

We received a lot of comments commending individual members of staff and hoping that they will all be staying on when we move premises. Manor View is considered to be a very special, community and family minded practice, where when possible the patient will always be put first. They are minded that things do not always go right, but if you don't give the Practice the chance to address any problems, nothing can be changed.

Thank you to those patients who have already contributed. We are waiting to hear from the rest of you.

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PATIENT PARTICIPATION GROUP (PPG)

At this time of change, we would just like to take the opportunity to tell you some of the things that the PPG have organised over the past couple of years.

We have invited speakers to address us on subjects including: Dementia and Memory, Who Cares for the Carer? Prevention of Diabetes, Booze and Drugs, Lifestyle Medicine, Is It Something I've Eaten? and Coping with stress. We produce this (usually) quarterly newsletter to keep you up to date with events in and around the locality.

We have helped the Practice with various cake sales – to raise money for charity – and were able to assist during the extremely stressful time of the computer system change-over. We are usually to be seen at busy times such as 'flu jab days.

When we move to the new **Medical Centre** we hope to expand the range of things we offer, including continuing the Carers' Friday drop in sessions and starting a Diabetes help and advice service. If this is successful we will look to introduce patient-led "buddy" schemes for other conditions. Rest assured, the patients involved will all be well-trained in their specialities.

If any of you readers would like to learn more about what we do, or would like to join us and offer your services, please contact us on mvppg1@gmail.com or drop a note into the Practice. We would like to expand our pool of expertise and experience and we feel it is our way of giving something back to the people who spend their lives looking after us!

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APPOINTMENTS

The new appointments system has been up and running for nearly a year now. Although we still get some complaints (we always will) for most patients there has been a great improvement with the majority seeing or speaking with a clinician within 24 hours. We mention this because according to a survey carried out by 'Pulse Magazine' – the average waiting time for patients to see a GP is now 13 DAYS and is set to rocket to several weeks.

Remember: the on-line and automated telephone booking services are available 24 hours a day. If you wish to make your appointment via a receptionist, you can call any time after 8 am. This includes appointments for the nurses and for weekend appointments.

Full details are available on the Practice Website: www.Manorviewpractice.co.uk and are also posted up in the waiting area.

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MONDAY MORNING IN RECEPTION

“Some time ago I was invited to join those brilliant staff who ‘man’ the reception facilities at Manor View. Under the skilful eyes of Practice Manager Liz and Senior Receptionist Shirley, they are those courteous and polite professionals who take our calls when we don’t feel well and only want to see our friendly doctors and nurses for succour and medication. All calls were answered in a manner that smoothly enabled patients to make either a physical or telephone appointment in the shortest time possible, bearing in mind all the constraints that they work under.

As patients we are all of the opinion that we must come first – and dealt with accordingly. Well I can only add that my experience on that Monday morning greatly enhanced my opinions as to the professionalism of the staff employed in Manor View. I can only hope that this is duplicated in all other practices.”

Total number of calls taken on a typical Monday is between **600 & 700.**

During one typical week in May nearly **2,500** calls were answered by our reception staff.

Colin Stodel, Vice-Chair Manor View PPG

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YOUR NHS**WHAT IS A CCG?**

The National Health Service (NHS) – like many other organisations – has a language all of its own and often abbreviations are used (NHS)☺. There may be many of you who have heard the term **CCG** and wonder what on earth is being spoken about.

When the NHS was reorganised yet again a few years ago, Clinical Commissioning Groups (CCGs) were established to commission (buy in) and run many of the local services. Every GP Practice has to be a part of their local CCG. Our CCG is called Herts Valleys Clinical Commissioning Group (or HVCCG for short).

The ‘new’ thought was that these groups should be clinically led (currently seven GPs sit on the Board) as it is the clinicians who understand the vast and wide-ranging needs of their patients and the services they require including:

- Elective hospital care (eg general planned surgery and treatments etc)
- Rehabilitation care
- Urgent and emergency care (eg accidents, trauma, strokes, heart attacks etc)
- Most community health services
- Mental health and learning disability services

HVCCG has six public Board Meetings a year when you are invited to attend and submit questions (they usually ask for them beforehand). Our HVCCG works hard to include patients in decision making and keeping us up to date with our services. If you are interested in being consulted, or would like to make any contribution, please look at their website: www.hertsvalleysccg.nhs.uk and follow the links to “get involved”.

