



## Manor View Practice

### Patient Group Newsletter

March 2016

Practice Manager: Liz Webb, Manor View Practice, Bushey Health Centre, London Road, Bushey, Herts WD23 2NN

-O-O-O-O-O-O-O-O-O-O-O-O-O-O-O-O-

**So:** You went off to the Doctor, 'cos you just weren't feeling great.  
He wondered if the problem could be something that you ate.  
You insisted that your diet hadn't changed to make you ill  
And all you really needed was one tiny, little Pill.

Reluctantly he gave it, but said if you weren't better  
You had to come straight back to him so he could write a letter  
*(to get it investigated!)*

The weeks went by and once again you turned up at the Doc's.  
This time you wanted something for the itching in your socks.  
*(and a repeat of the first pill, please)*

Next you complained of headaches and your BP started rising,  
You got a cough, you couldn't sleep thus it wasn't so surprising  
That as the months and years went by and your complaints list kept expanding  
Your 'pharmacy at home' filled up the cupboard on the landing!

#### **Then:**

You forgot which medications you were supposed to have been using.  
Your mind was in a constant fog and – Oh! It was confusing.  
**So:** you were taken to the Doctor 'cos your family reported  
That you really weren't yourself at all and could it all be sorted?

The Doc asked what you were taking. You tipped your pills on to his table  
And explained that you were taking as much as you were able.  
"What! All of them and all the time?" the Doc was horrified.  
"I thought more would make me better, so that's what I did" you cried.

"When I am not taking them I save them in a box.  
I really have accumulated quite impressive stocks."  
The medic closed his eyes – and silently counted up to ten.  
He looked at you and smiled and said: "Shall we begin again?"

He sorted through your 'scripts, explained the use of every pill.  
Reduced your medications AND STOPPED YOU FEELING ILL.

#### **So – Dear Patient**

If you take pills and medicines – You know what you should do.  
Once a year, at least, **request A MEDICINES REVIEW.**

It has long been known that many homes are mini pharmacies and it begs the question “why?” Like food, many medicines have a “use by” date, but will be pushed to the back of the cupboard just in case. Some are no longer required and others are just collected from the pharmacist because they are on the prescription list. Apart from being an appalling waste of public money (most prescriptions are free) it can leave you, the patient, somewhat confused as to what you should and should not be taking. If you have not had your medicines reviewed recently, please ask the Receptionist to book you an appointment. Like the patient above (based on a true story) you may well come away feeling much better!

.....  
**LIFESTYLE MEDICINE**

Lifestyle Medicine is a relatively new approach to preventing and treating many chronic diseases. It is the basis of preventative medicine and is currently the subject of numerous novel research studies which involve: diet & nutrition, exercise, sleep, stress, smoking cessation and alcohol use.

It has the potential to prevent up to 80% of chronic disease and is inexpensive and safe. More important, it involves **YOU** the patient as a partner in your own treatment and health care. Our next talk on:

**Wednesday 9<sup>th</sup> March at 7 pm**

will address some aspects of this ‘novel’ concept. If you are unable to attend, a summary of the meeting will be available on our web-site shortly afterwards.

**QUICK UPDATE**

**As we have been overwhelmingly oversubscribed for this presentation it will be repeated on:**

**Wednesday 23<sup>rd</sup> March at 7 pm**

Sorry but all places are taken for 9<sup>th</sup> March.

.....  
**WHY VOLUNTEER?**

I am sure just like me, you’ve read articles extolling the amazing healing powers of volunteering. Or you’ve heard an interview with an aged person talking about his great adventures. Well, don’t knock it. It can actually add lots of value to a life. Take the example of a 63-year old, just diagnosed with two types of cancer, forced to stop work and really concerned about his future. Cut to the 2012 Olympics and the publicity about Games Makers volunteering to help. Well I pushed that button and have never looked back. Volunteering has changed my life.

