a Five Lamps initiative

Building Blocks Young Carers Support 5-18 years old	01642 678454
Active Minds – improving health & Wellbeing	01642 796630
Hart Gables LGBT support	01642 675509
Holistic Cancer Support & Advice	01429 271275 option 4



CQC Inspection (May 2018) Overall rating GOOD

CQC inspection area ratings

(Latest report published on 16 May 2018)

- [Safe](#) Requires improvement (Details in first part of report)
- [Effective](#) Good
- [Caring](#) Good
- [Responsive](#) Good
- [Well-led](#) Good

CQC Inspections and ratings of specific services

(Latest report published on 16 May 2018)

- [Older people](#) Good
- [People with long term conditions](#) Good
- [Families, children and young people](#) Good
- [Working age people \(including those recently retired and students\)](#) Good
- [People whose circumstances may make them vulnerable](#) Good
- [People experiencing poor mental health \(incl. people with dementia\)](#) Good

Are your details up to date?

- Do we have your current address? If we need to write to you, would you receive our letter?
- Do we have your current telephone number. If we need to contact you by telephone would you receive our call?
- Do we have your current mobile number, you could receive text confirmation and reminders for appointments. **register in person at reception with photographic ID**

To update your contact details, please speak to our receptionist today in person **at reception with photographic ID**

The Patient Participation Group produce this News Sheet quarterly, to provide patients with information on current events within the practice. Your feedback is always welcome, please leave it with reception or post online.

Email the group - WoodbridgePPG@gmail.com

Next P.P.G. Meeting Thursday 20th September 2018 10.00hrs at the Thornaby practice. New members always welcome.



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		