



Welcome to our Quarterly News Sheet

Spring 2018

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

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	304	50.66	5731
January	328	54.66	7144
February	313	52.16	5711
March	307	51.16	5621

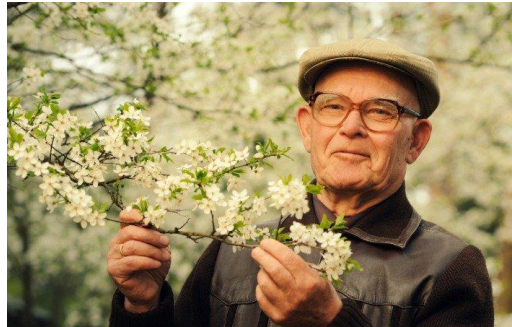
Please inform the SURGERY if you cannot attend, someone else may be able to take your place. You can also make or cancel your appointment

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.



Senior Wellness: The Best Tips for Health in Spring



After a long and sometimes dark winter, you might feel inspired to make changes to enhance your health. If that is the case, read on to find out how you can rejuvenate your life this spring. Whether you're living in a senior community already, living independently, living with a family member, or caring for one, these spring health tips are worth taking into account.

Take Yourself in for a Tune Up

To keep your body running at peak performance, it needs regular maintenance: a spring tune-up, so to speak. Get your weight, blood pressure, and glucose and cholesterol levels checked out by your primary-care physician, who can also book you for other relevant tests.

In addition, if it's been a year since your eyes were tested, schedule an appointment with your optometrist, and see your dentist if you haven't been examined for at least six to nine months.

Finally, if you are finding it difficult to catch what people are saying, especially in a crowd of people, it's probably time to get your hearing tested.

Put on Your Walking Shoes

If you're no fan of ice and snow, your whole world may expand once the spring sun settles in and thaws out the land. And there's no better way to explore the season than by walking. Health-wise, it's one of the best physical activities for seniors – its considerable benefits include controlling blood sugar, supporting bone and heart health and improving sleep.

Not only that, walking in a park or forest is a great way to connect with nature, and, if you join a walking club or hiking group, it can be an easy way to meet new friends.

Remember to make sure that you choose terrain that is suitable for your current level of activity and balance, and that you wear supportive and comfortable shoes, as these can help reduce the risk of falls.



Take an Exercise Class

In addition to walking, get your endorphins flowing by signing up for a low-impact aerobics or other type of exercise class. Consider Yoga, Pilates or Tai Chi, all of which can improve balance and flexibility and decrease your chances of falling. Aquafit is another fun and social way to increase physical fitness, one that can be especially suitable if you have arthritis or chronic pain.

Get Outside and Garden

In springtime, a highlight of many seniors' lives is gardening, which brings a multitude of health benefits. For starters, tending to a garden can boost your level of Vitamin D, which can, in turn, help reduce the risk of bone problems and fractures.

On an emotional level, getting outside and breathing fresh air, listening to birds chirp, and watching worms crawl through the dirt can be as calming and relaxing as an hour of meditation. On a physical level, digging, planting and weeding can improve strength, flexibility and agility.

Lighten Up Your Diet

Many healthy fruits and veggies, like asparagus, peas, lettuce, and strawberries come into season in the spring, making it the perfect time to replace heavier winter meals with salads, light soups or other lightly cooked fare. In fact, cut down your chances of developing conditions, such as heart disease, stroke, diabetes, and arthritis, by making a complete dietary overhaul.

Consider cutting down on red meat and processed foods, replacing white flour with whole grain flour, and increasing your intake of produce as well as healthy fats such as olive oil and avocados.

Remember that you should never undertake a new diet or exercise plan without consulting your doctor about what will be safe for your current level of health.

Drink Lots of Water

As you age, your ability to notice thirst may decrease, so it's important to keep an eye on water intake, especially when you've been exercising outdoors in the sun. Dehydration can adversely affect memory and concentration and increase fatigue; it can also lead to serious complications such as increased risk of falls.

As a rule of thumb, aim for at least eight cups of water per day, and be conscious about the type of fluid that you ingest, choosing water, herbal tea and fresh vegetable juices over coffee, fruit juices or sugary sweet soft drinks.

Dress for the Weather

Spring is one of those in-between seasons -- some days are weather-perfect, while others are a little too hot or a little too brisk. When the sun is shining brightly, always wear sunglasses or a wide-brimmed hat to protect yourself from ultraviolet rays that can adversely affect your skin and eyes, while on cooler or windier days, insulate yourself from the cold by topping off your outfit with a sweater or jacket and a scarf.



Watch for Allergies

Springtime can mean the beginning of allergies for people who react badly to grass and pollen. Keep an eye on the weather. Many weather reporters and websites now offer allergy predictions as well. Untreated allergies aren't just uncomfortable--they can lead to breathing problems, sinus infections, and colds.

A doctor can recommend or prescribe a good allergy treatment. Taking it regularly can help prevent more serious respiratory problems.

Book and Manage your Appointments, Blood test results and Prescriptions Online using Systmonline

Get the App for your mobile smart phone

At the Apple store or the android app on Google play.

It is also possible to access your blood test results, if your GP gives you access to the Systmonline results page. (ask if required)

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.



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Patient Participation Group
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HOT TOPIC *Out of Hours Changes*

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

The Walk in services

The walk-in and minor injuries services will be 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.



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

	Tennant Street	Woodbridge	Chadwick
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



SEPSIS IN ADULTS IS A SERIOUS CONDITION

that can initially look like flu, gastroenteritis or a chest infection. Sepsis affects more than 250,000 people every year in the UK.

The UK Sepsis Trust registered charity number (England & Wales) 1158843

Seek medical help urgently if you develop any or one of the following:

- S**lurred speech or confusion
- E**xtrême shivering or muscle pain
- P**assing no urine (in a day)
- S**evere breathlessness
- I**t feels like you're going to die
- S**kin mottled or discoloured

JUST ASK
"COULD IT BE SEPSIS?"
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.

Patient Information

Urine Infections

If you have any concerns regarding your urine, book an appointment with a Nurse Practitioner and bring a sample bottle to the appointment.

Did you know?

A box of 32 paracetamol tablets on prescription costs the NHS approximately £1.26 which is six times as much as it does to buy the tablets from a pharmacy or supermarket which is around 19p

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

It is essential that patients must book an appointment in their own name, especially children under 2 years, as there is a legal requirement that they must be seen by a Doctor.



Staff Updates

We say farewell to Diane Buckingham (Deputy Practice Manager) and wish her well, and welcome Andrea Johnson as our Deputy Practice Manager. Andrea has worked in a Practice Environment for some 20+ years, she has joined Woodbridge from a practice in the Ravenscar area.

The practice is constantly looking for new GPs and is assisting with the development of Clinical Associates via a recognised NHS University qualification. They would assist in reducing the patient waiting times and with reducing the GPs workload.

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.

A New Hospital Facility

Tees Valley Hospital, (Ramsay Health Care)
Church Lane, Middlesbrough TS5 7DX


CQC Inspection

CQC Care Quality Commission Inspection / Visit 15th March a full report is expected in April.

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**



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

It is not a case of the receptionists being noseey!

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



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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 for more details

Request your prescription online - using Systmonline

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

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 19th June 2018 10.00hrs
at the Thornaby practice. New members always welcome.**