The Olympics was the start of something amazing. My duties were to meet, greet and generally look after visitors to the Stadium for both events. Lots of good training and meeting up with like-minded others, set me up to spend 7 weeks at Stratford meeting hundreds of thousands of people. It was like a drug induced scenario of lots of great experience without the drugs!

Since then my volunteering journey has expanded to encompass helping others to use computer skills, helping out at Watford Hospital in AAU and as I write this now I am wearing my volunteering hat that says Member of the Patients Participation Group, Manor View Practice.

It is rewarding, sometimes tiring, but overall you reach a state of mind where you are privileged to offer something amazing back to others in your community. If you like meeting others, then volunteering might be for you. I also spend some time in recruiting others to volunteer and I always start by telling them to find a cause or charity that pulls the emotional heart strings. In that way you are likely to find a cause where you can “return the favour”.

For you. For Society. For family & friends.

Wellbeing, health, long term chronic conditions, mental stability.

Less medical attention, less care, fewer drugs. **FEELING BETTER IN YOURSELF.**

**Colin Stodel**

### **PADDOCK ROAD ALLOTMENTS COMMUNITY DEVELOPMENT**

“We have a beautiful allotment at Paddock Road and we are very keen to get local people involved in developing community structures and events at the allotment. We’re in the process of creating communal plots, maybe a sensory garden and areas to sit, eat and work together, and apart from the horticultural side we’d love to develop regular arts and crafts activities, art classes, cooking and just coming along for coffee and cake. This can be a good opportunity for young people to develop new skills and contribute to the local community, adding substance to personal statements. It’s also an opportunity for everyone, regardless of age, to get addicted to the joys of shaping, creating, sharing and learning in the stunning setting of Attenborough Fields and Merry Hill”.

Sandy Belloni.



### **ARE YOU INTERESTED IN HAVING YOUR SAY?**

Herts Valleys Clinical Commissioning Group (HVCCG) is your local NHS organisation responsible for commissioning (planning, purchasing and evaluating) health services for people living and working in West Hertfordshire. They are genuinely interested in hearing from, listening to and being influenced by what people who use these services tell them.

They involve people in helping to commission good health services in a variety of ways, whether you are a patient, carer or a community member. You may wish to attend various meetings, become a member of their reader panel (checking leaflets and information sheets), take part in surveys. Whatever your interest, if you would like to join a growing band of Health Service users, please contact: [heather.aylward@hertsvalleysccg.nhs.uk](mailto:heather.aylward@hertsvalleysccg.nhs.uk) Mention Manor View Practice and Heather will forward you the necessary information.

### **“BOOZE & DRUGS”**

Following our excellent presentation in December on mixing medications and alcohol, we thought it was so important it would be very worth-while to repeat some of the messages arising from the evening. With apologies to those of you who have already read this;

1. Alcohol can **INTERFERE** with a medicine’s activity – which will affect the amount of the **ACTIVE** drug in your body (either increase or decrease it) – or
2. Alcohol can **ENHANCE** the drug effects – eg increase sedative side effects of a drug.
3. The by-products of alcohol are **TOXIC** and can cause flushing.
4. Large quantities of alcohol can alter drug metabolism rates, which may have adverse or **FATAL** consequences.
5. If you are on anti-coagulants, your **BLOOD** may become even **THINNER**.
6. If you are taking Metronidazole (maybe for a dental infection) you may get a really bad **HEADACHE**
7. If you are taking Anti-histamines, alcohol may increase the **DROWSINESS** you experience
8. If you are Diabetic alcohol may play havoc with your **BLOOD SUGAR** levels.
9. Overall there are more than 150 drugs which interact with alcohol. If in doubt speak with your **PHARMACIST**.
10. **If you have been drinking ‘the night before’ PLEASE DON’T DRIVE** the following morning. You will still have alcohol in your body (sometimes up to 2 days later and if you are involved in an accident whether you have caused it or not, you will be breathalysed and will probably be found to be **OVER THE LIMIT!**

With thanks to Jyoti Hadani, Community Pharmacist.

