



Patient Group Newsletter

Winter 2018/2019

Practice Manager: Liz Webb, Manor View Practice, Bushey Medical Centre, London Road, Bushey, Herts WD23 2NN
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I am a volunteer m'dear.
I aim to help you with good cheer.
You'll see me smile from ear to ear.
So there are things you ought to hear.

I work in health, in law, in schools,
In sport, in shops and swimming pools.
I'm kept abreast of all the rules,
Updating all my skills and tools.

"Why do that?" I hear you say.
"You give your time, though not for pay.
Work for nothing? I'd walk away."
But it has forever been that way.

We're all much better if we give,
It is the finest way to live –
Helps keep brain cells creative.
And keeps us physically active

We give our time and help, and learn
That we get something in return.
The love and friendships that we earn.
A job well done at each day's turn.

When thinking on it you'll agree
This is the meaning of community:
Whilst I can still 'dish out the tea'
I'll help you - then you'll help me.
(hopefully!)

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Today, in the United Kingdom, there are more than 20 million volunteers (NCVO figures). Volunteers work in all fields and we support and maintain most of the services you currently use. But what do you know about volunteering as a Social Benefit to us, those working in the sector?

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Volunteering and Social Prescribing.

The latest ‘buzz words’ we hear within the NHS are: Social Prescribing. This is taken to mean involving patients in non-medical activities within the community, to improve their health and well-being.

To this end, over the past couple of years, we as your Patient Group, have invited speakers to introduce you to various schemes including: gardening/allotments, singing with local choirs and Hertfordshire Health Walks.

Many of these schemes are run by volunteers and volunteering in itself is a wonderful interpretation of the words Social Prescribing. We all have skills and humans are by definition social beings. There are times when we need the help and support of those around us and these are freely given – lunch clubs, being driven to appointments, being read to, visited, help with filling out forms, telephone chats etc. But if you have time on your hands has it occurred to you that you too may have something to offer?

There are so many organisations and services in our area that could benefit from your help and experience: there is a list on the Herts County Council web site; you can contact Carers in Hertfordshire, the local hospital, churches, schools, museums, libraries, law courts etc. Age (old or young) is no barrier. In fact, if you are a young volunteer it is a great addition to your Personal Statement.

And – there is another side to volunteering. The wonderful people you meet and the new friends that you can make. Being included in social occasions. The opportunities for new experiences & adventure, no matter how old you are.

On a personal level I can honestly say that over the past 7 years, whilst I have lived alone and ‘been volunteered’ into the NHS, life has rarely been so hectic or extraordinary – from making cups of tea for Carers, fitting slippers at Borehamwood library, washing up in care home kitchens to travelling around the country offering patients’ stories to NHS Management & Leadership courses, visiting the old and young whilst collecting the stories, and sitting on various panels as a Lay Patient Representative. Even addressing Members of Parliament and sharing a platform with Mr Speaker, and having breakfast at the House of Lords!

But the most amazing people I have had the privilege of meeting are the patients themselves. Patients with abilities, with disabilities, old, young, funny, sad. The one thing they all have in common though is the enormous benefit and pleasure they themselves derive from volunteering their own time and skills – anything from advising on complex legal problems to being known as the person who ‘makes absolutely the best cup of tea ANYWHERE!’ And why do we do it? As a thank you for what was done for “me and mine” by the NHS when we needed it.

This may sound as if I have wandered away from “social prescribing”. But really this is only another way of saying “community”. And the way community works is that we are there to support you, and your ‘thank you’ is to help someone else in return. There should really be no need for “social prescribing”, but whilst there is let us all get involved!



SPECIAL BULLETIN JANUARY 2019

As many of you will know, Manor View Practice has a long and proud history of looking after the residents of Bushey and neighbouring areas. We have always tried to keep abreast of the times and in accordance with national guidelines and pressures, we are delighted to announce that as from 1ST FEBRUARY 2019 we will be merging with:

The Callowland Surgery, Leavesden Road, Watford.

We will ***not be moving from our premises*** and you should notice very little change in the service we have always striven to offer you. However, with this merger we will be able to offer a wider range of expertise from our extended team of medical practitioners, extra services that only a large practice can offer and a choice of practice sites, if North Watford is more convenient for you.

