



## Patient Group Newsletter

December 2017

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### **999/A&E**

is fine

if there is a real emergency.

### **111/Urgent Care**

Is there

For any other medical scare!

A very short rhyme this month because we think it is more important you know which service to call or use:

**999/A&E or 111/Urgent Care.**

Remember you call/visit your GP first, ask your Pharmacist or if it is out of hours you should phone 111 for advice. If necessary they can call an ambulance for you.

So with the help of NHS choices we give you an A-Z guide :

#### **999/A&E**

**A**-AMBULANCE SERVICE, ACCIDENTS, severe ALLERGY reaction, in some cases ASTHMA, NOT responding to meds.  
**B**-BREATHING difficulties, Broken BONES, BURNS, heavy BLEEDING.  
**C**-CHEST PAINS, CHOKING, loss of CONSCIOUSNESS  
**D**-DROWNING.  
**E**-EYE TRAUMA, severe EARACHE.  
**F**-major FALLS, especially with loss of consciousness.  
**G**-  
**H**-suspected HEART ATTACK.  
**I**-sudden IRREGULAR HEARTBEAT.  
**J**-JAUNDICE.  
**K**-KIDNEY pain.  
**L**-LOSS of any function: CONSCIOUSNESS, VISION, HEARING, BALANCE, FEELING ETC.  
**M**-MINI-STROKE, MISCARRIAGE  
**N**-  
**O**-  
**P**-sudden severe PAIN, sudden PSYCHIATRIC distress.  
**Q**-  
**R**-RACING HEARTBEAT  
**S**-Suspected STROKE, SEIZURES, SCALDS.  
**T**-Any medical TRAUMA.  
**U**-UNCONSCIOUSNESS.  
**V**-Sudden change or loss of VISION.  
**W**-Severe WASP stings.  
**XYZ**

#### **111/Urgent Care.**

**A**-Minor ALLERGY problems.  
**B**-BITES, Large BRUISES  
**C**-CUTS which cannot be attended at home or which may need cleaning and/or stitching.  
**D**-DON'T KNOW WHO TO CALL FOR ADVICE.  
**E**-EYES – minor abrasions.  
**F**-FAINTING.  
**G**-GUT ACHE.  
**H**-HEADACHE – not resolved with over the counter painkillers.  
**I**-General INFORMATION, INDIGESTION.  
**J**-JOINT PAIN – not resolved with over the counter medicines.  
**K**-  
**L**-  
**M**-MEDICATION advice, MIGRAINE.  
**N**-NAUSEA, NOSEBLEED which won't stop.  
**O**-THIS IS YOUR **OUT OF HOURS SERVICE.(111)**  
**P**-PHARMACY advice on medicines and which pharmacies are open.  
**Q**-General QUESTIONS for help and guidance.  
**R**-REASSURANCE -what to do, where to go.  
**S**-SPRAINS, SWELLINGS, SPOTS, SPLINTERS.  
**T**-TEMPERATURE – queries.  
**U**-URGENTLY needed medical/pharmacy advice when the services are closed.  
**V**-VOMITING.  
**W**-WINTER VOMITING DISEASE (Norovirus).  
**XYZ**



**You are invited to our pre-Christmas talk on  
Thursday 14<sup>th</sup> December, 7pm at Manor View Practice.**

### **COULD YOU COPE WITH AN EMERGENCY?**

Come and listen to our **PARAMEDIC SAUL**  
Give advice and answer questions.

Mince pies and soft drinks will be available from 6.40 pm  
Please advise the Patient Participation Group if you wish to attend on:

[mvppg1@gmail.com](mailto:mvppg1@gmail.com)

or advise the staff at Reception.

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### **LATEST NEWS ON URGENT CARE SERVICES**

Herts Valleys Clinical Commissioning Group (CCG) are aiming to improve the **111/URGENT CARE** services for people in West Hertfordshire – this should free up our **A&E** service, so they can treat our most seriously ill patients.

111 is to be improved and will be serviced by trained advisors linked to clinical staff who will assess patients' needs and make sure they get the right care. This links in with NHS England's plan to create new **URGENT TREATMENT CENTRES (UTC's)** providing a more uniform service for everyone. Our first **UTC** will be at Hemel Hempstead Hospital, from December 1<sup>st</sup> 2017, where some services only currently available at Watford Hospital, will be introduced – eg: testing for anaemia, deep vein thrombosis and respiratory infections. Gradually other professionals will be included, such as pharmacists, access to mental health services and community nursing staff. It will be open from 8am to 10 pm every day.