Some services, however, are NOT covered by the CCG such as pharmacies, opticians, dentists and the GP practices themselves; they are responsible directly to NHS England.

NEW HOME FOR CARDIOLOGY SERVICE AT WEST HERTS (WATFORD) HOSPITAL

The West Herts Cardiac Centre was recently opened, which will provide a dedicated clinical space for the Trust's Cardiology team. The service now occupies all three floors of the Centre, where the 600 patients a week who come through the door can be treated. They also benefit from the new, state of the art scanning equipment which is now available.

Outpatient clinics for chest pain, arrhythmia and heart failure are run by specialist nurses on the ground floor of the centre, while elective diagnostics, echocardiology and pacemaker clinics are based on the middle floor.

As a result of increasing the number of specialist nurses and consultants waiting times are decreasing and the service has improved its 'referral to treatment' target from 70% to 93%.

"West Herts Hospitals news & media releases"

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NEW FOOD BANK FOR BUSHEY

Even when life looks comfortable, many households are struggling to get by. At these times a food bank can be an unexpected but vital lifeline. **RED TRUST BUSHEY** is working with St James's Church to establish a food bank - which opened last January. Part of the vision is to create a place within the community where people can meet, connect and help each other.

If you need an emergency food parcel, the food bank is open every Friday between 9.30am and 12 noon at **Church House by St James's Church, Bushey High Street WD23 1BD**. It is open to everyone who needs it – just turn up. Tea and coffee are available if you need a chat.

Donate food: If you would like to donate food there is a box in the foyer of Church House which is open Monday-Friday 10-12 and on Sunday mornings. Canned and packaged foods are preferred – please make sure foods are in date.

For more information please look at: www.redtrustbushey.org/foodbank

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WOULD YOU LIKE SOMEONE TO CONTACT YOU?

As a Patient Group we are also looking to contact patients who either live alone or are trying to cope with caring for another person. Maybe you have recently come out of hospital, feel isolated or are just lonely. If so, would it help if one of us telephoned you, just to keep in touch?

There is a form at the back of this newsletter. You can fill it in and either send it or drop it into the Practice and the office will pass your contact details on to us. Don't be shy!!

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NHS HEALTH CHECKS

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older we have a higher risk of developing one of these conditions. An NHS Health Check helps to find ways to lower this risk. If you are in the 40-74 age group without a pre-existing condition, you are eligible for a free NHS Health Check every 5 years. It consists of a blood test followed by an appointment with a Health Care Assistant. Please check with Manor View Practice to see if you are eligible before booking.

SUMMER HOLIDAY TIPS FROM YOUR NHS:

Whether at home or abroad you should all be aware of how to cope in very hot weather (a heatwave). NHS advice includes the following:

HEATWAVES

1. When it is very hot outside shut your windows and pull down the shades. You can open the windows for ventilation when it is cooler.
2. Stay out of the sun between 11am and 3pm.
3. Have cool baths or showers.
4. Drink cold drinks regularly. Avoid excess alcohol, caffeine (tea, coffee and cola) and avoid sugary drinks.
5. Wear loose, cool clothing and a hat & sunglasses if you go outside.
6. Check up on relatives, friends and neighbours if they may not be able to take of themselves properly.

Seek help from a GP or 111 if someone is feeling unwell and shows the following symptoms:

- Breathlessness Chest pain Confusion
- Intense thirst Weakness Dizziness
- Cramps which get worse or won't go away.

A full list can be found on: www.nhs.uk/livewell/summerhealth

SUNSCREEN AND SUN SAFETY

****REMEMBER**** SUNBURN INCREASES YOUR RISK OF SKIN CANCER.

1. Spend time in the shade when the sun is strongest. Here in the UK it is between 11am and 3pm.
2. Make sure you never burn.
3. Use at least factor 15 sunscreen: apply 30 minutes before going out & just before going out.
4. Cover up with suitable clothing & sunglasses.
5. Take extra care with children.
6. Water washes off sunscreen, so if swimming either use water-resistant sunscreen or re-apply when you come out of the water.
7. If you do get sunburn, sponge the sore skin with cool water then apply soothing after sun or calamine lotion.
8. Painkillers such as paracetamol or ibuprofen may help with the pain, but seek medical help if you feel unwell, the skin swells or blisters. THEN STAY OUT OF THE SUN.

