



Patient Group Newsletter

June 2018

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1948 - 2028

In nineteen hundred and forty-eight, Great Britain had something to celebrate.
It witnessed the birth of the Welfare State
and the NHS – its beloved mate.

In those days survival rates were poor if you had cancer, stroke, heart disease or more.
Infections would kill, there were few antibiotics
Surgery basic, no help from robotics!

Few vaccinations, just Smallpox I recall. We suffered measles and mumps and TB – that's not all
Polio, whooping cough, fevers and boils
As kids we were dosed up with cod liver oil (ugh!)

The GP cost money so you took simple ills to the Chemist who made up your potions and pills.
Old remedies lived in everyone's homes
To treat burns, cuts and toothache, sprains and sore bones.

Now

We have medical services offered to all, whether you're sick or anxious or suffer a fall.
All you do is make a call
And your problem is sorted – big or small.

We have Centres of Excellence, not just for the few who are well connected and well to do.
There's genetics, genomics, computerised care
Not educated guesses plucked from the air.

We've already forgotten how lucky we are to live in an age which has progressed so far.
The NHS is still there – for you and for me
Whoever you are and most times it is **FREE!!!**

**Please don't abuse your NHS.
Care for it and it should survive and care for you.**

YESTERDAY'S MEDICINE

Did you know?

1. As far back as 1911 the then Chancellor, Lloyd George, established a system of **National Health Insurance**. Approximately half the contribution was paid by the employer and the other half by the employee. However, it covered only **the contributor**, not the family or dependents. Benefits covered cash for **sickness/accidents and disability** – all paid at a fixed rate.
2. Public Health also supported **Health Education** and **School Meals**.
3. But because pre-1948 there was no cover for dependents, people used **self-medication** or visited the local **Chemist**, who would make up their pills and potions.
4. Pre-1948 **Medical Consultants** often worked for a part of the day **without charge** (usually in clinics or hospitals). They would then see their **paying patients** during the afternoons and evenings (often at home) to earn their money.
5. At that time there were many **free hospitals** – paid for by **charities** (such as Guys and Bart's), **endowments** (The Kings Fund – King Edward VII Hospital) and by **subscription**. There were collections in churches and workplaces to support them. There were also local **Municipal Hospitals**.
6. By 1936 these “voluntary” hospitals dealt with **60% of** all acute cases.
7. By 1938 52% of the income of voluntary hospitals came from **“Care Plans”** and paying patients.
8. There were (according to one source) few waiting lists for consultants (only rheumatic diseases) and no shortage of doctors or nurses.
9. Pre-1948 the **pattern of diseases** was different – dominated by **infectious diseases** such as TB, Rheumatic fever, Polio, Measles, Pneumonia etc.
10. Pre-1948 **General Practice** was free from **State Interference**. It was left to the **Integrity and good will** of the Practitioners to look after their patients.
11. Most GPs **worked from home**.
12. There were no **Practice Managers**. The GP did everything himself. Sometimes a **Qualified Dispenser** would make up the medications.
13. **Doctors' bills** were often not sent out to people who couldn't pay. They would be covered by the better off patients.
14. **In 1948** the new **National Health Service** offered **“universal access at the point of need**. 😊😊😊 (This lasted only until **1951** when charges were introduced for **Prescriptions, Dental Care and Spectacles**.)
15. Control was taken away from **Local Councils** and **hospitals** were **nationalised**.
16. One criticism of the system was (guess what!) **THERE WAS A LACK OF INTEGRATION**: Local Government, Hospitals and GPs all worked separately (Just like today – sometimes nothing changes.)
17. Because the new **NHS** was centrally funded by taxation it became **POLITICALLY DIRECTED**.
18. One lesson learned includes the fact that a service dominated by **Hospitals and Doctors** will be a service preoccupied with **Curing Sickness** rather than **Promoting good health**.
19. **BUT: Our health depends on more than the NHS. History shows us the biggest impact on health lies in – better housing, public health, social support, employment, food & drink and the environment**

(Sources: Daily Telegraph, BBC History/News, Health Service Journal.)

GDPR

You may already be fed up with messages on your phone or computer asking about whether your personal information can be used, and reassuring you that “whoever” will respect your privacy, etc. etc. But just to enlighten you, here is our basic, brief “kids’ version” of what this is and how it affects you and the Practice (no disrespect to you grown-ups):

What is GDPR?

The **General Data Protection Regulation** helps the Practice to keep information about you safe. The Practice has always looked after your information safely but **GDPR** helps to check that all is being done properly.

Who looks after my information?

A person is called a “Data Controller” if they are responsible for looking after your information.

Who uses my information?

A person who uses your information for their work is called a “Data Processor”.

