



Manor View Practice

Patient Group Newsletter. June 2015

Practice Manager: Liz Webb, Manor View Practice, Bushey Health Centre, London Road, Bushey, Herts, WD232NN

THE CARER

Help me, Help me. Nobody hears.
My voice is silent. Invisible my tears.

My smile is benign. My hands are both worn.
My back is aching. My heart, it is torn.

Help me, Help me. Nobody sees.
When I am here on my own. And I sink to my knees.

I pray to the Lord In his heaven above
He should give me the strength As well as his love.

To meet every day With both patience and grace.
I should greet every morning With love on my face.

Help me, Help me. An occasional hug
Would be nice, Instead of a shrug.

You offer your time Or your help or advice.
But at your convenience. And although that's quite nice

We can't always fit in. And I don't want to complain.
But I'll ask only once And then never again.

Help me, Help me. Can you not hear?
I'm all on my own With this terrible fear.

That I may lose control. That I may not cope.
I'm losing my love And I'm losing all hope.

This carer is willing To share in the pain.
There will be no thanks. There will be no gain.

The path is so lonely, No one can share.
Sometimes it feels It is too much to bear.

And then when you say "It's great how you cope"
I shrivel inside. And I know there's no hope

That you'll hear my cries. Or you'll feel my tears.
Until you take my place In some future years.

And you'll cry for help. And shed silent tears.
And you too will ask Why nobody hears.

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*In case you are wondering – the **first part** of this newsletter is dedicated to the new Social Care Act 2015, which contains new provision for the Care of Carers. See more inside . (The **second part** contains **important information** regarding our change of computer system)*

Welcome to our June newsletter. The Care Act 2015 is a new law which, as well as telling Local Councils in England what they must do if someone has Social Care Needs, also **COVERS ALL CARERS** – where caring for someone has an impact on your daily life (whether or not the person you care for is getting support from the Local Council). You have a **LEGAL RIGHT** to a free Carer's Assessment and, if necessary, a right to support if you qualify. Your local authority is now required to advise you on how to get independent financial information and if necessary to provide you with an independent advocate.

On **TUESDAY 9TH JUNE AT 7PM** our own Carers' Champion Dr Kirsty Moore will be giving a talk on "Who Cares for the Carers?". You are all welcome to join in the conversation, young and old. Please let us know, either at Reception or by emailing mvppg1@gmail.com if you will be coming so we can accommodate you all.

Dr Kirsty Moore introduces herself to those of you who do not already know her:



"I have been a GP for 15 years and have been involved in addressing the needs of Carers within the Primary Care setting for the past two years. This has been both locally – at Manor View Practice & at the Clinical Commissioning Group – and also nationally at the Royal College of GPs. Everyone at this practice strives to improve provision for Carers."

CARING FOR THE CARERS

There are 1.2 million carers in the UK. 1 in 10 of the patients we have at Manor View are carers. A Carer is not always who you think it might be. Often it is a spouse caring for a husband or wife. It could be a child caring for a parent or an adult caring for someone with mental health problems. Whatever scenario we know that the person in need – be it partner, relative or friend – could not manage to live independently, or their health or wellbeing would deteriorate without that Carer's help.

Caring can take the form of many tasks, washing, dressing, cleaning, shopping, collecting medicines, attending appointments, administering medicines, changing dressings, dealing with finances or giving emotional and psychological support. Understandably a lot of people do not like the term 'carer'. They will say they are just a daughter or a husband and it can be easy for the role to be confused with a paid carer.

We know that if you are a Carer your health can be at risk. You might have higher blood pressure, a bad back because of lifting or you may be feeling a bit low, anxious or stressed. There can be other effects on you – needing time away from work, difficulty holding down a job or attending college or school. You may not have time for hobbies, going on holiday or meeting with friends. At Manor View Surgery and at all general practices we encourage patients to acknowledge the term 'Carer'. Because of the effect it may have on your health it is important your GP knows your circumstances. Support and help could be offered. You could let the receptionists or your GP know your role. We have a 'Carers' corner' in the waiting room with useful information, leaflets, posters and telephone numbers. You could request a Carer's Health Check with a GP. Carers are eligible for a free flu vaccination.

