



Woodbridge Practice  
Patient Participation Group  
"Working together"



## PATIENT PARTICIPATION GROUP

Welcome to our Quarterly News Sheet September 2016

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

Extended hours are available at Thornaby on a Tuesday 18:30 - 20:00 and every day from 07:30 at both sites.

**The Practice has a new web site <http://www.woodbridge-practice.org.uk>**

**Note from practice.** We are confident that our website will provide clear and concise help and give our patients the information they require in an easy and convenient format. It has been designed with the patient's needs at the forefront of everything, from checking surgery times to letting us know what you think.

### 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: **Tuesday 18th October 2016.** The practice will be closed from **12 noon** and will re-open as normal on Wednesday 19th October 2016 at 8:00am. If you require urgent medical attention please call **NHS Emergency and Urgent Care Service on 111**

### Staff Changes/Updates

From the beginning of September Dr Chaudry will not be available until the end of December.

We are sorry to see Elizabeth Green, one of our nurses leave the practice.

We welcome Raymond Dewar who joins our team of matrons on the 1st of November.

### 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

### 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.

**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

Until August 31 2016, the shingles vaccine is still available to all those who were aged 70 or 78 on September 1 2015.

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)
June	503	84	7916
July	384	64	6337
August	388	64.66	6265

**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 3.



## Managing your appointments using *SystemOnline*.

This can be done through your *SystemOnline* login.

**To register for *SystemOnline* 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 *SystemOnline* 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 *SystemOnline* login screen.

Please enter the user name and password provided to you by the practice when you registered. *SystemOnline* 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.**



## 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

## Do you know the following. (Items 1 to 4)

### 1. Out of Hours

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

### There are also Walk in Centres which operate 8am to 8pm

(7 days per week including bank holidays.) they are located at;-

- a.) Tithe Barn House TS19 8RH (Stockton Tel No. 01642 525480)
- b.) North Ormesby Health Village. TS3 6AL (Tel No. 0330 123 9501)
- c.) Low Grange Health Village Normanby Rd. TS6 6TD  
(Tel No. 0330 123 9501)

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.**



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***HOT TOPIC***

***Flu Season***



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

**Drop-in and bookings available for Saturday clinics**

Child vaccinations (nasal spray) available from October 2016

**Thornaby                      Saturday 1<sup>st</sup> October 09:00-1:00pm**

**Ingleby                         Saturday 8<sup>th</sup> October 09:00-1:00pm**

**Thornaby                      Saturday 15<sup>th</sup> October 09:00-1:00pm**

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.



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## ***HOT TOPIC Improving the Practice Questionnaire***

### **Introduction**

In order to further improve the Practices service, please complete a questionnaire while waiting for your appointment or when you have been seen. **Please do not write your name on this survey as it is *anonymous*.** The questionnaire is open from 7<sup>th</sup> - 25<sup>th</sup> November 2016

**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 22nd November 2016**

**10.00hrs 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		