More information can be found on: www.nhs.uk/livewell/skin

PREVENT DVT WHEN YOU TRAVEL

1. Wear loose, comfortable clothes.
2. Consider flight socks.
3. Do anti-DVT exercises – walk around whenever you can.
4. Drink plenty of WATER, avoid alcohol or sleeping pills.

Conditions which MAY increase your risk of DVT on a flight include – previous history of DVT, history of stroke, heart attack, heart disease, obesity, pregnancy, HRT, recent surgery to legs or pelvic region, an inherited tendency to clot.

More information can be found on: www.nhs.uk/livewell/travelhealth

TRAVELING WITH VARIOUS HEALTH CONDITIONS.

Most people are now able to travel the world with various health conditions, but it is always sensible to plan ahead and be organised. Suggestions from the NHS include:

DIABETES

1. Carry your diabetes ID and a letter from your GP, which says you have diabetes and the medication you need to treat it if you are carrying insulin or another injectable medication.
2. As part of your preparation consider:
 - DIET: eat healthily whilst you are travelling, but it may be sensible to pack some healthy snacks.
 - MEDICINES: take twice the amount of medical supplies you would normally use.

Find out where you can get insulin locally (if you need it) in case of an emergency. Check with your GP or Diabetic Nurse if certain travel jabs will affect your diabetes control.

TRAVEL INSURANCE: For travel in Europe (at present) please make sure you have your EHIC (European Health Insurance Card). Also take out travel insurance – not all European countries cover the full amount of your treatment and they won't pay for you to be flown back to the UK.

Make sure you declare all your medical conditions on your insurance, including your diabetes, or you may have a claim refused.

AIR TRAVEL: Check with your airline regarding any devices you may have to carry, including insulin pumps and glucose monitors. Ask about going through airport monitors with your equipment. **Bring a letter from your GP explaining your need for carrying syringes or injection devices, insulin & other medication.**

ASTHMA

1. Take your usual medication along with a copy of your prescriptions, plus your
ACTION PLAN
TRAVEL INSURANCE & DOCUMENTS
EHIC Card (as above).
2. Find out how and where you can get help at your destination.
3. Take spare inhalers.
4. Take extra medicine – to last through your trip plus some extra days. Carry all your medications in your hand luggage – in case your checked in luggage goes missing.
If you are carrying containers with more than 100ml, you will need a letter from your doctor or a copy of your prescription plus prior approval from the airline. All medicines should be in their original packaging with the prescription label and pharmacy contact details clearly visible.
5. Carry a print out of your usual prescriptions – including the generic (common) name of your medicines, in case you need medical assistance or your medication is lost.
6. Take your asthma triggers into account before you book your holiday.
7. If you are travelling by air and you are always short of breath, you may need an evaluation before you fly, because of the reduced oxygen levels at high altitude.
8. Tell your GP or Practice Nurse if you have recently used high-dose oral steroids before having any vaccinations.

More information about travelling with health conditions can be found on www.nhs.uk/livewell/travelhealth

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PATIENT ACCESS

Manor View would like to introduce a service called Patient Access. This will let you:

- Book or cancel appointments with a GP online.
- Renew or order repeat prescriptions online.
- View your medications and allergies.

THE USE OF THIS SERVICE IS ONLY PERMITTED TO ANYONE OVER THE AGE OF 16.

If you wish to have access to online services you will need to register for this at reception, or online at: <https://patient.emisaccess.co.uk/register>.

The views and recommendations in the Newsletter are those of the PPG and not necessarily the staff of Manor View Practice. Contact the PPG at mvppg1@gmail.com Please refer ALL CLINICAL MATTERS to the Practice.

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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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

We have an exciting year ahead – with our move to the new Bushey Medical Centre in the summer.

Please can you help us (your Patient Group) represent your views and hopes as to the service Manor View should continue to provide. How would you define “a good GP practice”?

We would like to collect as many opinions as possible, so your individual input would be invaluable.

Many thanks in advance.



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Manor View Patient Participation Group.

How would you define “A Good GP Practice”?

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