

YOUNG CARERS

Young Carers are children, under the age of 18, who have caring responsibilities. It is estimated that in England alone there are AT LEAST 166,000 young carers – many of them are hidden from view.

Did you know that as many as one in twelve pupils going to school could be a young carer?

Research shows that:

- 27% of young carers aged between 11 – 17 miss school or experience educational difficulties.
- A quarter of young carers said they were bullied at school because of their caring role.
- Young carers have significantly lower educational attainment at GCSE

Manor View Practice is very keen to identify who their Young Carers may be, so they can be offered all the help and support that is available. If you know any young person who may be helping to look after someone – formally or informally – please help us to reach out to them. If you help look after someone yourself – we would love to hear from you.

You (or they) can contact us on mvppg1@gmail.com or directly with the Practice.

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WEEKEND APPOINTMENTS

Manor View Practice has joined with the other Watford practices to offer patients **ROUTINE** weekend appointments. You will be able to see a Doctor on Saturdays (9am – 1pm & 3pm – 7pm) or Sundays (9am – 1pm) via the usual forward booking systems. However, as the local GPs are sharing this service you may not be seen in your usual Surgery, or by your usual Doctor. Do not worry, the Doctor you see – with your consent - will have access to your notes (on a very secure system) and will be able to organise blood tests.

The above weekend system has been trialled by a number of Watford practices under the name of Watford Care Alliance, and has proved very successful. We are pleased that all the Watford practices are now included.

THIS IS NOT AN EMERGENCY SERVICE. The idea is to increase the number of **ROUTINE** appointments available to all our registered patients. **Emergency services** should still be accessed via 111 (non life-threatening) or 999/A&E for life-threatening situations.

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WATFORD HOSPITAL NEW ROAD SYSTEM

The new road is now open! Thomas Sawyer Way is the route into the Hospital Car Parks, accessed via Dalton Way or Wiggenhall road. (It is all well signposted). **You will not be able to access the car parks from Vicarage Road** unless you are just dropping off, staying for a short while, or using the disabled parking bays. Maps are available on line and are posted all around the town and in the Practice.

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LOCAL WINTER SERVICES

Firstly, note when the Practice will be closed for the holidays.

Christmas closing will be 24th, 25th, 26th and 27th December.

New Year will be Sunday 1st and Monday 2nd January.

The 4-day Christmas holiday suggests you should be prepared with all your routine medications ordered in time, and preferably with sufficient to see you through to the New Year. Please stock up with general medications such as your regular pain-killers, cough & cold preparations, disinfectants, plasters, indigestion/upset tummy remedies etc.

Check when your local pharmacy will be open – and which pharmacies will be offering out of hours' cover. Make sure that your medicines will be available/in stock and remember that you can always consult with your pharmacist with regard to minor ailments. He or she will advise if you need to see the GP.

Please keep an eye on any family or neighbours who might be living on their own. We no longer have a daily milkman, or even newspaper delivery, to notice if someone is up and about. Homes should be heated to at least (18-20^{oC}) wherever possible. There should be food available, or meals delivered, and there should be a telephone available at all times. In cases where a person, or persons, cannot cope at all, there is a **COMMUNITY NAVIGATOR** system in place to help. The Navigators can be contacted either through the GP, or by telephoning **HERTS HELP** on **0300 456 2364** or email: info@hertshelp.net. **HERTS HELP** is a wonderful organisation who can direct you to most services within Hertfordshire.

You can also get a **FREE** Fire and Safety Check by contacting Herts Fire and Rescue Service on **0300 123 4046**.

Another useful number is the Crisis Intervention Service located in Hemel Hempstead. They can provide emergency food, clothing, furniture and financial advice. Their number is: **0300 123 4044**.

During the winter months extra pressure is put on Watford Hospital – especially the A&E. Please look after yourselves and each other and keep yourselves as fit, safe and well as possible.

