



Woodbridge Practice  
Patient Participation Group  
*"Working together"*



PATIENT PARTICIPATION GROUP



Welcome to our Spring News Sheet February 2019



<https://www.facebook.com/groups/woodbridgeppg/>

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

## Health and Well being event - Cancer Awareness

You are all welcome to come along to a coffee morning at Thornaby or Ingleby Practice and explore the support available.

Thornaby Practice on the 21st of February between 1000 - 1200hrs

Ingleby Phlebotomy on the 28th of February between 1000 - 1200hrs

**Cancer Care Co-ordinator** Lindsey Rutherford-Hoe has invited approx. 12 organisations 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.

## Invitation from Pioneering Care Partnership (PCP)

**Stockton Service Navigation Project,**

for more information Telephone 01642 647770 Tom Mohan

Self Referral or via your GP.

## Free Health and wellbeing programme

With only 2 hours per week you can learn to:

1. Build your confidence & Self Motivation
2. Help Manage Stress and Anxiety
3. Manage your weight through small healthy lifestyle changes.
4. Highlight the benefits of physical activity.
5. Explain the benefits of engaging with your community.



**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
December 2018	251	41.83	6125

**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> )



**Flu Season**

Please support your NHS by having the flu vaccine at a Health Practice. 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 and three 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 the Practice know and they will record this on your record.

**Advance Booking is required for the Flu Vaccine:**

To book a flu vaccine contact Woodbridge Practice on 01642 762636 (Thornaby) or 01642 765789 (Ingleby Barwick)



## 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.

## Staff Updates

We welcome Dr Johnston to the practice and wish Registrar Dr Robson well in her future career.

## HOT TOPIC

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

## NEED TO SEE A DOCTOR OUT OF HOURS?

**If you are unwell and need to use the service**, we advise that 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.

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.



### Are your details up to date?

- Does the Practice have your current address? If they need to write to you, would you receive their letter?
  - Do they have your current telephone number? If they need to contact you by telephone would you receive their call?
  - Do they 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 their receptionist today in person **at reception with photographic ID**



**Why does the receptionist need to ask what's wrong with me?**

**It is not a case of the receptionists being nosey!**

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:


- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

**Receptionists are asked to collect brief information from patients:**

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

**Reception staff, like all members of the team, are bound by confidentiality rules**

- Any information given by you is treated **strictly confidentially**.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



**Thank you for your support**



***Prescribing of 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 verrucae
Mild acne	



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### **Something new online - Public Health England**

<https://nhs.uk/oneyou/how-are-you-quiz>

#### ABOUT ONE YOU

One You is here to help you make small changes that fit your life, so you feel better and healthier, every day.

#### Modern life makes it hard to be healthy

Without knowing it, by the time we reach our 40s and 50s many of us will have dramatically increased our chances of becoming ill later in life. Whether we are eating the wrong things, drinking more than we should, continuing to smoke despite everything we know, or just not being active enough, all of these small things can add up to an unhealthy you.

But, it's not always easy to make a change in our busy lives – tempting treats in easy reach, bigger portions for everything we eat and technology that allows us to shop, stay in touch and be entertained without ever having to leave the sofa.

Modern life is ganging up on us.

*The good news is we can fight back*

#### Make simple changes with One You

Make a change now

[Take our free One You health quiz](#) to see how you score and start the fight back to a healthier you.

#### 400-600-600 campaign

Public Health England (PHE's) One You - campaign encourages adults, particularly those in middle age, to make changes to improve their health. The [400-600-600 campaign](#) promotes healthier eating in particular when eating out of home. It provides a simple tip to help keep calories on track and aim for around 400 calories for breakfast, 600 for lunch and 600 for dinner. This allows for a couple of healthier snacks as part of a balanced diet of 2000 calories for women and 2500 for men each day.

This campaign is designed to provide a rule of thumb and is not a weight loss programme. The advice is aimed at the general population. It does not apply to those who are underweight. One You is unable to give individual dietary advice. If you have or care for those with special dietary requirements, medical needs, eating disorders or require specialised nutrition advice, for example if you are underweight or very overweight, we recommend that you seek guidance from a registered health-care professional.



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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](mailto:WoodbridgePPG@gmail.com)

**Next Patient Participation Group Meeting Tuesday 16th April 2019  
10.00hrs at the Thornaby practice. New members always welcome.**



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## 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		