The views and recommendations in the Newsletter are those of the PPG & not necessarily the staff of Manor View Practice. Contact the PPG at [mvpvg1@gmail.com](mailto:mvpvg1@gmail.com). Please refer ALL CLINICAL MATTERS to the Practice.

### **HAY FEVER & OTHER SUMMER ALLERGIES**

Did you know that 'Hay Fever' affects about one in five people in the UK? The symptoms of itching, sneezing, runny nose and sore eyes (to name but a few) are usually caused by pollens and the pollen 'season' includes three main phases – 1. Tree pollens 2. Grass Pollens and 3. Weed pollens. Accurate 'peak' times can vary, depending on the weather (this year everything seems to be about 3 weeks early) but here is a rough guide to when you can expect the worst if you are a sufferer:

#### **TREES:**

Feb/March	Hazel, Yew, Alder
March/April	Alder, Elm, Willow, Poplar, Birch,
April/May	Birch, Ash, Plane, Oak
May/June	Pine
June/July	Lime.

#### **GRASS:**

June/July	All
-----------	-----

#### **WEEDS & OTHERS:**

June/July	Dock, Nettle
July/August	Nettle, Oilseed Rape

These are only the PEAK months – the pollens may be in the air for a month or more on either side of these dates.

#### **MOULDS:**

Can also prove very troublesome, and mould spores are most in evidence when the weather is very damp and humid, if you live in a damp home, or if your home is surrounded by trees (think of damp rotting leaves, mushrooms etc). In other words this is a year-round problem.

The sensible course of action, if you usually take medications, is to make sure you have your antihistamines and other medicines available a couple of weeks BEFORE you think you need them. If you know you are a sufferer, it may well help if you start taking them ahead of your symptoms starting.

If your symptoms are very severe and debilitating you may wish to investigate the use of immunotherapy – details are available on the AllergyUK website (see below).

The Met Office usually produces pollen forecasts ([www.metoffice.gov.uk/health/public/pollen-forecast](http://www.metoffice.gov.uk/health/public/pollen-forecast)) and more information on Hay fever and other seasonal allergies can be obtained from Allergy UK ([www.allergyuk.org](http://www.allergyuk.org)) Tel: 01322 619 898. Or on line from ([www.nhs.uk/conditions/hay-fever](http://www.nhs.uk/conditions/hay-fever)).

.....

### **NEW HEALTH CENTRE**

As most of you will have noticed work has at last got under way for our NEW HEALTH CENTRE. It is an extensive and exciting project covering a large building site, but unfortunately one of the consequences is that parking for the current Health Centre along the main road is adversely affected. There is nothing we can do about this, so please bear with us. Remember – even your doctors, nurses and reception staff are sharing the problem! If you do have to travel by car, please leave yourself enough time to find a parking space before your appointment. Thank you ☺

.....

### **CPR TRAINING**

Wow!! 60 of you have signed up for this excellent training so far. The courses are held once a month and I believe we are now booking into May. As we have had such an excellent response can you please help our trainer by letting him know if you can't attend the session you booked. For further information & future bookings contact: [danny.phillips@hotmail.co.uk](mailto:danny.phillips@hotmail.co.uk) or 07944 799626. Thank you

## APPOINTMENTS

This is a short note to let you know that the Practice is still working on improving our telephone and appointments systems. Please bear with us whilst we accommodate almost 1,000 more patients than we had last year – we are doing our best. Meanwhile you can help too. From the 1<sup>st</sup> December 2015 to end of February 2016 (3 months)

### 501 PATIENTS FAILED TO KEEP THEIR APPOINTMENTS

That means 501 of you were prevented from seeing a doctor or nurse because someone else had wasted that time slot. How can you help? If you can update the Practice with your current mobile telephone number we can send you a text appointment reminder (unless you opt out) and this will also give you the ability to text in to cancel an appointment if you can't attend. Thank you for your help.

