



Manor View Practice

Patient Group Newsletter

June 2016

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IS IT SOMETHING YOU ATE?

A pain in the belly?

An ache in the head?

Your legs feel like jelly?

Can't move off the bed?

Your skin's all aflame?

Your eyes weep and smart?

You cough and you wheeze?

You feel thumps in your heart?

You're as high as a kite?

You're sick as a dog?

You don't like bright light?

Your brain's in a fog?

Getting fatter and fatter?

Or thinner and thinner?

It just doesn't matter

What you ate for your dinner?

You have mood swings galore?

You're fatigued and you're weak?

Your throat is so sore

That sometimes you can't speak?

You're always so bloated?

Can't get off the loo?

Your tongue is fur-coated?

So – what can you do?

You can look at your diet.

Maybe yeast, milk or wheat.

If you've not got it right

It could be what you eat!

(or not....as the case may be).

Building on our 'Life-style' Medicine talks, sometimes if you have a number of underlying 'niggles' it is worthwhile having a look at what you eat. Keep a daily diet diary – what you eat and what your symptoms are (10 cups of coffee a day? Skipping meals? Living out of packets? Etc). If you still need to visit your nurse or doctor – bring the diary with you – may be some clues in there!

STROKE

We have all (hopefully) seen the TV ads about how to recognise a Stroke. If not here is a reminder:

- **Face** – has their face fallen on one side? Can they smile?
- **Arms** – can they raise both their arms and keep them there?
- **Speech** – is their speech slurred? If you notice any of these symptoms it is
- **Time – time to call 999 if you see any single one of these signs.**

BUT

Did you know that additional signs of a **mini-stroke** or stroke can include:

- Sudden loss of vision or blurred vision in one or both eyes?
- Sudden weakness or numbness on one side of the body?
- Sudden memory loss or confusion?
- Sudden dizziness, unsteadiness or a sudden fall – especially with any of the other symptoms?

(source: Stroke Association).

Minor strokes and TIAs (another term for **mini-strokes**) occur when there is an interruption of blood flow to the brain, and can cause weakness to the limbs or problems with speech or vision – the symptoms often disappearing within hours or days. Unfortunately, the chances of going on to have a major stroke are in the days immediately after the minor attack.

According to a recent BBC report Oxford University scientists are recommending that if you take ASPIRIN within hours of suspecting you have had a **mini stroke or TIA**, you can reduce the risk of a major stroke from 1 in 20 people per day, to 1 in 100. The lead researcher Prof Peter Rothwell said the benefits of immediate aspirin therapy had been “hugely underestimated”. The recommended dose is 300mg. **However – the symptoms of a min-stroke may be due to other causes as well, so please check with a health professional before taking or giving the aspirin – that can be: The Surgery, or 111 or 999.**

More information can be found on: <http://www.ox.ac.uk/news/2016-05-19-immediate-aspirin-after-mini-stroke-substantially-reduces-risk-major-stroke>

Or if you can access it: [http://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(16\)30468-8/abstract](http://www.thelancet.com/journals/lancet/article/PIIS0140-6736(16)30468-8/abstract)

Here are some updates for you on services being offered by your CCG (Herts Valleys Clinical Commissioning Group):

COMMUNITY CARDIOLOGY ECHOCARDIOGRAM & ECG SERVICE (HEART SCANS AND HEART RHYTHM MONITORS)

This new service has been introduced in Herts Valleys to improve health outcomes through earlier diagnosis and treatment of common cardiology (heart) conditions for patients aged 18 or over who live in West Hertfordshire and are registered with a local GP. This means your doctor can refer you for these tests which will be carried out within two weeks and a consultant will report the results back to your GP. The testing can be carried out in four locations across West Hertfordshire: Hemel Hempstead, St. Albans, Potters Bar and **Watford: The Watford location is:**

Bridgewater House, 7 Printers Avenue, Watford, WD18 7QR

WEST HERTS COMMUNITY RESPIRATORY SERVICE.

West Herts has recently renewed its Respiratory Service for patients aged over 18 living in the West Herts area or registered with a local GP. The consultants, nurses and physiotherapists aim to help you manage your respiratory (breathing) conditions at home, assess your oxygen requirements and provide it where necessary. They work closely with your GP and if you are known to them, they can be your first point of contact offering detailed advice and support to you or your carers. The aim is to keep you as well as possible for as long as possible and to help avoid hospital admissions.