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NEW RESPIRATORY SERVICE

Were you aware that 1 in 5 deaths recorded in the UK are due to respiratory illness? More than **£6billion** is spent each year looking after patients with respiratory problems. We have more than 6,000 patients in West Hertfordshire with COPD & 24,000 with asthma. Many more have problems including coughs, breathing issues, wheezing, tiredness or sleep apnoea. In 2016 our **NEW RESPIRATORY SERVICE** was re-launched under the care of **Dr Corina Ciobanu**.

It is hoped that with Education, Early intervention, Regular treatment, Advice, Support and a **PERSONAL CARE PLAN** a lot of exacerbation can be avoided. Patients can join a **PATIENT NETWORK** (The Breathe Easy Group). **BREATHE EASY tel: 03000 030 555**. Speak with your GP or Consultant and ask if you can be referred to the **RESPIRATORY SERVICE**. They hope that with their expertise you may avoid a number of hospital visits.

WELCOME to AMAKA ENYIAGU
Our new ADVANCED NURSE PRACTITIONER

We are very lucky to have secured the services of AMAKA into the Manor View Practice team. You may be wondering what an ADVANCED NURSE PRACTITIONER is, and how her role differs from that of our other nurses.

ANPs (Advanced Nurse Practitioners) are very highly qualified & are educated to: take medical histories, perform examinations, diagnose illnesses, analyse test results and develop management plans. They can prescribe and are registered practitioners. This is as well as all her other nursing skills. (RCN) In other words – if you are invited to have a consultation with Amaka – you will be seeing a **highly accomplished professional clinician** whose expertise is wide ranging.

Amaka – welcome to Manor View. We hope you will be very happy here.

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INTRODUCTION & WELCOME TO YOUR NEW PPG COMMITTEE:

Following the AGM of the Patient Participation Group in September the following have been elected onto the committee for the following year:

Chair: Joan Manning Vice-Chair: Colin Stodel Secretary: Brian Richards
Pam Ghelani, Jane Gibson, Linda Loader, Chloe Walters, Ruth Waxman

As your representatives we hope we can serve both you the Patients and the Practice well during the coming year. It will a busy year – we will hopefully be moving next summer. If there is any way we can help you at all, please contact us on:

Mvppg1@gmail.com

Or via reception.

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JUST A REMINDER

We would like as many of our patients as possible to receive Emergency Life Support training. We are fortunate to have DANNY PHILLIPS (a fully qualified British Heart Foundation trainer) offering the **HEARTSTART COURSE** once a month. The course is FREE (you may be asked for a donation to the BHF – choice is yours).

For further information please contact Danny on: **07944 799 626** or email danny.phillips@hotmail.co.uk. Tell him you have seen this notice, and become one of a growing band of potential life savers in the community.

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!!! IMPORTANT NOTICE – SHARPS COLLECTION: !!!

Manor View Practice is no longer able to accept patients' sharps bins/boxes (used for needles or syringes). To arrange a free collection service for sharps bins/boxes, please make contact with:

Hertsmere Borough Council (if you live in Bushey) tel: 020 8207 2277 & ask for Clinical Waste Services
Watford Borough Council (if you live in Watford) tel: 01923 278625 & ask for Clinical Waste Services
Three Rivers District Council (if you live in Three Rivers) tel: 01923 776611 & ask for Clinical Waste Services.

They will help guide you through the process of arranging these services. Patients who have received one-off treatments requiring needles should return their sealed sharps bins to the hospital which dispensed them.

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INVITATION

As we prepare for next year's move to our NEW PREMISES we thought it would be a good idea to ask you, the Patients, what services and care you would like to see offered. The NHS is changing. The services are changing. Technology is changing and believe it or not the Patients are changing. Patients have a wealth of information at their fingertips which was never accessible before. Patients are becoming partners in their care. Patients often live alone. Some Patients are very independent, whereas others have had to concede to becoming dependent. Young Patients are suffering from stress. Patients who are parents of young children have to juggle home, work and school.