There are plans to develop the **UTC** approach in St Albans, Watford and Borehamwood during 2018. Watch this space!

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### **HERTFORDSHIRE NHS SERVICE CHANGES**

#### **WITHDRAWAL OF SERVICES**

Following a 10-week public consultation, Herts Valleys Clinical Commissioning Group (CCG) announced the following decisions regarding a number of services being offered in the county. There was opposition voiced on all counts and **exceptions can be made where necessary.**

1. People with a BMI over 40 will not be referred for routine surgery until they reduce their weight by at least 15% over 9 months, or reduce their BMI to less than 30.
2. Smokers will be required to quit smoking before being referred for non-urgent surgery.
3. Gluten-free food will no longer be available on prescription.
4. People wanting a short-term prescription for medicines, products and food items which can be bought over the counter will have to purchase these items themselves.
5. Female sterilization will no longer be available.
6. IVF and other specialist fertility treatments will no longer be funded.
7. nb a proposal to stop funding for vasectomies was rejected on the basis that this would not be cost effective when the long-term cost of contraceptive services is taken into account.

**I repeat, exceptions can be made where necessary, so if you are worried please discuss this with your GP.**

## TAKE A DEEP BREATH – IF YOU CAN

Every breath is as important as every heartbeat. So, it's just as important to look after our lungs as it is our heart. Lung conditions are very common; about 10,000 people are diagnosed with a lung condition in the UK every week, and long term lung conditions affect one in five people at some point in their lives.

### Causes of lung conditions

Most lung conditions are caused by smoking, infections, or genetic causes (which means you inherit the disease). The environment can be a cause, especially for those who have worked with asbestos or other dangerous chemicals. There are concerns amongst health care professionals that poor air quality also contributes hugely to lung disease, especially in children, older people, and people who already have a lung condition.

### Do I have a lung condition?

There are many different lung conditions, some mainly short term such as pneumonia, and some long term, such as COPD, asthma and bronchiectasis. Some are more serious than others, such as lung cancer. Lung conditions also affect children, and as we approach winter, babies are more likely to develop bronchiolitis, which in severe cases, leads to a hospital stay. Therefore it's important to look out for signs and symptoms. Symptoms are varied but include the following:

- **Breathlessness** (getting out of breath doing everyday things)
- **Coughing** (which doesn't go away like a normal cough)
- **Wheezing** (making a noise as you breathe)
- **Frequent chest infections**
- **Struggling for breath** (in babies, their chest may move differently from normal)

If you are at all concerned, see your GP or practice nurse.

### Living with a lung condition

It may feel very daunting when you or your child have been diagnosed with a lung condition, but there are lots of things you can do to help yourself, and organisations who can offer support and advice.

Here are two top tips for living with a lung condition:

**Find out about your condition** – contact Asthma UK if you or your child have asthma, or contact the British Lung Foundation if you or your child have been diagnosed with any other lung or breathing condition, including obstructive sleep apnoea

Asthma UK website: [www.asthma.org.uk](http://www.asthma.org.uk)

Asthma UK Helpline: 0300 222 5800

British Lung Foundation (BLF) website: [www.blf.org.uk](http://www.blf.org.uk)

BLF Helpline: 03000 030 555

**Look after yourself, and ask for help if you need it** – keep yourself as healthy as possible with a good diet; find out what exercise is safe for you (exercising can be very beneficial for people with a lung condition); avoid air pollution; take extra care in cold weather; if you smoke, it's never too late to give up even if you have a lung condition; seek support from others by joining a group such as a Breathe Easy Group, or Singing group for people with a lung condition. There are Breathe Easy groups in Harrow, Barnet and Hemel Hempsted. See the BLF website for more information on these ideas, and much more. [www.blf.org.uk](http://www.blf.org.uk) . If you have asthma, make sure you know how to take your medication properly, and that you attend your check-up appointments as they're really important. See the Asthma UK website for more advice. [www.asthma.org.uk](http://www.asthma.org.uk)



Information sources: British Lung Foundation, Asthma UK, WebMD, NHS Choices

Article by Judy Smith

## EXTRACTS FROM “CONVERSATIONS WITH A GP”

(Read the full story on our Facebook Page.)

### Q. Regarding when to visit the GP:

“We try to encourage people to take responsibility for themselves and there are lots of brilliant advertising campaigns encouraging awareness. For instance, if you have had a cough for three weeks you **should** seek the advice of your GP. But if you have had a cough for just two days – that is not necessary. The GP may confirm that nothing is wrong, which is very re-assuring but you don’t always have to run to the GP.