You can be referred by your GP, by a Healthcare professional, or once they already know you they will accept a self-referral.

So if you suffer from Asthma, Bronchiectasis, COPD, Sleep Apnoea or any other diagnosed respiratory condition requiring constant monitoring or treatment, speak to your GP and ask if you can have a referral.

Community Respiratory Service contact details:

Tel: 01442 287604 (Mon-Fri 9am – 5pm)

Patient Advice Line:

Tel: 07944 960 825 (7 days a week 8am – 8pm)

THE WELLBEING TEAM

Are you stressed, unable to cope with work, fed up and tearful, lonely, unable to sleep, worried all the time, always in pain? The **WELLBEING TEAM** may be able to help you work out how to feel better. They offer workshops, online self-help, guided self-help, telephone support and individual sessions aimed at helping you to find ways of coping and getting back to your usual self. If you are registered with a Hertfordshire GP you can refer yourself by calling:

0300 777 0707

Or visit:

www.hpft.nhs.uk/wellbeing-service

This service is **FREE** and the team is made up of a range of clinicians and mental health professionals. The service offers support to: Carers, Older Adults, Young People (over 16) and those managing Long Term Health Conditions. Alternatively, if you are not sure, speak with your GP to discuss this further.

FEELING EXAM PRESSURE?

FREE ON-LINE SUPPORT IN HERTFORDSHIRE

(A bit late I know, but keep this anyway)

Young people in Hertfordshire who are feeling overwhelmed can get **FREE** online counselling and support at:

KOOTH.COM

Anyone aged between 10 and 25 and registered with a GP surgery can sign up anonymously and have a friendly chat with a fully-trained therapist. Counsellors can help with lots of different problems, including test-related stress, family problems, eating disorders, loneliness, bullying, anxiety and depression.

Kooth's counsellors are available from noon – 10pm from Monday to Friday and 6pm – 10pm at the weekend – every week of the year.

For more information visit <http://hertsvalleysccg.nhs.uk>

As a follow-on, how about:
SLEEP TIPS FOR TEENAGERS.

Are you having trouble dragging your teenager out of bed in time for school, exams or even lunchtime? If so here are a few tips which may help your teenager to sleep better:

1. Talk to them if they have anything they are worried about.
2. Let them know the importance of sleep (it improves memory and performance)
3. Regular exercise helps with sleep.
4. Cut out the caffeine (cola, tea, coffee).
5. Don't binge before bed-time – an overfull stomach can prevent sleep (so can an empty one if the youngster is cutting out foods).
6. Have a bed-time routine.
7. Their bedroom should be dark, cool, quiet, safe and comfortable.
8. Limit screens in the bedroom (mobile, tablet, TV or computer – permanently left on).
9. Make sure the bed is comfortable.
10. Good sleep habits last a life-time.

For more information visit: NHS Choices –

<http://www.nhs.uk/Livewell/Childrensleep/Pages/teensleeptips.aspx>

Good luck.

FACEBOOK/TWITTER

The PPG are pleased to have been able to set up Facebook and Twitter accounts on behalf of the Practice. Posts will include useful information regarding services at the practice and local NHS information. We are thrilled to have started off so well and have a growing number of followers on our Manor View social media community. The PPG volunteers are working hard behind the scenes to ensure we can start to post information more regularly on social media to ensure patients are kept up to date.

Please note that the views expressed on Facebook and Twitter are those of Manor View Practice Patient Participation Group and not those of Manor View Practice. If there is any information you feel could be helpful for the PPG to include via social media, please get in touch.

Chloe W. on behalf of MVPPG

CPR TRAINING

"I've had a fantastic response at Heartstart Bushey, from patients at the Practice - 48 of whom have already attended. Well done to all of you! Please let me know if any more of you would like to come along and learn how to save a life. It is really easy. Courses run locally every month and are FREE to attend. Hope to see you there soon". - Danny Phillips, BHF Heartstart Bushey, Supervisor.

07944 799626 www.firstaidbushey.co.uk

CARERS IN HERTFORDSHIRE

You might be interested to know that thanks to the organising skills of Dr Kirsty Moore (our Carers' Champion) and the baking efforts of the Manor View Team we were able to raise over £200 for Carers in Hertfordshire from a cake sale held on the 9th June at the Practice. Sorry not more notice was given, but we hope future events will be better advertised.

