



Woodbridge Practice
Patient Participation Group
"Working together"



PATIENT PARTICIPATION GROUP



Welcome to our Autumn News Sheet, October 2019

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

Flu Season

Book your flu vaccine at Woodbridge Practice now!

Appointments for flu vaccinations are available during the normal week Monday to Friday.

Child vaccinations (nasal spray) will be available soon.

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
- Adults (aged from 16 years) with a BMI > 40kg/m²
- 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 do not wish to receive the flu vaccination this year for any reason, please let reception know and they will update your records.

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.



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
June	167	28	5458
July	204	34	5659
August	220	36	5875
September	254	42	5924

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 Svstmonline.

Staff Updates

We welcome Leanne Robinson, Nurse Practitioner, due to join the practice before Christmas.

HOT TOPIC

Measles on the increase

UK loses measles-free status from WHO (World Health Organisation) after fall in MMR vaccination rates.

The UK has lost its three year "measles-free" status from the World Health Organisation following a rise in confirmed cases and a fall in the number of children getting the measles, mumps and rubella (MMR) vaccination.

The virus was eliminated in the UK in 2016, but there have now been 231 confirmed cases of measles recorded in the first quarter of 2019, alongside a decline in the number of children getting the second dose of the MMR jab.

Only 87.2 per cent of children in the UK are getting the second dose of the vaccination, a fall from the 88.6 per cent rate recorded in 2014-15 and well below the 95 per cent needed to ensure full immunity against the illness.

"Anyone who has not received two doses of MMR vaccine is always at risk"



Is measles serious?

Measles can be unpleasant, but will usually pass in about 7 to 10 days without causing any further problems.

Once you have had measles, your body builds up resistance (immunity) to the virus and it's highly unlikely you'll get it again.

But it can lead to serious and potentially life-threatening complications in some people.

These include infections of the lungs ([pneumonia](#)) and brain ([encephalitis](#)).

How measles is spread

The measles virus is contained in the millions of tiny droplets that come out of the nose and mouth when an infected person coughs or sneezes.

You can easily catch measles by:

- breathing in these droplets
- touching a surface the droplets have settled on and then placing your hands near your nose or mouth (the virus can survive on surfaces for a few hours)
-

People with measles are infectious from when the symptoms develop until about 4 days after the rash first appears.

How measles can be prevented

Measles can be prevented by having the [measles, mumps and rubella \(MMR\) vaccine](#).

This is given in 2 doses as part of the [NHS childhood vaccination programme](#).

The first dose is given when your child is around 13 months old, and a second dose is given at 3 years and 4 months.

Adults and older children can be vaccinated at any age if they have not been fully vaccinated before. Ask your GP about having the vaccination.

If the [MMR vaccine is not suitable for you](#), a treatment called human normal immunoglobulin (HNIG) can be used if you're at immediate risk of catching measles.

HOT TOPIC - for Men

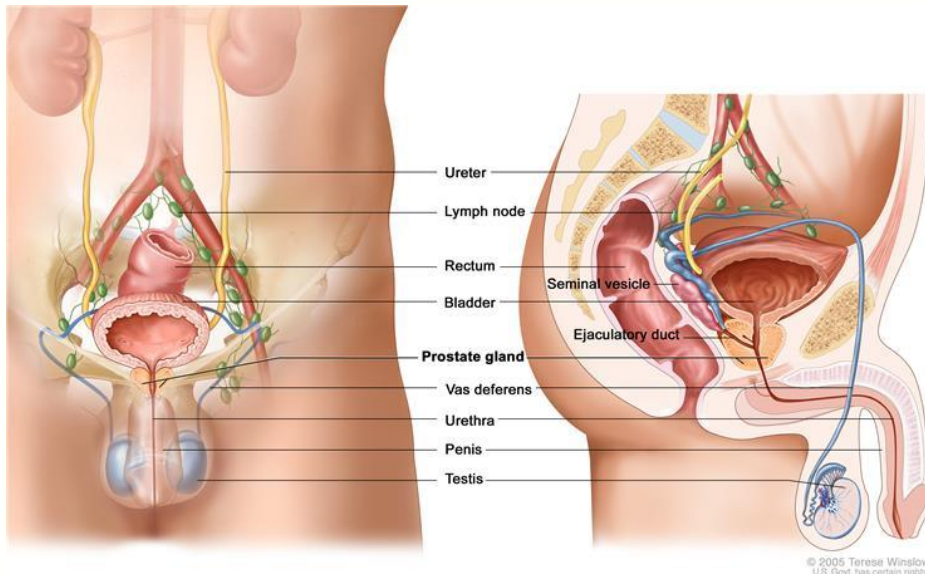
Prostate Cancer *General Information About Prostate Cancer*

KEY POINTS

- Prostate cancer is a disease in which malignant (cancer) cells form in the tissues of the prostate.
- Prostate cancer is the second most common cancer among men.



Prostate cancer is a disease in which malignant (cancer) cells form in the tissues of the prostate.



The prostate is a gland in the male reproductive system. The prostate is just below the bladder (the organ that collects and empties urine) and in front of the rectum (the lower part of the intestine). It is about the size of a walnut and surrounds part of the urethra (the tube that empties urine from the bladder). The prostate gland produces fluid that makes up part of the semen. **More information at Prostate Cancer UK.** <https://prostatecanceruk.org/>

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 or 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.

A useful link to Stockton Information directory

<https://www.stocktoninformationdirectory.org/kb5/stockton/directory/site.page?id=SAKA9exWKJA>



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/

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	

NEED TO SEE A DOCTOR OUT OF HOURS?

If you are unwell and need to use the service

Please 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.

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.**



Woodbridge Practice
Patient Participation Group
"Working together"



HOT TOPIC

The New Phone System.

The new phone system is now operational, and will provide the following facilities :

1. Calling out of hours
2. Call recording
3. Call queuing

The appointment system has been changed slightly to provide early morning consultations, and is being evaluated to see what benefits this can achieve.

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 7th January 2020
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		