



## PATIENT PARTICIPATION GROUP

Welcome to our Quarterly News Sheet May 2017

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

### Staff Updates

It is with great sadness that we inform you, **Dr Chaudry** has decided to retire from the Practice at the end of May 2017. He will miss you all.

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

**Important changes** to out of hours services, for Hartlepool and Stockton CCG (Clinical Commissioning Group) came into operation on the 1st of April 2017

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

**The Walk in services at Tithebarn House in Stockton on Tees have closed.**  
The GP surgery remains open.

**The walk-in service and minor injuries service at One Life Hartlepool closed,**  
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.



**Hartlepool and Stockton Health  
7 Day Extended Access**

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.

**The HUBS**

The first 3 hubs to be used to provide the Extended Access pilot services are:

**Tennant Street Medical Practice**

Farrar Street, Stockton on Tees, TS18 2AT

**Woodbridge Practice**

Myton Road, Ingleby Barwick, TS17 0WG

**Chadwick Practice**

One Life Centre, Park Road, Hartlepool, TS24 7PW

The hubs will be open for patient access on evenings and weekends at the following times

	<b>Tennant Street</b>	<b>Woodbridge</b>	<b>Chadwick</b>
Monday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Tuesday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Wednesday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Thursday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Friday	18.30 - 20.00hrs	18.30 - 20.00hrs	18.30 - 20.00hrs
Saturday	10.00 - 1300hrs	14.00 - 17.00hrs	10.00 - 1300hrs
Sunday	11.00 - 1300hrs	14.00 - 16.00hrs	11.00 - 1300hrs



If you are injured or unwell, it's a good idea to think before automatically calling for an ambulance, unless for a really serious or life threatening condition, of course. Instead, experts urge you to think of A&E as an emergency option for chest pain or blood loss, blacking out or choking, and opt for your GP or pharmacist, or call NHS 111, for advice instead. Here's how the costs work out:

Calling an ambulance: £247

Stepping into A&E: £124

Seeing your GP: £32

A call to the NHS 111 £16

A click on NHS Choices website: 46p

### 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.

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

### Staff Updates

#### 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 their 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's 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
February	320	53	6725
March	376	62	7773
April	328	54	5929

**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 information**

1. **To Cancel an appointment**, after 1800hrs and at the weekend, use the phone option when calling the surgery number.
2. **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.
3. **Telephone Consultations** can be arranged through the reception.





## 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.

## Prescriptions online using Systemonline

### Systemonline (Book, Cancel / Manage your appointments)

Get the App for your mobile smart phone

At the Apple store or the android app on Google play

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 19th Sept 2017 10.00hrs at the Thornaby 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		