VITAMIN D

As the sun makes a welcome return – at last – perhaps we should pass on a note about Vitamin D and the sun. This vitamin has several important functions including regulating the amount of calcium in our bodies to make strong healthy bones and teeth. A lack of Vitamin D can lead to bone deformities such as rickets in children and bone pain and tenderness in adults. It is also needed for nerve and muscle function, reduction of inflammation, regulating cell growth and currently research is being carried out into the role of Vitamin D with regard to depression, cardiovascular disease and multiple sclerosis.

So, does that mean the more sunshine and vitamin D we have, the better we will be? Unfortunately not. This is the advice as given by the NHS

*“The best source of vitamin D is sunlight on the skin. The vitamin forms under the skin in reaction to a type of ultraviolet ray called UVB. UVB rays are more powerful in the summer and experts advise exposing the skin to regular, **short** periods of sun during these summer months, without sunscreen, which blocks UVB rays. However, It is important to ensure that the skin does not burn.”*

Vitamin D can also be obtained from oily fish (salmon, sardines and mackerel) and eggs. Some foods are fortified with Vitamin D – look out for fortified spreads, breakfast cereals and some powdered milks.

There are some people at risk of not getting enough Vitamin D. These are:

All pregnant and breastfeeding women.

Babies and young children under the age of 5.

People over the age of 65.

People who always cover up their skin when outdoors.

Housebound people.

People with darker skin – such as those of African, African-Caribbean and South Asian origin.

This may mean you need to take a Vitamin D supplement.

If you think you are at risk, please speak with your Pharmacist or Doctor.

For more info look up: NHS Choices.

www.nhs.uk/conditions/vitamins-minerals/pages/vitamin-D

CQC INSPECTIONS

You have probably heard mention of “CQC” inspections, or been aware that the hospitals, nursing homes and GP surgeries are constantly being monitored and inspected by the CQC. But do you know what the CQC is?

CQC stands for Care Quality Commission. They are an independent body and claim to be “always on the side of people who use services.” Their remit is “To make sure health and social care services provide people with safe, effective, compassionate, high-quality care.” They monitor, inspect and regulate services, then publish their findings – including performance ratings.

Our CQC inspection took place last October 2015 and the results can be viewed if you look for: Manor View Practice CQC report in your browser. I’m pleased to say we rated “good” in all departments.

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 The views and recommendations in the Newsletter are those of the PPG & not necessarily the staff of Manor View Practice.

Contact the PPG at mvppeg1@gmail.com Please refer ALL CLINICAL MATTERS to the Practice.

WELCOME:

To DR AMIT TANNA who has recently joined the Manor View Practice. Here is Dr Tanna's personal introduction:

"After qualifying from Guy's, Kings & St. Thomas' in 2009 I spent two years training in various hospitals in the West Midlands. Growing up in Essex I then decided to return closer to home. I went on to complete my 3-year GP training in Watford.

Although I enjoy all aspects of General Practice I have an interest in General Medicine, especially Cardiology. I enjoy eating out and, of course, spending time with my loved ones, as well as using my leave to travel to far flung places."

Dr Tanna – we hope you will be very happy with us.

CHANGES TO OUR APPOINTMENTS SYSTEM

As of the 4th July the Practice is making the following changes to the Appointment System:

WE REQUEST PATIENTS TO RING FIRST THING IN THE MORNING IF AN APPOINTMENT IS NEEDED.

- + GP appointments may **ONLY** be booked **ON THE DAY** and **24 HOURS IN ADVANCE.**
These can be booked via:
 - 1) A receptionist.
 - 2) Online using 'Patient Access' (permitted to anyone over the age of 16)
 - 3) The automated telephone booking system.
- + There will be more GP telephone appointments available for patients who do not require a face to face consultation.
- + Nurses' appointments will continue to be available to be booked 6 weeks in advance.

These changes are in response to managing patient demand more effectively. Please bare with us whilst we all get used to this new system.

If you would like further details regarding Patient Online Access please speak to a receptionist or visit www.manorviewpractice.co.uk

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PLEASE HELP US TO HELP YOU

Your **PATIENT PARTICIPATION GROUP** will be very happy to receive any comments, positive or negative, regarding the above changes. Please contact us on mvppg1@gmail.com or drop us a written note at the surgery as it will help the Practice to evaluate the new system. All comments will be read, but it would be appreciated if any criticism is constructive. Thank you

Manor View Patient Participation Group

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 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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