.....

### COMPLAINTS

Occasionally a patient may wish to take up a grievance with the Practice. We have an established procedure if this should be the case and any worries or misunderstandings should be addressed to the Practice Manager in writing.

However, a number of patients also ask how they should approach the **hospital** if they have a problem. This is not in the remit of the Practice, but for your information this is what you should do:

1. Approach the PALS office at the hospital to make an appointment to see or speak with an advisor. PALS is an abbreviation of Patient Advice and Liaison Service. They are there to try and sort out any problems you may have and the office is open from 9 – 5, five days a week.

Their telephone number is:

**01923 217198**

Email: [pals@whht.nhs.uk](mailto:pals@whht.nhs.uk)

Text/Relay (for Deaf & hard of hearing only) 18001 01923 217187

Website: [www.westhertshospitals.nhs.uk](http://www.westhertshospitals.nhs.uk)

2. If you are still not happy and want to make an official complaint, the hospital has its own department which is headed by:

**Ms Maureen Walton**

**(Complaints & PALS Manager)**

**Watford Hospital.**

.....

**😊😊!!FACEBOOK IS COMING!!😊😊**

As this newsletter is being prepared and printed, your Patient Participation Group is about to launch on FACEBOOK. As soon as the final details have been completed we will let you know. Many thanks to Colin, Jesse and Chloe for all their hard work.

## CLINICAL TRIALS

Research and clinical trials are an everyday part of the work done in the NHS. It is done by the same doctors and healthcare professionals who treat people – they are seeking better ways of looking after patients and keeping people healthy.

Why carry out research? Much of the treatment you currently receive and the medicines with which you are treated have only been proven safe and effective through intense study and research. Healthcare professionals know a great deal about health disease and treatments, but much remains uncertain. Research can find answers to things that are unknown, filling gaps in knowledge and changing the way that healthcare professionals work.

Where is research carried out? Much is carried out in the NHS, but some takes place in universities and research institutes, in social care services or in the private sector.

If you are asked to be involved in research, you should be told who is funding it. However the research is funded, the people who take part in it are protected in the same way – there are very strict regulations.

How can you get involved? You can look for research studies yourself by asking your doctor or a patient organisation, or by looking on the internet such as on the UK Clinical Trials Gateway.

Alternatively if you are being treated for a condition for which research trials are currently being conducted, you may be asked whether you would like to take part in the research. BE CAUTIOUS and don't be afraid to ask questions. You can find out more in the NHS Choices guide to taking part in research.

(Extract from NHS Choices – Clinical Trials and Medical Research).

.....

## COMINGS AND GOINGS:

As with all organisations, some of our staff move on whilst we greet newcomers. In this issue we have to say a sad farewell to Dr Gos who will be leaving us at the end of March to join another practice. Dr Gos we thank you for all your help and advice and wish you well in your new post.

In turn we will greet Dr Ruth Burke who will be a new member of our GP team. Dr Burke will be starting at Manor View on 11<sup>th</sup> April and will be attending on Tuesdays (morning and afternoon), Thursdays (morning and afternoon) and Friday mornings. Dr Burke we welcome you and hope you will be very happy here.

.....

*Reminder: If you are happy to complete a "Friends & Family" form they are available at the Reception desk.*

**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](mailto: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](mailto: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](mailto: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](http://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](mailto:hazel.wood1@gmail.com)

**→RESTLESS LEGS SUPPORT GROUP:**

This is a National Group – but for information contact:

Email: [www.rls-uk.org](http://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](mailto: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](mailto: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](mailto: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](mailto:office@barbarabus.com)

Address: The Barbara Bus Fund, Louis Fleischmann Building, RNOHT, Brockley Hill, Stanmore, HA7 4LP

\*\*