The most valuable support and advice can be given by the organisation Carers in Hertfordshire. Information regarding benefits & respite care, as well as training, workshops, support groups and much more are all on offer. There is no doubt life can be tough as a Carer and if you feel it may be of use then please come and discuss it with your GP or contact Carers in Hertfordshire

Dr Kirsty Moore

Useful contact details: Telephone: 01992 586 969

Email: contact@carersinherts.org.uk Website: www.carersinherts.org.uk

Contact the PPG at mvppg1@gmail.com Please refer ALL CLINICAL MATTERS to the Surgery.

IMPORTANT PATIENT NOTICE
TUESDAY 7TH JULY 2015
CHANGE IN CLINICAL SYSTEM

Due to numerous technical difficulties with our computer clinical system 'Vision', Manor View Practice has taken the decision to change its computer clinical system to 'EMIS Web' on 7th July.

HOW THIS WILL AFFECT YOU

This will be a seamless transition and you as a patient should not notice any changes to the service we offer you other than the areas we have specified below:

How will this affect pre-bookable appointments?

- At the moment we are **unable to book** appointments further ahead than **31st July** due to the change in clinical system.
 - We will be **unable to make future bookings** between **7th – 9th July**. From **10th July** appointments may be booked from **1st August onwards**.
 - We will be offering a reduced amount of pre-bookable appointments between **2nd – 10th July**.
- Urgent appointments will continue to be available.**

Repeat Prescriptions.

- If your repeat prescription is due around this date, it is advisable to request it by **Thursday 25th June** to avoid any unforeseen delay. **We will have limited access to our clinical system to issue routine prescriptions from 2nd – 7th July**.
- From the **7th July**, the turnaround for repeat prescription requests will be adjusted from 48 hours (2 working days) **to 72 hours** (3 working days).

Online Services.

- If you are **registered** for **Vision Online Services**, please note you will **no longer** be able to use this service from **Monday 29th June**.
- If you wish to **have OR continue having access to online services** with our new clinical system 'Emis', please note you will need to **register or re-register** for this service at reception **after the 7th July**. To do this, you will need to provide 2 valid forms of identification, **1 photo ID** and **1 address ID**, as of April 1st 2015 **NHS England** have requested all patients' identities to be verified for Online Services, as you, the patient, now have the right to access your clinical record. For further information, please speak to reception.

Our commitment: We appreciate your patience for any slight disruptions to our regular service that may occur from 7th July as we go through this transition and we will make every effort to minimise the impact this has on you.

THE NHS CONSTITUTION

As nearly everyone in this country is touched in some way by the NHS, we thought you should know this –

Everyone who is cared for by the NHS in England is covered by the NHS Constitution. This establishes the RESPONSIBILITIES which patients, public and staff owe to one another. It is a very important document and you can either read a short version of this on line www.gov.uk/government/publications/the-nhs-constitution-for-england (or just type in NHS constitution). To order a copy from Department for Health (phone: 0300 123 1003). If you have any particular questions or queries the answers may be found in the HANDBOOK to the NHS CONSTITUTION which is also available on line or to order.

LIONS MESSAGE IN A BOTTLE SCHEME:

This is a free service provided by LIONS INTERNATIONAL. We think it is a very good idea! If emergency services are called to your home, this will provide essential information at a glance.

You complete a form (provided) with essential medical details/current prescription list, place it in a special plastic bottle (also provided) & leave it inside the door compartment of your fridge. You are also given two sticky labels – one is placed on the fridge door and the other on the inside of your front door. If emergency services are called they can then find your details immediately.

For further details contact Berice Andrews on 01923 462 327 or berice@ntworld.com

This scheme is supported by Ambulance, Police, Fire & Rescue and Emergency Doctors.

Hot off the press:

We have just been informed that LIONS are also providing 'MESSAGE IN A WALLET' so you can carry your details in your purse or wallet.

Samples of both of the above will be brought to the PPG AGM (Thursday 25th June, 7pm see later) for you to look at.

FREE HOME FIRE SAFETY VISIT:

If you have visited the surgery you may have seen on the notice board a leaflet advertising this FREE SERVICE offered by our local fire station. If you would like a fire safety visit, plus free smoke detectors supplied & fitted (where necessary) you can call:

0300 123 4046 or go on line at www.hertsdirect.org/fire. Visits are by appointment and only uniformed staff will call. They can use an agreed password and will show an official ID card. (By experience they come in a big red fire engine too!)

