



PATIENT PARTICIPATION GROUP



Welcome to our Quarterly News Sheet December 2015

Surgery Opening Times Monday to Friday

Thornaby	7.30am - 6pm
	7.30am - 7.30pm (Tuesday only)
Ingleby	7.30am - 6pm.

Staff Changes

We give a warm welcome to the following personnel:

Dr Ashima Gill who joined the practice as a Partner in August 2015. Dr Gill will be based at both Thornaby and Ingleby there are appointments available with her to book now.

Dr Champa Nagoda, she will be working full days Tuesday, Wednesday and Friday.

Practice Nurse Pauline Kilmartin joined us on the 19th November. Pauline will work across both the sites. as required Thursdays and Fridays.

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

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 Catch up vaccinations

Available for patients born between 2.9.1934 - 1.9.1936

Routine shingles vaccinations

Available for patients born between 2.9.1943 - 1.9.1944

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

This could be one of the reasons:

In September 482 appointments were lost due to none attendance (this equates to 80hrs of clinical time).

In October 612 appointments were lost due to none attendance (this equates to 102hrs of clinical time). **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.woodbridgepractice.co.uk/>)

Where you can view, make or cancel your appointment.

To access both services you will need to register **IN PERSON** at the Reception Desk. **You will also need to provide photographic ID i.e. driving licence, passport or similar and proof of address.**

Managing your appointments using *SystmOnline*.

This can be done through your *SystmOnline* login.

To register for *SystmOnline* 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 *SystmOnline* you can book appointments, cancel appointments, order prescriptions and view your summary care records.

Go to the practice website at <http://www.woodbridgepractice.co.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 systmonline logo. You will be taken to the *SystmOnline* login screen.

Please enter the user name and password provided to you by the practice when you registered. *SystmOnline* 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

- 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 !



PATIENT PRESCRIPTION INFORMATION

Please note the prescription telephone line will no longer be available from 1st January 2016 all requests to be paper format or system online from this date onwards.

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

Message from Woodbridge Health Care Professionals

How patients can help tackle over-prescribing of antibiotics

Bacteria evolve in response to their environment. Over time, they can develop mechanisms to survive a course of antibiotic treatment.

This "resistance" to treatment starts as a random mutation in the bacteria's genetic code, or the transfer of small pieces of DNA between bacteria. If the mutations are favourable to them, they are more likely to survive treatment, more likely to be able to replicate and therefore more likely pass on their resistant nature to future generations of bacteria.

Antibiotic resistance is not somebody else's problem. It is everybody's problem.

Patients can help by not requesting them for minor self-limiting conditions especially coughs and colds, which are likely to be caused by a virus, meaning antibiotics would be of no benefit.



If your doctor does prescribe antibiotics for you, make sure that you've discussed and understood how to take them correctly, and that you take all the prescribed pills, regardless of whether you still have symptoms. If you do not take the full prescribed dose, chances are that some of the bacteria will not be killed, and these are more likely to be resistant strains.

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.

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.

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.

**Next Patient Participation Group Meeting Tuesday 1st March 2016
1000hrs Thornaby Practice. New members always welcome.**

**Merry Christmas and a
Happy and Healthy New Year**

