



PATIENT PARTICIPATION GROUP

Welcome to our Quarterly News Sheet Autumn 2017

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

HOT TOPIC **Did Not Attend (DNA)**

Why have a DNA policy?

A significant number of appointments per week are classified as 'Did Not Attend' (DNA).

DNA means that the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment.

The effect of DNAs is:

- ÿ. An increase in the waiting time for appointments
- ÿ. Frustration for both staff and patients
- ÿ. A waste of resources

By reducing the number of DNAs we should be able to:

- ÿ. Reduce costs
- ÿ. Increase productivity
- ÿ. Enable more effective booking
- ÿ. Allow efficient running of clinics

From the Practice Manager.

The Practice has on average 300 patients who do not attend their appointments (DNA) per month.

DNA rates have an enormous impact on the Practice in terms of cost and waiting times, significantly adding to delays along the patient pathway. 11.7% of all appointments across the NHS are unattended. The financial cost of missed appointments in the NHS nationally has been estimated at £600m per year, most of this was in primary care and hospital outpatient clinics.

This figure is so large that even a small reduction in DNA rates could save significant sums. For example, cutting non-attendance by a tenth (from 12% to 10.8%) would cut the annual cost by a tenth (from £600m to £540m). Improving attendance would also reduce health risks to patients.

Please help the Practice reduce DNAs by contacting the Practice to cancel your appointment, **so that it can be given to someone else.**



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	Those who Kept their Appointments (Thank You) Total appointments
May	531	88.5	6725
June	316	52.66	6474
July	280	46.66	5626
August	361	60.16	6323
September	363	60.5	7285

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>)

Practice Policy

1. If a patient fails to attend a pre-booked appointment on one occasion, an informal warning letter will be sent to the patient. This letter will be printed by the Duty Receptionist and posted to the patient.

2. If the patient fails to attend another appointment within a 12 month period, a formal warning letter will be sent reminding them that should they miss another appointment they risk being removed from the practice list.

3. If the patient fails to attend 3 appointments within a 12 months period, this patient's details will be brought to <<Senior GP>> attention by <<Practice Manager>>. <<Senior GP>> will make a decision as to whether the patient is removed from the list.

Warning letters are only valid for a period of 12 months, removal based on warning greater than 12 months old will be invalid. In such a scenario only the DNA appointments within a 12 month period may be reviewed to determine which stage of the policy should be applied.



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Flu Season

Please support your NHS by having the flu vaccine at a Health Practice.

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 us know and we will record this on your records.

Woodbridge Practice is holding flu clinics on Saturday mornings:

Booking in advanced is recommended although drop-in will be available.

Thornaby

14th October

9:00am - 1:30pm

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



HOT TOPIC *Out of Hours Changes*

Important changes to out of hours services, for Hartlepool and Stockton CCG (Clinical Commissioning Group) came into operation on the 1st of April 2017

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

The Walk in services at Tithebarn House in Stockton on Tees have closed.
The GP surgery remains open.

The walk-in service and minor injuries service at One Life Hartlepool closed, but other services at One Life will remain.

These walk-in and minor injuries services will be re-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.

Hartlepool and Stockton Health

7 Day Extended Access

Demand for Healthcare is increasing, and 9 out of 10 patient contacts currently take place in Primary Care. Our population is living longer, but often with complex, long term conditions that require regular clinical input. It is proving increasingly difficult for the existing primary care provision to offer the capacity to cope with the increase.



Against this backdrop, NHS England, via Hartlepool and Stockton CCG, have commissioned a pilot to provide increased capacity for routine primary care services from Hartlepool & Stockton Health across weekday evenings and weekends

The increase in capacity will offer patients a choice of appointments at a number of designated hub locations outside of regular general practice times.

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



Patient Information

If you require urgent medical attention please call **NHS Emergency and Urgent Care Service on 111**

Staff Updates

Dr. Chaudhry will be returning to the practice to cover the maternity leave of Dr. Gill.

Catherine Beattie has been appointed as a Practice Nurse and will commence on Tuesday 26th September 2017 She has chronic disease and family planning qualifications and experience. Catherine is currently studying for her prescribing and clinical skills qualifications.

Care Co-ordinators

The main rationale behind their role is to reduce the re-admissions of the most vulnerable group of people that form 2% of 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.

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**

Book and Manage your appointments and Prescriptions online using Systmonline

Woodbridge Practice information

1. **To Cancel an appointment**, after 1800hrs and at the weekend, use the phone option when calling the surgery number.




2. If you wish to discuss your health requirements in private, (not at the reception desk.) A side office is available on request, at both Thornaby and Ingleby Barwick Surgeries.
3. Telephone Consultations can be arranged through the reception.

Systmonline (Book, Cancel / Manage your appointments)

Get the App for your mobile smart phone

At the Apple store or the android app on Google play



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:


- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support



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PATIENT PRESCRIPTION INFORMATION

Please note

All requests to be paper format or systmonline.
Please speak to the reception team if you have any questions.

Electronic Prescription Service (EPS)

If you currently collect your **REPEAT** prescriptions from your **GP**, you can now arrange with the Pharmacy of your choice to have your prescription sent directly to them electronically (via computer) This will save you having to call in to the practice, to pick up the paper prescription.

You will have more choice about where you can get your medication from as it can be collected from a Pharmacy near where you live work or shop.

Please enquire at the Pharmacy, Reception, or visit www.cfh.nhs.uk/eps for more details

Request your prescription online - using Systmonline

You can now view or request your REPEAT Prescription by logging on to a new service on the internet. Manage your prescriptions quickly and easily wherever you are 24 hours a day, 365 days a year

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 Patient Participation Group Meeting 19th December 10.00hrs
at the Thornaby practice. New members always welcome.**

Please refer to Page 9 for WHO SHOULD I SEE?



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		