There is a lot of information out there (*on line/in the media etc*) and ultimately you could scare yourself silly by reading everything. Sometimes you just need some good advice and often, as with a query regarding regular medication, your first port of call should be your pharmacist. Ours are brilliant locally and provide a very valuable resource. They can be gate-keepers to the GP, they are accessible and a very good starting point.

**But** if you are not sure, that’s what we are here for.

One of the biggest and most valuable skills we have as GPs is knowing when to do nothing, rather than something. Lots of tests may not be necessary and can sometimes do more harm than good. We do not need to be requesting interventions when it is just for reassurance because this can bring about a cycle of dependence on investigations. You just need to know and be advised of the right thing to do.

For instance, a headache doesn’t always require a scan. It may just need paracetamol and may never happen again. The knowledge to give that advice is due to the skill of your GP who has seen you, examined you and listened to you and knows there is nothing further that needs to be done.

Knowing when to intervene is what makes us skilled professionals. Remember, we can’t always give you the answer - but we usually know someone who can.”

Extracts from a conversation with Colin Stodel and one of our GPs as reported on Facebook.

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### DIABETES PEER SUPPORT SCHEME

‘To date I have seen over 30 patients who are either newly diagnosed or struggling one way or another with their diabetes, or don’t realise the seriousness of their condition. Through positive discussions, these patients have been given advice on why it is important to take care of their diabetes by making appropriate changes. It is hoped that these patients will see an improvement in their blood glucose level.

On Monday 13<sup>th</sup> November I gave an educational talk to patients of both Manor View and Attenborough Practices. We had about 30 attendees. Other surgeries were also invited to send their patients.’

Report from Ruth Waxman.

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**Please note we are looking to start Peer Support Schemes for other conditions. Watch this space.**

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### **DO YOU NEED A HAND GETTING TO:**

Medical appointments, the shops, or visiting services? If you live in Bushey or Oxhey just phone

#### **BUSHEY AND OXHEY CARE**

**020 8950 3330**

a few days before your appointment and they will try to organise a volunteer driver for you. There is no set charge, but they accept donations to cover running costs. They offer a service to assist the elderly and housebound with transport. They DO NOT replace the statutory services, provide funds or provide nursing care or expert help.

If you would like to be a volunteer with Bushey and Oxhey Care, either as a driver or duty officer, please look at their website: [busheyandoxheycare.org.uk](http://busheyandoxheycare.org.uk)

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### **FOOD BANK IN BUSHEY**

Just to remind those of you who might be finding the budget stretched somewhat tight this winter, The Red Trust have opened a food bank in Bushey for people who may be having problems accessing enough food. It is open on a Friday morning 10 – 12noon. Coffee & a chat available at the same time.

*Email: [www.redtrustbushey.org](http://www.redtrustbushey.org)*

*Address: Church House, by St James' Church, Bushey High Street, WD23 1BD*

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### **SOCIAL PRESCRIBING PROJECT UPDATE**

For those of you who read our last newsletter, your PPG has been awarded a sum of money to run a project. This has been put toward providing patients who have complicated problems and who are being cared for at home, with a visitors' book to record all the services they have to call on to provide their continuing care. We hope this will help them to keep valuable contact data in one place and also indicate whether all medical and social services are being provided. The first books are being issued. If you would like to take part in this project – either as a volunteer or if you think the visitors' book would help you, please leave a message for:

Joan Manning, Manor View PPG either via: [mvppg1@gmail.com](mailto:mvppg1@gmail.com) or with Reception

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### **WHAT IS AN ADVANCED NURSE PRACTITIONER?**

The role of Advanced Nurse Practitioner is a bit of a hybrid, because although it involves true nursing practice it also encompasses a skillset traditionally considered to be that of doctors. These practitioners' duties can include undertaking full physical and mental health assessments of patients, interpreting the results of investigations in order to make a diagnosis, prescribing medicines, planning care needs and working as part of a multi-disciplinary medical and care team.

(Nursing in Practice, 2017)

We would like to introduce you to two highly skilled Nurse Practitioners who will be working in our practice. Their names are:

**Nurse Practitioner Tinu Oguns**

**Nurse Practitioner Avonell St. Clair**

As you will realise, these two Nurse Practitioners have skills which are very sought after and we are so lucky to have them joining the team.

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We will also be welcoming more new staff to our overworked, ever-smiling band of receptionists. We trust that you will be patient with these new members as although they are 'behind the desk' they are still in training.

