



PATIENT PARTICIPATION GROUP



Welcome to our Summer News Sheet June 2019 – **DIABETES SPECIAL**

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

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	To those who kept their appointments (Thank You) Total appointments
April	220	36.66	5156
May	272	45.33	5264

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>)

GOING ABROAD?

If you are going to visit a country where travel vaccinations and/or other medication will be required, don't forget to seek advice from reception well in advance. Some vaccines would have to be ordered and given weeks before departure. Note that many vaccinations are not free on the NHS.

Staff Updates

We welcome the following personnel

Dr. Fatima has joined as a Registrar.

Dr. Restorick has joined as a Foundation Year 2 doctor, and has recently received a top award for her work in medicine.

The practice is looking for additional part time Nurse Practitioners.



HOT TOPIC - Diabetes, what you should know.

Diabetes is a disease that occurs when your blood glucose, also called blood sugar, is too high. Blood glucose is your main source of energy and comes from the food you eat. Insulin, a hormone made by the pancreas, helps glucose from food get into your cells to be used for energy. Sometimes your body doesn't make enough—or any—insulin or doesn't use insulin well. Glucose then stays in your blood and doesn't reach your cells.

Over time, having too much glucose in your blood can cause health problems. Although diabetes has no cure, you can take steps to manage your diabetes and stay healthy.

Sometimes people call diabetes "a touch of sugar" or "borderline diabetes." These terms suggest that someone doesn't really have diabetes or has a less serious case, but every case of diabetes is serious.

What are the different types of diabetes?

The most common types of diabetes are type 1, type 2, and gestational diabetes.

Type 1 diabetes

If you have type 1 diabetes, your body does not make insulin. Your immune system attacks and destroys the cells in your pancreas that make insulin. Type 1 diabetes is usually diagnosed in children and young adults, although it can appear at any age. People with type 1 diabetes need to take insulin every day to stay alive.

Type 2 diabetes

If you have type 2 diabetes, your body does not make or use insulin well. You can develop type 2 diabetes at any age, even during childhood. However, this type of diabetes occurs most often in middle-aged and older people. Type 2 is the most common type of diabetes.

Gestational diabetes

Gestational diabetes develops in some women when they are pregnant. Most of the time, this type of diabetes goes away after the baby is born. However, if you've had gestational diabetes, you have a greater chance of developing type 2 diabetes later in life. Sometimes diabetes diagnosed during pregnancy is actually type 2 diabetes.



What are symptoms of Diabetes and when should I see a GP?

- feeling very thirsty
- urinating more frequently than usual, particularly at night
- feeling very tired
- weight loss and loss of muscle bulk
- itching around the penis or vagina, or frequent episodes of thrush.
- cuts or wounds that heal slowly
- blurred vision

Pre Diabetes/ Early Diabetes and NHS Screening Programme.

In the early stages of diabetes, blood sugars are mildly raised and patients usually do not have any symptoms.

There is an NHS Health screening available for patients aged 40 and above until the age 75 to enable health professionals to recognise risk factors early in order to reduce the risk of diabetes.

Woodbridge practice offers this health screening, and our team of dedicated nurses can help you to reduce the risk of diabetes.

What are the risk Factors?

How can we recognise our risk of Developing Diabetes?



The risk factors include

1. **Overweight** - Modern Lifestyle and a busy life can result in less time for exercise and activity which may result in increased weight and subsequently increase the risk of developing diabetes.
2. **A Family History of Diabetes** - This puts people at an increased risk of type 2 and type 1 diabetes.
3. **Ethnic Origin** - People with South Asian and African origin are more at risk of diabetes than the Caucasian population.
4. **Smoking** - Will increase your risk of diabetes significantly.
5. **Excess Alcohol.**
6. **Certain Health conditions** - including polycystic ovaries and use of antipsychotic medications.
7. **Other risk factors** - but the important ones are above.

There are number of websites which offer calculators to establish risk of diabetes. Please follow the following link if you wish to establish your risk.

<https://www.diabetes.org.uk/Preventing-Type-2-diabetes/Diabetes-risk-factors>

Are you a Carer for someone?

Do you know about Carers Emergency Cards?

What is a Carers' Emergency Card?

It is a credit card sized card, with a picture of you (the informal carer) on it, plus a unique identification number, and an emergency contact telephone number on it. You should carry the card with you at all times. In the event of an accident of emergency, it lets people know you have someone who relies on you for support and cannot manage without your assistance.

The card is only to be used in the case of an emergency when you are physically unable to make suitable arrangements yourself.

When you register the details you provide will be held securely by Stockton-on-Tees Borough Council so that help and support can be arranged for the person you care for.

A useful link to Stockton Information directory

https://www.stocktoninformationdirectory.org/kb5/stockton/directory/a_to_z.page?titleletter=a



Prescribing over the counter medicines is changing.

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter (OTC) medicines for a range of minor health conditions.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need. Find out more about this change to prescription policy

at [nhs.uk/OTCmedicines](https://www.nhs.uk/OTCmedicines)

This applies to treatments for these conditions:

Acute sore throat	Minor burns and scalds
Conjunctivitis	Mild cystitis
Coughs, colds and nasal congestion	Mild dry skin
Cradle cap	Mild irritant dermatitis
Dandruff	Mild to moderate hay fever
Diarrhoea (adults)	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Dry eyes/ sore tired eyes	Mouth ulcers
Earwax	Nappy rash
Excessive sweating	Oral thrush
Haemorrhoids	Prevention of tooth decay
Head lice	Ringworm/ athletes foot
Indigestion and heartburn	Sunburn
Infant colic	Sun protection
Infrequent cold sores of the lip	Teething/ mild toothache
Infrequent constipation	Threadworms
Infrequent migraine	Travel sickness
Insect bites and stings	Warts and verrucas
Mild acne	

NEED TO SEE A DOCTOR OUT OF HOURS?

If you are unwell and need to use the service

Please 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.



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.

Managing your appointments using SystmOnline. (Internet required)

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.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 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.



Woodbridge Practice
Patient Participation Group
"Working together"



HOT TOPIC

The New Phone System.

The new phone system is now operational, and will eventually provide the following facilities :

1. Calling out of hours
2. Call recording
3. Call queuing
4. Booking and cancelling appointments.

The appointment system has been changed slightly to provide early morning consultations, and is being evaluated to see what benefits this can achieve.

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 Wednesday 31st July
10.00hrs at the 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		