PRESCRIPTION CHARGES:

For those of you who are not aware and who pay for prescriptions, charges were increased from 1st April 2015. A standard prescription now costs £8.20, but the 3 month and 12 month pre paid prescription charges remain the same (£29.10 and £104.00 respectively).

Charges for the dentist have increased as have the cost of wigs & support appliances

ALZHEIMER'S SOCIETY:

Have available "My Visitor book" where you can keep a record of the health & social care professionals who visit. They can also provide an 'About Me' card which can be carried if you (or someone you care for) have a memory problem. The card can be shown to staff or a member of the public if there is a problem and it carries contact telephone numbers with other information.

Again samples will be brought to the PPG AGM (Thursday 25th June, 7pm – see later) for you to look at.

(nb: a report on our Memory Talk is available on our Manor View Website: www.manorviewpractice.co.uk)

RECOMMENDED READING:

Staying Alive by Dr Phil Hammond – a guide to How to Get the Best out of the NHS.

It's so good we have ordered a couple of copies to keep at the practice, which are available to borrow – as long as you return them. If you do we can obtain more books and references for you to borrow.

HERTS VALLEYS VOICES:

This is an on-line magazine issued by the CCG (Clinical Commissioning Group) for West Hertfordshire. If you are interested in reading it, or want to join in the many conversations or meetings which are organised regarding our health, log on to the HVCCG web site www.hertsvalleysccg.nhs.uk , click on 'get involved' and then click on 'Herts Valleys Voices'.

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MANOR VIEW PRACTICE STAFF CHANGES:

You will note that there are many changes happening in the Practice, including some sad 'good-byes' and some other new 'hellos':



Good-bye to Dr Brian Bintcliffe. Thank you for so many years of patience with your patients. You will be missed. We hope you enjoy every minute of your well-earned retirement.



Good-bye to Dr Michelle Buist. Thank you for your kindness and consideration. You too will be missed. Enjoy your retirement in rural Welsh Wales. May the sun always shine.



Not to forget a belated good-bye to Theresa Moore, our Health Care Assistant for many years. Enjoy your retirement and your family.

Now we welcome:



Dr Gos Who will become a partner on the 1st July.



Dr Haroon Rauf Who is our new Salaried Assistant.



Nicole Bradford and Catherine Biernacka who are our two new Health Care Assistants.



Sav Georgiou our new Operations Assistant.

We hope you all have a long and happy association with our Practice – which we patients rate as one of the best!



Following the retirement of Dr Bintliffe, our new Senior Partner will be Dr Paul Davis. Congratulations Dr Davis.

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Dates for your diary:

Tuesday 9th June, 7pm: (at the surgery)

Dr Kirsty Moore will be speaking on 'Who Cares for the Carers?' Come and join the conversation. These talks are proving very popular in the surgery – all are welcome, young and old.

Monday 22nd June 6 – 9pm (Allum Hall, Allum Lane, Elstree)

Schopwick Surgery PPG is holding a Healthy Living Event. All our patients are invited to attend. Health stalls, demonstrations etc. Poster will be on our notice board.

Thursday 25th June, 7pm: (at the surgery)

Patient Participation Group AGM. Agenda and details will be circulated. Again all are welcome. Please join the PPG and help shape your health care in the future.

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We welcome any comments, letters, poems or other offerings for our newsletter, please send them via the email address below. However please note ALL CLINICAL MATTERS SHOULD BE ADDRESSED TO THE SURGERY ONLY. If you do not have email, you can address them to the PPG at Manor View Surgery, they will all be acknowledged. We have some poems for future issues and welcome all contributions.

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 – medical or social – 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 SC1 3EE

→CARERS IN HERTFORDSHIRE:

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

Contact **CARERS IN HERTFORDSHIRE:**

Telephone number is: 01992 586 959

Email address is: contact@carersinherts.org.uk

Post: The Red House, 119 Fore Street, Hertford, Herts. SG141AY

***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

Email: www.hertsdirect.org/fire

→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 OPA

→**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.garlic@wafordfc.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

You can contact us (PPG) at our web address: mvppg1@gmail.com Please note ALL CLINICAL MATTERS SHOULD BE REFERRED TO THE SURGERY ONLY.

Chair: Richard B

Vice Chair: Joan M

Our IT expert and links man: Colin S

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