What does “Consent” mean?

Consent is when you tell the Practice that you are happy for them to use your data to care for you. For children under the age of 16 a parent is required to give consent.

Can anyone see or use my information at the Doctors?

No, only someone who needs your data to care for you is allowed to see or use it. This can be the doctor, nurse or the people who support them in their work.

Do you share my information with anyone else?

Your information is only shared with other people who might need to care for you (like the hospital) without first asking you.

If someone who is not responsible for your care asks for your information, we will check with you (or if you are under 16 with your parent) if it is OK to give it.

Can I see the information you have about me?

Yes, as long as you are over the age of 12. Please speak with the Receptionist to arrange this.

Please note details of GDPR can be found on our website or on: www.nhs.uk/your-nhs-data-matters

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MY CARE RECORD

People in West Hertfordshire will benefit from better, joined-up care thanks to a new programme which gives health and care professionals the ability to view medical records during treatment. These professionals may need to access this information to make the best decisions regarding diagnosis and treatment and *My Care Record* will help this to happen more quickly and accurately. *My Care Record* does not share your record but provides trained professionals access to relevant information.

At present *My Care Record* will be available only in Watford General A&E Department, but further departments will be added following evaluation.

You can **OPT OUT** through the GP Practice if you do not wish to make your information available.

More information is available on www.mycarerecord.org.uk (<http://mycarerecord.org.uk/>)

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!!!HOLIDAY TRAVEL WARNING!!!!

For those of you who don't yet know it, the Foreign Office has warned that medications which you and I may take every day, could land you in trouble if travelling abroad. Please read Travel Advice pages on line (or contact a Travel Clinic) if you have any worries. Examples of the medications which may cause problems are:

Pseudoephedrine (used in Sudafed & Vicks) - banned in JAPAN

Diazepam, Tramadol, Codeine (plus others) – banned in GREECE AND UAE.

Sleeping pills, anti-anxiety pills, strong painkillers – all require a LICENCE – in SINGAPORE.

Codeine, sleeping pills and treatments for ADHD – are considered ILLEGAL in INDONESIA.

Cough & cold remedies bought over the counter – controlled & need a PRESCRIPTION in QATAR.

Always carry a Doctor's note re: medications - in CHINA.

Always carry a Doctor's note & only carry enough meds for your stay – in COSTA RICA.

Good sources of information are: Foreign Office travel advice pages, or www.travelhealthpro or www.fitfortravel.nhs.uk (travelling with medicines).

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PEANUT ALLERGY

Scientists have developed a blood test for PEANUT ALLERGY, which they say is less risky and more effective than other tests. The current skin-prick test sometimes diagnoses an allergy when there is not one. Another test (Oral Food Challenge – feeding peanuts in increasingly large doses in a hospital setting) can sometimes cause a severe allergic reaction during testing. This new blood test appears to be more reliable and less risky than those currently used.

The above is the result of a study conducted by Dr Alexandra Santos of Kings College London. Hopefully the blood test will shortly be available.

bbc/news/ health

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HERTS HELP HOSPITAL & COMMUNITY NAVIGATION SERVICE

If you have a problem and no-one else can help"

Our Community Navigators (there to help you) have teamed up with Age UK Home & Hospital support service, British Red Cross Hospital Discharge Service, Herts Help @ Home and Herts Help IDT to deliver joined up health and social care to residents in Hertfordshire who are being discharged from hospital or who are in need of additional support (due to ill health). They will ensure there is food in the refrigerator, your home is warm and you are put in contact with any of the services which you may need.

The aim is to reduce hospital admissions, reduce GP visits, reduce reliance of home care providers, reduce social isolation and improve health and wellbeing (Age UK)

Referrals will come: (1) from the teams in the acute hospitals (Watford, Lister and Princess Alexandra). For Hospital Based referrals in Herts Valleys call: 01923 436649 or 01992 585972 or email HertfordHDS@redcross.org.uk or (2) via Herts Help on 03001234044 or email hertshelp@nhs.net Please feel free to use these numbers if you feel you need them.

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SMALL ACTS OF KINDNESS

We know this is summer, but we have come across a small local charity (Charitable Social Enterprise) which provides a Wonderful Winter Service. It is called “**Small Acts of Kindness**” and if you are over 55, living in Hertfordshire, feeling cold at home (or if you know someone who is) you (or they) could be receiving a **WARM IN WINTER** gift pack. Each pack contains a blanket, socks, gloves, a hat, a mug and a selection of hot drinks and soups. They are delivered **FREE!**

To order a gift bag for yourself, or to nominate someone to receive one, please call 07778 931 606. **PLEASE KEEP THIS NUMBER.** We will print a reminder in the next newsletter.

