



## Welcome to our Quarterly News Sheet February 2017

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

### **Patient Information**

Hartlepool and Stockton-on-Tees Clinical Commissioning Group require all GP Practices to attend training events to plan health services to meet local needs. The next training event will be: **Wednesday 26th April 2017**. The practice will be closed from **12 noon** and will re-open as normal on Thursday 27th April 2017 at 8:00am.

If you require urgent medical attention please call **NHS Emergency and Urgent Care Service on 111**

### **Staff Updates**

Welcome back Dr. Chaudhry

We also give a warm welcome to the following new staff :

Andrea Haynes – Practice Nurse 10/03/2017

John Campbell – Nurse Practitioner 03/04/2017

Dr Muhammad Sharjeel who is currently working across both sites, two days per week.

### **Community Matrons**

The Practice now has a team of three Community Matrons who are experienced skilled nurses who use case management techniques to help patients with complex health needs. They provide holistic care for patients to ensure all needs are met in one appointment, preventing multiple appointments being required.

### **Care Co-ordinators**

The main rationale behind their role is to reduce the re-admissions of the most vulnerable group of people that form 2% of our practice. As an employee of Hartlepool and Stockton Health they will be dividing their time between the Woodbridge bases at Thornaby and Ingleby Barwick.

Their approach is client centred and they will be able to spend several hours over two or three visits discussing patient's problems, worries, aspirations and their day to day needs in order to produce effective Care plans with patients that will enable them to improve their health and wellbeing.



### **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**

Thornaby: 01642 762636 Ingleby Barwick: 01642 765789

#### **Be Clear on Cancer**

If you notice blood in your pee, even if it's just the once, tell your doctor. Chances are it's nothing serious, but you're not wasting anyone's time by getting it checked out. Call your GP today.

Read more at <http://www.nhs.uk/be-clear-on-cancer/symptoms/blood-in-pee>

#### **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.

#### **Chronic Disease Clinics**

The Practice is currently running specific Saturday Morning Clinics at Thornaby and Ingleby Barwick.

#### **Shingles vaccinations**

Anyone aged 70 can have the shingles vaccine on the NHS. You become eligible for the vaccine from the first day of September after your 70th birthday.

From September 1 2016, the shingles vaccine will be offered routinely to people aged 70 and, as a catch up, to those aged 78. You become eligible for the vaccine on the first day of September 2016 after you've turned 70 or 78.



In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. This includes:

- people aged 71, 72 and 73 on September 1 2016
- people aged 79 on September 1 2016

The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.

You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual [flu vaccination](#).

**Is there anyone who should not have the shingles vaccination?**

You should not have the shingles vaccine if you:

- have a weakened immune system (for example, because of [cancer treatment](#), if you take [steroid tablets](#) or if you've had an organ transplant – your doctor will advise whether this applies to you)
- you've had a serious allergic reaction (including an [anaphylactic reaction](#)) to a previous dose of any of the substances in the vaccine, such as neomycin and gelatin – again, your GP can advise you if this applies to you
- you've had a serious allergic reaction (including an anaphylactic reaction) to a previous dose of the [chickenpox vaccine](#)
- have an untreated [TB infection](#)

**The shingles vaccine and other vaccines.** It is safe and may be more convenient for you to have the shingles vaccine at the same time as your [flu vaccine](#) in the autumn.

**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	Those who Kept their Appointments (Thank You) Total appointments
December	457	76	6561
January	348	58	7479

**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> ) see next page 4.



Woodbridge Practice  
Patient Participation Group  
*"Working together"*



#### PATIENT PRESCRIPTION INFORMATION

##### Please note

All requests to be paper format or systmonline.  
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](http://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

## Book and Manage your appointments and prescriptions online

Get the App for your mobile smart phone  
At the Apple store or  
the android app on Google play  
***systmonline.***



## **HOT TOPIC** *Out of Hours Changes*

### **1. Out of Hours**

For the out of hours phone service CALL 111 (24hrs/7days)

### **Changes to urgent care in Stockton and Hartlepool**

A new integrated urgent care service for illness and minor injuries is being launched in Stockton and Hartlepool at 8am on 1 April.

#### **Walk in services at Tithebarn House in Stockton on Tees will close on 31 March 2017.**

(For information the Tithebarn GP surgery will remain open).

The walk-in service and minor injuries service at One Life Hartlepool will close on 31 March 2017, but other services at One Life will remain.

These walk-in and minor injuries services will be re-provided in the new integrated urgent care centres at the University Hospital of North Tees and the University Hospital of Hartlepool.

The 24/7, GP-led facility will be provided as an alliance by North Tees and Hartlepool NHS Foundation Trust, Hartlepool and Stockton Health (the local GP Federation) and North East Ambulance Service NHS Foundation Trust, from the University Hospital of North Tees and the University Hospital of Hartlepool.

It will include out of hours services, where patients can see a GP or urgent care practitioner for urgent care needs or minor injuries.

If you are unwell and need to use the service we advise that you book an appointment first by phoning 111. If you have a minor injury, you should walk into the service.

Patients will continue to access their own GP practice as they do now. However, when local practices are closed you should 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.

- 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.**



Woodbridge Practice  
Patient Participation Group  
*"Working together"*



## **HOT TOPIC**                      **Flu Season**

### **Get your flu vaccine at Woodbridge Practice now!**

Remember, it's not too late to have your flu vaccine with Woodbridge Practice. Call today!

**Thornaby: 01642 762636    Ingleby Barwick: 01642 765789**

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.  
(A special vaccine may be available to egg intolerant patients please ask.)

If you do not wish to receive the flu vaccination this year for any reason, please let us know and we will update 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.

Email the group -      [WoodbridgePPG@gmail.com](mailto:WoodbridgePPG@gmail.com)

**Next Patient Participation Group Meeting 16th May 2017 10.00hrs at the Ingleby Barwick practice. New members always welcome.**

**Please refer to Page 7 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		