Manor View Practice, like other Primary Care services, is being swept along into the 21st Century at a rate of knots.

We thought this should initiate a dialogue between Practice and Patients and to get things started we are inviting you to let us know what is most important to you, the Patient, in a modern GP Practice. You can let us know via our web address:

Mvppg1@gmail.com

Or drop a note into reception – where we will collect it.

In turn we are going to ask the Manor View Staff how they would like to define the Practice.

WITH YOUR HELP, THIS COULD BE INTERESTING.

JM. PPG Chair

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SOME MORE FREE OFFERINGS:

1. There is a **FREE** swim scheme at **BUSHEY GROVE LEISURE CENTRE** -available to everyone who lives within the Borough of Hertsmere, age 3 – 16 years and age 60 years and over. Session times are:

Monday, Wednesday and Friday: 7.30am – 9.30 am and 4pm – 6pm

Saturday: 1pm – 4pm

2. Park runs –**FREE** weekly, 5k timed runs, usually on Saturday mornings.

www.parkrun.org.uk/southoxhey

www.parkrun.org.uk/cassiobury

Get fit. Have fun!

These are in addition to the **FREE** fitness sessions for men (only) at Watford Football Club and **FREE** Hertfordshire Health walks – as listed at the back of this Newsletter.

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DID YOU KNOW?

It costs the NHS **£40** to 'service' each item on a Prescription. If you need medication which may cost pennies over the counter, and you can afford it, please purchase it yourself and save the NHS **£40** per item.

HOW HEALTHY IS YOUR HEART?

If you go on to any **British Heart Foundation** website, you will find an invitation to **CHECK YOUR HEART AGE**. Just click on “start” and answer the questions. If you are not pleasantly surprised by the answer, you may consider changing your lifestyle, checking your medications or maybe speaking with one of our doctors or nurses. Good luck!

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HOME REMEDY

This is a very **CHEAP** and efficient way of getting rid of fungal nail infections – especially of the toenails. You need two ingredients – **WHICH SHOULD NEVER BE USED TOGETHER OR MIXED**.

Ingredient no 1. White vinegar 5% (from a supermarket).
 Ingredient no 2. Hydrogen Peroxide 2% (from the Chemist). Note that usually this comes

as 3% so either ask the pharmacist if he can dilute it for you, or mix it 2 parts of hydrogen peroxide with 1 part of water.

Method: **Day 1** Wet a tissue with the vinegar and press it on the nail for about 5 minutes. Then leave it to dry.

Day 2 Wet a tissue with the hydrogen peroxide and press it on the nail for about 5 minutes. Then leave it to dry.

Repeat Day 1 and Day 2 for about a week for a mild infection or up to 4 weeks for a bad infection.

AGAIN – DO NOT MIX THE VINEGAR AND HYDROGEN PEROXIDE TOGETHER OR USE THEM AT THE SAME TIME!!!!

This remedy does NOT come from the Practice.
 It has been used by Patients, and has worked !!

If you have any well-trying home remedies and would like to pass them on, please contact us at mvppg1@gmail.com or leave us an envelope at reception.

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??? PS ???

We are aware that many of you are **CARERS** – whether formal or informal – and often cannot attend our talks. However we have been asked on a number of occasions if we have information and contacts that could be useful to you.

Would it be helpful if we organised, say once a month, for someone to be at the surgery with information, leaflets etc so you or a representative could ‘drop in’ at your convenience?

If there is enough interest it could be arranged.

☺ HAVE A SAFE, HEALTHY AND HAPPY WINTER. ☺

USEFUL CONTACTS:

This is a list of useful contact numbers & email addresses:

→111:

This number is our Out of Hours service for when you want medical help or advice and the situation is not 'life threatening' – when of course you should dial 999 or attend A&E. For any medical need during our opening hours please phone the surgery.