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GREEN AIDERS

Here is another brilliant service. This is a one-off garden clearance service for older, vulnerable or disabled residents in Hertfordshire whose gardens have got out of hand. A free visit can be arranged to discuss how the local Groundwork staff and local volunteers can help.

To find out more, or to book a visit from the Green Aiders call: Groundwork on 01707 260129 or if you need further help call Herts Help on 0300 123 4044. **VOLUNTEERS ARE ALWAYS WANTED!!** Please contact using the same number.

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KEEPING PEOPLE SAFE AND WELL

Hertfordshire Fire and Rescue have teamed up with Public Health. Now, as well as offering fire safety checks (& smoke alarms) for free, our firefighters have been trained by Public Health Specialists to check on and support Hertfordshire’s older and vulnerable residents. They can check on such issues as preventing falls, social isolation, keeping your home warm and eating & drinking properly. With their new skills they will be able to identify potential health and wellbeing issues and where necessary can refer residents to relevant agencies for further support. This was recently featured in an ITN film called Beyond Blue Lights.

herts.gov.uk/about-the-council

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25TH JUNE 2018 7PM

FOR THOSE OF YOU WHO GET THIS EARLY ENOUGH

We are celebrating 70 Years of the NHS

WITH PRESENTATIONS FROM 3 GREAT SPEAKERS

MEDICINE – YESTERDAY, TODAY AND TOMORROW

PLEASE BOOK YOUR PLACE VIA: [MVPPG1@GMAIL.COM](mailto:mvppg1@gmail.com) OR

LEAVE YOUR NAME AT MANOR VIEW RECEPTION.

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SPECIAL NURSING SERVICES

Here in Hertfordshire we are lucky to have available some Special Nursing Services, as well as our Hospital, GP and Community Nurses. These include:

Admiral Nursing Service: are here to support families caring for someone with dementia. They can request support directly, or through their GP or other care provider. Contact Herts Help on 0300 123 4044 or Carers in Hertfordshire on 01992 58 6969.

Macmillan Nurses: help and support patients and families with Cancer. They provide practical, medical, emotional and financial help. Contact www.macmillan.org.uk or telephone your treatment hospital who will have a local number.

Marie Curie Nurses: Support patients and the families of the terminally ill. They can be contacted through your GP or the Community nurses.

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APPOINTMENTS

A REMINDER

The Practice is open from 8am – 6pm from Monday to Friday. Doctors' appointments for these time can be made

- 1) by telephoning the Practice after 8am, when you can request an appointment for that day or the next. (01923 247446)
- 2) on line – again you can make an appointment for that day or the next, but the line is available 24 hours a day.

nb: at present 24 hour booking facility is available only on line.

FORWARD BOOKING:

There are early **EARLY MORNING APPOINTMENTS** between 7am – 8 am on some days; plus on the **first Saturday morning of the month**, or **third Sunday morning of the month** between 8.30am and 11 am. These appointments can be made through the Receptionist, either by telephone or personally.

We also offer **TELEPHONE APPOINTMENTS** – when you may wish to discuss such things as results of blood tests, investigation results or hospital appointment outcomes. You can book these either with the Receptionist in person or by telephoning 01923 247446. Sometimes the Doctor will wish to have a telephone conversation with you. Please make sure you have provided us with an up to date telephone number and that you are available at the time you have given us.

Manor View also belongs to **Watford Extended Access**, which means that appointments are available **EVERY WEEKEND**, Saturdays 9 – 1pm & 3 – 7pm and Sundays 9 – 1pm. Your appointment may not be at our Practice or with one of our GPs, but it will be within Watford & Three Rivers area. The Clinical Staff will have confidential access to your health records in order to treat you.

IMPORTANT: If you are a registered with us as a **CARER**, every endeavour will be made to see you as quickly as possible. Therefore, it is very important that you let us know if you are responsible for looking after someone, young or old, relative or friend. We appreciate that **CARERS ALSO NEED SPECIAL CARE!** Please let the staff know.

We will advise you of any further changes.

HELLOS AND GOODBYES

Dr Davis has advised us that he will be leaving the Practice at the end of August after 22 years of serving this community. He will be pursuing new and exciting ventures and we wish him success for the future. Thank you, Dr Davis for all the time, care and dedication you have put into Manor View.

We are delighted to announce that **Dr Haroon Rauf** who has been working with Manor View as a salaried doctor, will become a Partner of the Practice from 1st July 2018.

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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
Dr Skandakumar	am				Surgery	
	pm		Surgery			Surgery

Appointments for consultations with our highly skilled and knowledgeable Nurse Practitioners can be organised through reception.

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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 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 586 969

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:

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

→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

Email: 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

→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

→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