### **SAD GOODBYE:**

We will be very sad to say Goodbye to **Dr Amit Tanna** at the end of December. Dr Tanna thank you for all the help and kind words we have received from you and we wish you well in pastures new.



We have been asked to give a recipe for CHICKEN SOUP as antibiotics will rarely be prescribed for sore throats, coughs and colds and this is an old country remedy (very basic – you can add herbs or spices to taste).

In a large pot place one boiling fowl, cut into 4 or 6 pieces, which has been well washed and cleaned. Add one onion, 3 or 4 sliced carrots, two sticks of celery, a well washed leek, some root vegetables (swede, parsnip, turnip). Cover with about 4 or 5 pints of water (it will boil down, so exact amount doesn't matter) – season with salt & pepper. Bring to the boil then turn down the light and simmer for about 3 hours or until the chicken is tender. Whilst it is simmering skim any fat which may rise to the surface. (Some people have been known to add a chicken stock cube, but be careful because they are usually very salty). Strain the broth – you can serve the chicken and vegetables separately if you like. Beware!!! If you use a young roasting chicken it won't have any flavour. The soup usually tastes better the following day. Add vermicelli, noodles or rice. Enjoy.

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\*\*Flu and Shingles vaccinations are still available for those eligible patients who have not yet had them\*\*

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FOR YOUR INFORMATION WE HAVE BEEN ASKED TO RE-ISSUE THE CURRENT DOCTORS' SCHEDULE:

<u>DOCTOR</u>		<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
Davis	am	Surgery	Surgery		Surgery	
	pm	Surgery	Surgery		Surgery	
Harris	am	Surgery	Surgery	Surgery	Surgery	Surgery
	pm	Surgery		Surgery		Surgery
Gordon	am	Surgery	Surgery		Surgery	
	pm	Surgery	Surgery		Surgery	
Bhatt	am	Surgery		Surgery		Surgery
	pm	Surgery		Surgery		Surgery
Shah	am	Surgery	Surgery			Surgery
	pm	Surgery	Surgery			Surgery
Moore	am			Surgery	Surgery	
	pm			Surgery	Surgery	
Rauf	am		Surgery	Surgery	Surgery	Surgery
	pm		Surgery	Surgery	Surgery	Surgery

**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](mailto: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](mailto: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:**

**IS NO LONGER AT THE OLD HEALTH CENTRE.**

Nearest depot for wheelchairs etc is now at:

Community Way, Croxley Green, Croxley, WD3 3HB.

*Telephone: 01923 720 485 – Monday/Friday 10am – 4pm.*

**→HERTFORDSHIRE FIRE & RESCUE:**

Free Home Fire Safety visit – including free fire detectors:

*Telephone: 0300 123 4046*

**→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](mailto: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](http://www.hertsdirect.org/fire)*

**→HERTS SPECIAL CARE DENTAL SERVICE:**

A dentist can visit at home if you are housebound. For a referral form call:

*Telephone 01582 714 190*

**→LUPUS UK (HERTS & BEDS LUPUS GROUP):**

If you are interested in attending 3-monthly meetings:

Telephone: 01923 801 107

Email: [hazel.wood1@gmail.com](mailto:hazel.wood1@gmail.com)

**→RESTLESS LEGS SUPPORT GROUP:**

This is a National Group – but for information contact:

Email: [www.rls-uk.org](http://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](mailto: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](mailto: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](mailto: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](mailto:office@barbarabus.com)

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

**→FOOD BANK IN BUSHEY**

The Red Trust have opened a food bank in Bushey for people who may be having problems accessing enough food. It is open on a Friday morning 10 – 12noon. Coffee & a chat available at the same time.

Email: [www.redtrustbushey.org](http://www.redtrustbushey.org)

Address: Church House, by St James' Church, Bushey High Street, WD23 1BD

**→HEARTSTART IN BUSHEY**

You never know when you may be called on to save a life. Learn CPR with Danny Phillips.

Training is free, but you can always make a donation.

Telephone: 07944 799 626

Email: [dannyphillipsUK@gmail.com](mailto:dannyphillipsUK@gmail.com)

**A Note from your Patient Participation Group**

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Do you live alone, or are you the sole carer for someone?  
Have you just come out of hospital?

If you are lonely, feel isolated or cannot get out very often  
would it help if a member of our Patients Group telephoned occasionally  
just to see if you are OK?

If so please leave your name and telephone number  
at the bottom of this leaflet and  
we'll get in touch with you.



Name .....

Phone/contact number .....