→HERTS HELP:

If you need help and don't know where to turn, if you have a question or a problem – you can contact **HERTS HELP:**

Telephone number is: 0300 123 4044

Email address is: info@hertshelp.net

Post: HertsHelp, Hertlands House, Primett Road, Stevenage, Herts SG1 3EE

→CARERS IN HERTFORDSHIRE:

Gives support and information to unpaid family & friends who look after someone*.

Contact **CARERS IN HERTFORDSHIRE:**

Telephone number is: 01992 586 969

Email address is: contact@carersinherts.org.uk

Post: The Red House, 119 Fore Street, Hertford, Herts. SG14 1AY

***IF THIS IS YOU PLEASE LET THE RECEPTIONIST OR YOUR DOCTOR KNOW YOU ARE A CARER BECAUSE IT IS VERY IMPORTANT THAT WE LOOK AFTER YOU TOO.**

→RED CROSS MOBILITY AIDS:

Located at the back of the Health Centre.

Provides short term loans (free) of mobility aids, such as walking frames & wheelchairs.

Phone: 01923 804 283 for opening hours.

→HERTFORDSHIRE FIRE & RESCUE:

Free Home Fire Safety visit – including free fire detectors:

Telephone: 0300 123 4046 e all contributions.

→A1 OPTICIANS:

If you need an eye test but can't get out to an optician, A1 Opticians in Hemel Hempstead is providing free eye tests to all elderly and housebound residents in Hertfordshire.

Telephone number is: 0800 023 4964

Email: info@A1optician.co.uk

→HERTFORDSHIRE NEUROLOGICAL SERVICE:

If you have been diagnosed with a neurological problem, you can self-refer into the above service for help with self management or physiotherapy. For more information:

Telephone: 01923 299 100

Address: Hertfordshire Neurological Service, Jacketts Field Rehabilitation Unit, Jacketts Field, Abbots Langley, Hertfordshire. WD5 0PA

Email: www.hertsdirect.org/fire

→LUPUS UK (HERTS & BEDS LUPUS GROUP):

If you are interested in attending 3-monthly meetings:

Telephone: 01923 801 107

Email: hazel.wood1@gmail.com

→RESTLESS LEGS SUPPORT GROUP:

This is a National Group – but for information contact:

Email: www.rls-uk.org

→KIDS (West Hub)

Independent support for parents/carers of disabled children with additional needs.

Includes a free toy library. For more information:

Telephone number is: 01923 676 549

Email: hub.herts@kids.org.uk

→HERTFORDSHIRE HEALTH WALKS:

Offers great walks around Hertfordshire – free – with trained walking leaders. All levels of fitness and ability catered for. For more information:

Telephone number is: 01992 588 433

Email: healthwalks.cms@hertfordshire.gov.uk

→WEIGHT MANAGEMENT/FITNESS/LIFESTYLE – MEN ONLY!

Watford Football Club are offering FREE weight/fitness/lifestyle courses for men only. Initially 12 sessions – either referred by your GP or you can contact them personally. Give it a go! For more information:

Telephone number is: 01923 496 391

Email: andrew.garlick@watfordfc.com

Address: Watford Football Club, Vicarage Road, Watford.

→PATIENT TRANSPORT:

- WATFORD COMMUNITY CAR SCHEME:

For the elderly or disabled who have to attend hospital/doctor's appointments.

It costs 45p a mile to cover expenses and they appreciate one week's notice of journey details.

Telephone: 01923 216 955

- BARBARA BUS FUND:

Set up to help people who cannot get out or use public transport because they cannot transfer from a wheelchair. There is a fleet of specially adapted vehicles which can be hired. Based at Stanmore.

For more information:

Telephone: 020 8416 0733

Email: office@barbarabus.com

Address: The Barbara Bus Fund, Louis Fleischmann Building, RNOHT, Brockley Hill, Stanmore, HA7 4LP

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