



Woodbridge Practice June 2015

Thornaby and Ingleby Barwick Communities

PATIENT PARTICIPATION GROUP

Welcome to our Quarterly News Sheet June 2015

Surgery Opening Times Monday to Friday

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

Staff Changes

We said goodbye to the following personnel :

Cath Milburn (Practice Manager.)

We will miss her invaluable contribution to the group, and wish her well for the future.

Best Wishes to Nicola Grieves Nurse Practitioner.

We welcome the following personnel:

Dr Margaret Kukah welcome back to the practice. She is excited to be joining us as a Partner. She will be based at Thornaby and will have appointments available from 10th March 2015.

Dr Atoosa Farzam has also joined the practice as a Salaried GP.

Dr Gill Partner full time joining August working across both sites.

We have some locum GP's working with us at the moment. Dr Contactor and Dr Patel will have appointments available at Thornaby and Ingleby and Dr Sara Mahmood will have appointments available at Ingleby Barwick.

Ian Forrest (Practice Manager.) joined in May.

Vivienne Simms Practice Nurse joined mid June.

Lynn Lowery Nurse Practitioner joining late June.

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**



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Woodbridge Practice			
It's not always clear who the best person is to deal with your problem or requirement.			
This Quick Guide may help.			
Health Care Assistant	Practice Nurse	Nurse Practitioner	Doctor
Hypertension Review & Blood pressure	Chronic Disease Clinics: Ashtma, 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 and Yearly	Men's Health	Minor Injuries: Falls, Upper/Lower Limb Injuries, Head Injuries	Follow up's from initial assessment with Nurse Practitioner
New Patient checks	Cardiovascular Disease Risk Assessments	Wound Closure & Dressings	Sick Notes
ECG (Heart Tracing)	Baby Clinics/ Vaccinations	Acute Asthma & COPD Problems	Smears (female GPs only)
Flu, Pneumonia and Shingles Injections/ Vaccinations	Smears Tests & Swabs	Swabs (if Urgent)	Complex Contraception & Coil Fitting
Repeat Vitamin B12 Injections	Cancer Care Reviews	Blood Pressure problems	Pregnancy Related Problems
Rheumatoid Arthritis Reviews	Contraception/ Pill	ECG (<i>Heart Tracings if Urgent</i>)	Breast Lumps
Smoking Cessation Advice (<i>Follow Up</i>)	Flu, Pneumonia and Shingles Injections/ Vaccinations	Emergency Sexual Health Advice	Menopause
Dressings, Follow up dressings including 4 layer bandaging	First time Vitamin B12 Injections	Skin Problems (<i>eczema & rashes</i>)	Women's Health Gynaecological Problems
Suture & Clip Removal	Dressings- First time & Follow Up	Water infections / Cystitis Abdominal Pain	Men's Health Concerns
Coil Fits with GP	4 Layer Bandaging	Ear & Eye Infections	Medicals
Minor Operations with GP	Sexual Health Advice	Acute Anxiety / Depression (<i>that cannot wait to see a GP</i>)	Complex Medication Reviews
Lung Health Checks	Smoking Cessation Advice		Anxiety & Depression
Breathing Test (Spirometry)	ECG (Heart Tracing)		Onward Referrals to Specialist Teams
Well Person Checks	Travel Vaccines		
Weight Management	Ear Syringing		
	Stitch Removal		
Please be aware that a Nurse Practitioner can do an intial sick note but this must be followed up with the GP			



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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 have not had two full courses of vaccine.

Flu Vaccinations (Starting again September 2015)

The vaccine is offered to patients over the age of 65 or patients who have a history of Heart Disease, Stroke, Diabetes, COPD, Kidney/Liver/Renal Disease, patients who are pregnant and to patients who have a poor immune system. Children aged 2,3 and 4 years of age on 1st September 2015 are also eligible for Influenza vaccination (Nasal Spray). Please contact the surgery towards the end of August to book your appointment as we will also be holding Saturday Morning clinics which will be drop in and appointment system at Thornaby & Ingleby Barwick. Please ask at reception for more information.