You will still see your usual doctors, have your home visits, use the same telephone number – in fact most of you will not even notice any difference in the care we provide.

If you would like further information, please send an email to manorview@nhs.net or speak with one of our reception staff.



YOU DON'T HAVE TO DO THIS ALONE



ARE YOU A CANCER PATIENT?

We are delighted to announce that **Nurse Lilly Brooks** has been appointed our **Macmillan Cancer Champion.**
Nurse Lilly will be able to carry out your Cancer Care Reviews at either **Manor View Practice** or **Callowlands Surgery.**

As well as routine checks and medicines review, during your 30-minute appointment you can discuss any non-medical concerns that may be worrying you including:
*finance *benefits *grants *food, diet and fitness *social
*psychological problems *care/support.

Lilly will be happy to advise and connect you with any of the various support services available to you.

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DO YOU HAVE TYPE 2 DIABETES?

Do you have Type 2 Diabetes? Does a member of your family or a friend have diabetes?
Ruth Waxman

An expert patient, who has had Type 2 diabetes for over 20 years, is available to offer support and information at the Surgery on

Tuesday Mornings.

Please contact Reception to make an appointment

HERTS INDEPENDENT LIVING SERVICE (HILS)

Meals on Wheels and More

HILS is the largest not-for-profit meals on wheels service in the UK. It also provides a range of services to help people stay happy, healthy and independent in their own homes. This includes providing meals, welfare visits, nutrition and wellbeing service, medication prompts, Active ageing, dementia fun clubs and much more. For more details please contact: info@hrtindependentliving.org or phone 0330 2000 103. A great organisation we should all be proud of.

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DEALING WITH YOUR DOCTOR

Here's an interesting web site you may like to look at. It is written by Dr Liza MacDonald FRCA MA, whose experience spans being a cancer specialist at several London hospitals, to teaching and advising on medical ethics. She has a great interest in doctor/patient relationships and the web site covers such topics as: How to get the most out of a consultation with your doctor, What to do if a consultation goes wrong, How to get a good second opinion and Surviving the A&E Department.

www.dealingwithyourdoctor.co.uk/liza-macdonald.php

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SEPSIS

There have been several story-lines in recent soap operas, where Sepsis has claimed the life of one of the characters. As about 44,000 people die each year from Sepsis, it seems worthwhile to pass on the information offered by the Sepsis Trust – www.sepsistrust.org – on how to spot this condition and what to do.

“Sepsis (also known as blood poisoning) is the immune system’s overreaction to an infection or injury. Normally our immune system fights infection – but sometimes it attacks our body’s own organs and tissues. If not treated immediately, sepsis can result in organ failure and death. However, with early diagnosis it can be treated with antibiotics. Initially sepsis can look like flu, gastroenteritis or a chest infection. There is no one sign. Symptoms are different in adults and children:

ADULTS: Seek urgent medical help if you or another adult develop any of these signs –

- Slurred speech or confusion.
- Extreme shivering or muscle pain.
- Passing no urine in a day.
- Severe breathlessness.
- Feeling that you are going to die.
- Skin becoming mottled or discoloured.

CHILDREN: If your child is very unwell with either a fever or very low temperature (or has had a fever in the past 24 hours) call **999** and just ask “could it be sepsis?”

A Child may have sepsis if he or she:

- Is breathing very fast.
- Has a ‘fit’ or convulsion.
- Looks mottled, bluish or pale.
- Has a rash that doesn’t fade when you press it.
- Is very lethargic or difficult to wake.
- Feels abnormally cold to touch.

A Child under 5 may have sepsis if he or she:

- Is not feeding.
- Is vomiting repeatedly.
- Has not passed urine for 12 hours.

What should I do if I think someone has sepsis?

If someone is deteriorating quickly, don’t wait. If they have one or more of the above symptoms call 999. If you are concerned about an infection call 111. Or contact your GP and ask “Could it be Sepsis?”

The UK Sepsis Trust. www.sepsistrust.org Tel: 0800 389 6255

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MMR VACCINATION

Did you know that the MMR vaccine can be given on the NHS to adults who may need it? This includes

- people born between 1970 – 1979 who may only have been vaccinated against measles.
- people born from 1980 – 1990 who may not be protected against mumps.

