



PATIENT PARTICIPATION GROUP

Welcome to our Quarterly News Sheet September 2015

Surgery Opening Times Monday to Friday

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

Staff Changes

We welcome the following personnel:

We would like to give a warm welcome to Dr Ashima Gill, a female doctor, who joined the practice as a Partner in August 2015. Dr Gill will be based at both Thornaby and Ingleby Barwick there are appointments available with her to book now.



The independent regulator of health and social care in England

CQC Inspection

The CQC carried out an Inspection of Woodbridge Practice in June 2015. The Partners at Woodbridge Practice would like the patients to know that the practice has been awarded a **GOOD** rating. This means the Woodbridge Practice is performing well and meeting the expectations of the CQC.

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 !!

Did you have a problem obtaining a GP appointment?

At this point it is worth reminding patients that 474 appointments were lost in August due to non attendance (this equates to 78 hrs of clinical time). Please inform the SURGERY if you cannot attend, someone else may be able to take your place.

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.**



Did you know (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 !

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



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. Pre-bookable appointments and a drop in session will be on:

Saturday 19th September	09:00am – 1:30pm	Thornaby Health Centre
Saturday 26th September	09:00am – 1:30pm	Ingleby Barwick
Saturday 3rd October	09:00am – 1:30pm	Thornaby Health Centre
(*) Saturday 10th October	09:00am – 1:30pm	Ingleby Barwick
Saturday 17th October	09:00am – 1:30pm	Thornaby Health Centre

(*) Nasal spray will only be available from 10th October.

Please note you do not have to make an appointment just drop in between the above times for your vaccination. ***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.***

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

WE NEED YOU !!!!

For 2 hours every 12 weeks

**To join the Patient Participation Group
contact reception at Thornaby or Ingleby Barwick.**

We would welcome your input!