DID NOT ATTEND !! DNA

Did you have a problem obtaining a GP appointment?

At this point it is worth reminding patients that the following did not attend.

April 2015 384 DNA

May 2015 355 DNA

GPs 160

GPs 191

Nurses 187

Nurses 191

Health Care Assistants 37

Health Care Assistants 43

You can make or cancel your appointment online - using Systmonline

(Internet Access) 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.**



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AVOID THE QUEUE!

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 Systonline

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

Did you know (Items 1 to 5)

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 the Thornaby and Ingleby Barwick Surgeries.



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4. **Telephone Consultations**, can be arranged through the reception !

5. **Stockton Service Navigation Project** The Stockton Service Navigation Project (SSNP) offers up to four one to one support appointments to help you improve your health and wellbeing by supporting you to access a range of activities. This is known as social prescribing and aims to help people increase their confidence, control, independence, reduce stress and isolation and help people to live healthier lives. Telephone 01642 647770

We plan to produce this flier quarterly, to provide patients with information on current events within the practice. Constructive Feedback always welcome.

This Quarters Health Hints

Topic Malaria

A short article on Malaria, see over leaf, for those planning to visit areas of risk, more advice from reception or your chemist.



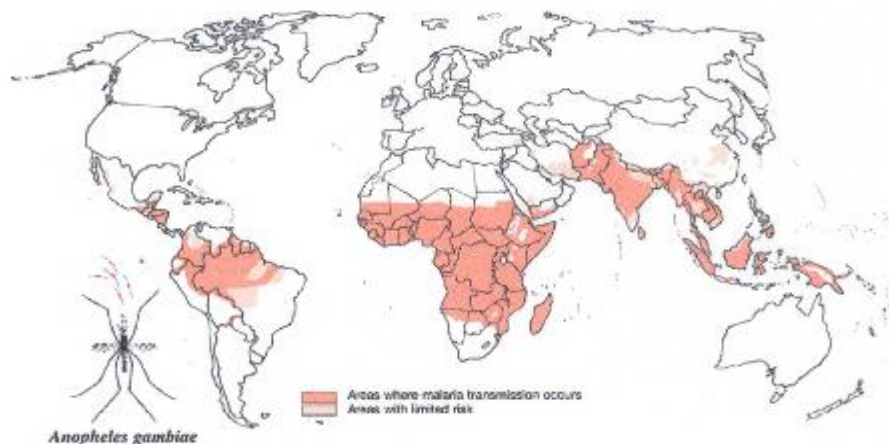
Malaria

Description

Malaria, caused by the *Plasmodium* parasite, is spread by the night-time - dusk to dawn - biting female *Anopheles* mosquito. The mosquitoes don't hum and don't create a welt at the site of the bite, so a person does not know that they have been bitten. This preventable disease affects between 154 million and 289 million people worldwide every year. Of the five species of human malaria parasites, *Plasmodium falciparum* is the most dangerous. The other types of malaria are caused by *Plasmodium vivax*, *Plasmodium ovale*, *Plasmodium malariae*, and *Plasmodium knowlesi*.

Risk

Travellers going to malaria endemic areas in Africa, South America, and Asia are at high risk. Persons originally exposed to malaria in endemic areas who go back to their home country to visit friends and relatives are also at risk due to waning immunity. Although partial immunity is developed during years of exposure to parasites, no one becomes fully immune to malaria.



Symptoms

Malaria infections are characterized by fever, headache, muscle ache, chills, fatigue, and vomiting usually appearing 7 to 15 days after being bitten by an infected mosquito. In cases with *P. vivax* and *P. ovale*, relapses may occur weeks or months after being infected. *P. falciparum* symptoms are more severe and include behavioural changes, confusion, seizures, anemia, respiratory failure, kidney failure, coma and shock. If not treated immediately, *P. falciparum* malaria can lead to death. Treatment includes artemisinin-combination therapy (ACT) and supportive care of symptoms.