



Woodbridge Practice
Patient Participation Group
"Working together"



PATIENT PARTICIPATION GROUP



Welcome to our Spring News Sheet April 2019

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

Health and Well being events were held at Thornaby and Ingleby Barwick.

Organised by Cancer Care Co-ordinator Lindsey Rutherford-Hoe

A number of organisations were invited to attend both the events including Teenage Cancer Trust, Butterwick, Relate, Cancer Information Centre staff from North Tees and Cancer Development Workers to promote screening, amongst others.



PPG Members



Macmillan Support



Butterwick
Hospice



Pioneering
Care partnership

These two half day events provided an opportunity to meet and share information between the public, professionals and organisations working in similar fields.



Cervical screening

Research shows that cervical screening prevents at least 2,000 cervical cancer deaths each year in the UK. Women screened between the ages of 35 to 64 are thought to have a 60 to 80% lower risk of being diagnosed with cervical cancer in the 5 years following the test compared to women who haven't been screened. The benefit of screening increases with age. Since cervical screening started in the 1980s in Great Britain, rates of cervical cancer have almost halved. However it has been observed that a significant number of patients throughout the country have not attended for their routine cervical screening appointments, despite media campaigns and the efforts of primary care. At present the NHS screening programme invites all women aged 25-64 for cervical screening. This screening also applies to other persons in this age range who have a cervix.- i.e transgender men.

What is Cervical Cancer

1. Mostly caused by the human papilloma virus (HPV) which is a virus 80% of the population is exposed to through genital contact.
2. This cancer is best prevented with the HPV vaccine recommended between ages 11-12 and can also be given to women (age 9-26) and men (9-21)
3. Early detection is usually possible with routine recommended pap smear and HPV testing to identify pre-cancers.
4. Certain types of cervical cancer are more aggressive and may develop despite routine pap smear screening

Footsteps (youth wellbeing-mental health)

For young people aged 11-19

Young people are our future

Society needs their spark and energy to make it tick, they have the power to make the world a better place for us all.

A young person's health centre designed FOR young people, BY young people.

They provide a safe and comfortable environment for all health concerns with a range of services available to meet individuals' needs. Their staff can provide confidential advice and treatment for a range of problems. Take a look at their services page to find out more. The clinic is held at Eaglescliffe Health Centre.

<https://footstepsteesside.co.uk>

Open times Tuesday & Thursday 3.30pm - 6.00pm

Drop in or Book online Phone 01642 780113



Antibiotics

What can be treated with antibiotics?

Antibiotics are strong medicines that **treat bacterial infections**. **Antibiotics won't treat viral infections such as flu**, because they **can't kill viruses**. You'll get better **when the viral infection has run its course**. **Antibiotics** are medicines used to treat a wide variety of infections or diseases caused by bacteria, such as respiratory tract infections (e.g. pneumonia and whooping cough), urinary tract infections, skin infections and infected wounds.

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 |
|----------------|-------------------|---------------------------|---|
| Jan 2019 | 236 | 39 | 5214 |
| Feb 2019 | 238 | 39 | 5103 |
| Mar 2019 | 195 | 32.5 | 4561 |

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>)

Staff Updates

We welcome the following personnel

Dr. Fatima has joined as a Registrar.

Dr. Restorick has joined as a Foundation Year 2 doctor.

The practice is looking for additional part time Nurse Practitioner resources.



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.

See this link:-

STOCKTONINFORMATIONDIRECTORY.ORG

Carers' Emergency Card | Stockton Information Directory

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A useful link to Stockton Information Directory

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

HOT TOPIC

**The Practice is hosting a Thursday Baby Clinic 0900hrs to 1200hrs
To be held in the Ingleby Phlebotomy Area. Information from reception.**

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.



NEED TO SEE A DOCTOR OUT OF HOURS?

If you are unwell and need to use the service

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.

SOCIAL MEDIA (FACEBOOK)

Did you know that the Patient Participation Group has its own Facebook page?

Patients at this practice are welcome to join. Search in Facebook for woodbridgeppg or use the link:-

www.facebook.com/groups/woodbridgeppg

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.



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 | |



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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.

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 Tuesday 4th June 2019
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 | | |