



Woodbridge Practice
Patient Participation Group
"Working together"



PATIENT PARTICIPATION GROUP



Welcome to our Quarterly News Sheet December 2016



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

Staff Changes/Updates

The Practice said goodbye to Dr. Naogda in November who has gone to pursue other interests. Dr. Chaudhry is currently on a long break and will return in January 2017

HOT Topic Community Matrons

The Practice now has a team of three Community Matrons who are experienced skilled nurses who use case management techniques to help patients with complex health needs. They provide holistic care for patients to ensure all needs are met in one appointment, preventing multiple appointments being required.

HOT Topic Care Co-ordinators

Michael Brown (Based at Thornaby) & Katie Chipchase (Based at Ingleby)
Both from Hartlepool and Stockton Health (HaSH)

Michael and Katie are non-clinical people from HaSH who will be supporting the Practice with care plans for the next twelve months.

Michael said, *"The main rationale behind our role as I see it is to reduce the re-admissions of the most vulnerable group of people that form 2% of your patients. As an employee of Hartlepool and Stockton Health I'll be dividing my time between the Woodbridge bases at Thornaby and Ingleby Barwick.*

Our approach is client centred; we 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 the patients that will enable them to improve their health and wellbeing.

This will hopefully help your service in avoiding unplanned admissions by either engaging them in meaningful activities or perhaps simply regain the day to day basics that can maintain a good quality of life. N.B, I am aware that our new service roughly coincides with a change in placement of the Community Matrons, I would like to clarify we are not Community Matrons and will not be replacing them."

Michael feels everyone has made him very welcome and we wish him well with his new role.

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**

Help with Health

Be Clear on Cancer

If you notice blood in your pee, even if it's just the once, tell your doctor. Chances are it's nothing serious, but you're not wasting anyone's time by getting it checked out. Call your GP today.

Read more at <http://www.nhs.uk/be-clear-on-cancer/symptoms/blood-in-pee>

Lung Health Checks

Available for patients aged over 35 and who are current smokers or have stopped smoking in the last year but who have not been diagnosed with Asthma or COPD (Chronic Obstructive Pulmonary Disease).

Healthy Heart Checks

Available for patients aged 40 - 74 years who are not already on medication for a chronic illness, e.g. Heart Disease, Diabetes or Chronic Kidney disease.

MMR Catch up

Available for patients aged 10 or over who are not fully immunised against Measles, Mumps and Rubella.

Shingles vaccinations Anyone aged 70 can have the [shingles vaccine](#) on the NHS. You become eligible for the vaccine from the first day of September after your 70th birthday.

From September 1 2016, the shingles vaccine will be offered routinely to people aged 70 and, as a catch up, to those aged 78. You become eligible for the vaccine on the first day of September 2016 *after* you've turned 70 or 78.

In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. This includes:

- people aged 71, 72 and 73 on September 1 2016
- people aged 79 on September 1 2016



The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.

You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual [flu vaccination](#).

Is there anyone who should not have the shingles vaccination?

You should not have the shingles vaccine if you:

- have a weakened immune system (for example, because of [cancer treatment](#), if you take [steroid tablets](#) or if you've had an organ transplant – your doctor will advise whether this applies to you)
- you've had a serious allergic reaction (including an [anaphylactic reaction](#)) to a previous dose of any of the substances in the vaccine, such as neomycin and gelatin – again, your GP can advise you if this applies to you
- you've had a serious allergic reaction (including an anaphylactic reaction) to a previous dose of the [chickenpox vaccine](#)
- have an untreated [TB infection](#)

The shingles vaccine and other vaccines It's safe and may be more convenient for you to have the shingles vaccine at the same time as your [flu vaccine](#) in the autumn.

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) |
|----------------|-------------------|---------------------------|---|
| September | 540 | 84 | 8699 inc Flu Vac. |
| October | 474 | 79 | 7958 |
| November | 385 | 64 | - |

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>) see next page 3.



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 Systm-online

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

Book and Manage your appointments and prescriptions online

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



Managing your appointments using *SystemOnline*.

This can be done through your *SystemOnline* login.

To register for *SystemOnline* please collect a registration form from the reception team. You will need to take identification with you. They will supply you with a login ID and password.

Once registered for *SystemOnline* you can book appointments, cancel appointments, order prescriptions and view your summary care records.

Go to the practice website at <http://www.woodbridge-practice.org.uk> and from the menu click on Appointments, from the drop down box click "Book appointment online". Then from the box that is displayed click on the *systemonline* logo. You will be taken to the *SystemOnline* login screen.

Please enter the user name and password provided to you by the practice when you registered. *SystemOnline* allows couples/families to see each other's details and manage appointments, and prescriptions if required. This must be authorised by all parties, forms can be obtained from reception.

After logging in, the Select user screen will be displayed, if there are multiple family members. Select the individual patient whose appointments or prescriptions you wish to manage.

Having selected the patient account (if applicable) their account will be displayed, if there are no multiple patients this will be the screen you see after you have logged in.

The options that you have are fairly self-explanatory, you are advised to change your password to something memorable.

Most of the screens you select from the above list have a "back" button that will take you back to the above list; where this is not the case, use your browsers back button.

Please don't forget to Logout when you are finished.



Do you know the following. (Items 1 to 4)

1. Out of Hours

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

There are also Walk in Centres which operate 8am to 8pm

(7 days per week including bank holidays.) they are located at;-

- a.) Tithe Barn House TS19 8RH (Stockton Tel No. 01642 525480)
- b.) North Ormesby Health Village. TS3 6AL (Tel No. 0330 123 9501)
- c.) Low Grange Health Village Normanby Rd. TS6 6TD
(Tel No. 0330 123 9501)

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

3. 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.

4. Telephone Consultations can be arranged through the reception.

HOT TOPIC

Flu Season



Get your flu vaccine at Woodbridge Practice now!

Remember, it's not too late to have your flu vaccine with Woodbridge Practice. Call today!

Thornaby: 01642 762636 Ingleby Barwick: 01642 765789



Flu Season

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, three and four 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 update your records.

HOT TOPIC Improving the Practice Questionnaire

The questionnaire was open from 7th - 25th November 2016

The PPG Questionnaire has been completed, and the initial feedback is very positive, in contrast to last year at this time.

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 14th February 2017

10.00hrs Thornaby Practice. New members always welcome.

Please refer to Page 8 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 | | |