If you are not sure whether or not you have had the MMR vaccine it is still advisable to go ahead and have it. And if you have had it before no harm will come to you if you have a second or even third vaccination.

HOWEVER: Women should avoid becoming pregnant for one month after receiving the vaccine, and it is not suitable for women who are already pregnant.

Please make enquiries at reception if you think you may need this.

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DEMENTIA CARERS CLUB

For those of you who live in the vicinity, Bushey Baptist Church have a carers' club for those caring for people with dementia. They are running a course:

Dementia friends course at Bushey Baptist Church.

Tuesday 15th January at 8 pm

All welcome, for more information contact info@busheybaptist.org.uk

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BARBARA BUS FUND

Last June the Barbara Bus Fund held its 50th anniversary celebration. It was set up by a young woman (at that time) who was paralysed from contracting polio and the first bus was purchased in 1969.

This registered charity, based at Stanmore Orthopaedic Hospital, now runs a small fleet of adapted vehicles for wheelchair users and has centres in five locations around the country. These vehicles may be borrowed for up to two weeks and driven by friends or relatives, who need to register. There is also a pool of volunteer drivers available for anyone who does not have someone to drive them. Anyone with disabilities, which necessitates them travelling in their wheelchair may use the service.

Please feel free to contact them: office@barbarabus.com or telephone 020 8416 0733. Donations to the fund are, of course, always welcome: www.justliving.com/bbf

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VEGAN 2019

Happy New Year to all you new Vegans, who have decided to follow the latest trend in 'clean eating' and 'ethical diets'. We all know there is nothing new in veganism. But you should be aware that by cutting all animal products from your diet without understanding a bit about nutrition and how to balance your new diet, you could be inviting a few problems.

PROTEIN You need to know about protein sources, and how to provide yourself with an adequate mix of foods which will provide all the amino acids (building blocks of proteins) that a human body requires.

VITAMIN B12 You need to make sure you are getting your Vitamin B₁₂ from somewhere, because plants do not contain this vitamin and without it you can become very anaemic. It is needed to maintain your nerves and blood cells, and is used to make DNA. You should eat fortified cereals, plant milks or take supplements.

IRON Iron is available from plant sources, but is not as easily absorbed into our bodies as that from animal sources as it comes in a different form. Learn good sources of iron and try to take some vitamin C -rich fruit, fruit juice, vegetables at the same time. Iron is essential in blood production and can be found stored in our red blood cells and muscle cells.

CALCIUM Look for fortified plant milks and eat your dark leafy greens as well as seaweed. Almonds are another useful source. Calcium builds strong bones and teeth, helps with blood clotting and helps transmit nerve signals.

VITAMIN D Good levels of Vitamin D are even more important when calcium intake is low. We can get all the vitamin D we need from sunlight, but here in the UK there is not sufficient UVB in winter sunshine (from late October to March) to make vitamin D. As above, look for fortified plant milks and other foods or take a supplement. Vitamin D is needed to absorb calcium, strengthen your bones, maintain muscle function and boost the immune system. There is currently a great deal of research looking at levels of Vitamin D and diseases of the immune system.

If you are following a VEGAN diet for ethical or moral reasons, that is great, but please take the time to learn how to look after yourself. If you are following a VEGAN diet because it is trendy or you think you may lose weight, remember every cell in our body is made of what we eat or drink. If plant foods supplied all the elements we need, we wouldn't need to take supplements.

Joan Manning Bsc Msc R.Nutr.

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!!!FOR YOUR INFORMATION!!!

Last month Manor View Practice recorded 114 appointments when the patients failed to turn up. This means that 114 other patients missed out on appointment times that they could have used. If for any reason you find you cannot attend a previously booked appointment, please let us know and that time can be allocated to someone else who is waiting to see a doctor. Thank you.

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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:**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

→HERTS SPECIAL CARE DENTAL SERVICE:

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

Telephone 01582 714 190

→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

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→BUSHEY BAPTIST DEMENTIA CARERS CLUB

for information: info@busheybaptist.org.uk

→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

→HILS – HERTFORDSHIRE INDEPENDENT LIVING SERVICE

The largest not for profit meals on wheels and support service, including 'home from hospital' package.

email: info@hertsindependentliving.org, or phone: 0330 2000 103

→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

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.

Email: 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