



**Welcome to our Quarterly News Sheet
Autumn 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
June	302	50.30	6721
July	238	40	6847
August	217	36	6214

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 SystemOnline.

Woodbridge Practice information

The Practice is now a **Training Practice**. At the beginning of August, we welcomed the start of a GP Registrar - Dr N. Robson (F)

A **GP Registrar** is a qualified doctor who is training to become a **GP** through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior **GP** or trainer.

Staff Updates

We welcome Allison Popple (Nurse Practitioner) full time at Ingleby Practice. We are sorry to hear that Dr M. Kukah left the practice at the end of August, due to personal circumstances. Our thanks to Dr M Sharjeel for his input/vision for the practice at the last PPG meeting.



Woodbridge Practice
Patient Participation Group
"Working together"



Flu Season

Please show your support for your local GP Practice by getting your flu vaccine at Woodbridge Practice. On rare occasions, if you experience an allergic reaction to the injection, your GP is close at hand.

Woodbridge Practice is able to offer a flu vaccine free on the NHS for:-

- anyone over the age of 65
- pregnant women
- anyone who is very overweight (with a body mass index over 40)
- children and adults with an underlying health condition (particularly long-term heart or lung disease)
- children and adults with weakened immune systems.

An annual flu vaccine nasal spray is also now offered to healthy children aged two and three years old, and to children in school years one and two. If you think you might need it, contact reception to book an appointment. (A special vaccine may be available to egg intolerant patients please ask).

If you do not wish to receive the flu vaccination this year for any reason, please let the Practice know and they will record this on your records.

Appointments for flu vaccinations are available during the normal week Monday to Friday. Drop-in and bookings are available for Saturday Clinics from 09:00am to 1:30pm

Thornaby	Saturday 29th September
Ingleby	Saturday 6th October
Thornaby	Saturday 13th October
Ingleby	Saturday 20th October
Thornaby	Saturday 17th November

To book a flu vaccine contact Woodbridge Practice on 01642 762636 (Thornaby) or 01642 765789 (Ingleby Barwick).



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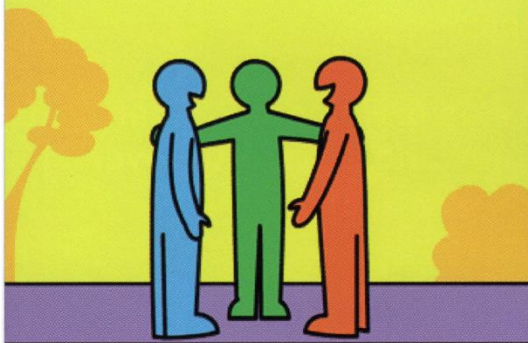


healthwatch



increase
confidence, control
and independence
reduce
stress and isolation

The **Stockton Service Navigation Project** offers one to one support to help people to live healthier lives.



Friendly navigators help people to find and access local activities and services that can help improve their health and wellbeing.

Let us help you to feel happier, more positive and able to get the most from your life.

Get in touch today to find out how we can help you, or someone you know.

If you would like more information or to book an appointment with a navigator please contact:

01642 647770

stocktonnavigation@pcp.uk.net

Stockton Service Navigation Project (SSNP)
Catalyst House, 27 Yarm Road
Stockton-on-Tees
TS18 3NJ



StocktonNavigation



@StocktonNavigat



Health, wellbeing and learning for all

The Stockton Service Navigation Project is managed by Pioneering Care Partnership (PCP) www.pcp.uk.net
Registered Charity No.106788
Registered Company No. 3491237



The surgery will accept urine samples from both men and women providing they are in RED topped bottles, which can be obtained from Reception.

Antibiotics

What can be treated with antibiotics?

Antibiotics are strong medicines that **treat bacterial infections**. **Antibiotics won't treat viral infections such as flu**, because they **can't kill viruses**. You'll get better **when the viral infection has run its course**. **Antibiotics** are medicines **used** to treat a wide variety of infections or diseases caused by bacteria, such as respiratory tract infections (e.g. pneumonia and whooping cough), urinary tract infections, skin infections and infected wounds.

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. 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.

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



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.



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
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Stockton Welfare Rights	01642 526141
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Diversity Outreach for over 50's	01642 805500
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Home Safe Sooner – Home from Hospital	01642 753511
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up to 7 days support in the Thornaby area, a Five Lamps initiative

Building Blocks Young Carers Support 5-18 years old	01642 678454
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Active Minds – improving health & Wellbeing	01642 796630
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Hart Gables LGBT support	01642 675509
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Holistic Cancer Support & Advice	01429 271275 option 4
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SystemOnline (Book, Cancel / Manage your appointments)

Get the App for your mobile smart phone: -

- at the Apple store
- or the android app on Google play
- or use <https://systemonline.tpp-uk.com>, on your computer.

Are your details up to date?

- Does the Practice have your current address? If they need to write to you, would you receive their letter?
- Does the Practice have your current telephone number? If they need to contact you by telephone would you receive their call?
- Does the Practice 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 see the Practice receptionist in person.
YOU WILL NEED TO PROVIDE 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 Tuesday 4th December 10.00hrs at the Thornaby practice. New members always welcome.



See our new Facebook Group – search for ‘Woodbridge PPG’.



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		