

If elderly people are not diabetic, not on benefits and can 'just' manage on their weekly income they cannot usually access free spectacles, dental treatment or podiatry. Their falls, treatments, ambulance trips and hospital stays all cost the NHS a lot of money - about £250 for the ambulance, £110 for an attendance at A&E, £400+ a day for a bed, £6,000 (give or take) for a hip operation etc. etc.

Think on this: It would cost about £350 a year, or £7 a week to provide each one of these people with a couple of pair of spectacles, a new set of dentures and 4 or 5 visits from a podiatrist. (The cost of one A&E attendance by ambulance). We know the NHS is totally strapped for cash. All we ask is, if you know any "Ethels" will you please keep an eye on them. Please make sure they can see properly, that their glasses aren't broken, that their medications are correct. Please make sure they can eat properly – visit during a meal time or have them eat with you. You can then see if there are any hidden problems. And if you are giving a birthday present – a visit from a pedicurist or podiatrist may not go amiss, to help them walk properly.

OR

You can contact:

AGEUK (www.ageuk.org.uk) Tel 01923 252 947/01923 605 713 or
INDEPENDENT AGE (www.independentage.org) Tel (free) 0800 319 6789

For advice on what help may be available.

If the person has ever served in our armed forces you might try:

SSAFA (Soldiers, Sailors, Airmen & Families Association) for help -

hertfordshire@ssafa.org.uk or tel.helpline: 0800 731 4880

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SPRING IS HERE ☺

HAY FEVER & OTHER SUMMER ALLERGIES.

This is just a reminder to all of you who have hay fever, it is best if you start your medications early (ie NOW) before the warm weather and the season really kicks in. Just as a reminder this is a guide as 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
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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. If your symptoms are very severe 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) . There is more information on Hay Fever and other seasonal allergies from AllergyUK (www.allergyuk.org) Tel: 01322 619 898. Or on line from (www.nhs.uk/conditions/hayfever) .

If you are worried about AIR POLLUTION you can check out local air pollution levels from DEFRA (Department for Environment, Food and Rural Affairs). <https://uk-air.defra.gov.uk/latest/>

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.

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GLUTEN FREE PRODUCTS

HVCCG (Herts Valleys Clinical Commissioning Group)

Have provided a Position Statement on GLUTEN FREE PRODUCTS for patients with Coeliac Disease (CD) or Dermatitis Herpetiformis (DH)

For those of you with CD or DH (or their carers) you will probably know by now that gluten free products will no longer be freely available on prescription as they are now stocked in most supermarkets. Our Clinical Commissioning Group is not withdrawing all prescriptions, but the quantity allowed will be limited. Details are available on line (www.hertsvalleysccg.nhs.uk), or please ask your doctor/nurse for more information if you have not already received it.

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ARE YOU DRINKING TOO MUCH?

The NHS has just revised its advice on how much alcohol may affect your health. Current information is that **REGULARLY DRINKING MORE THAN 14 UNITS A WEEK** risks damaging your health. Fourteen units is equivalent to six pints of average-strength beer or ten small glasses of low strength wine.

- If you drink most weeks spread your drinking over three or more days if you do have as much as fourteen units a week.
- If you want to cut down try to have several drink-free days.
- If you are pregnant, or think you could become pregnant, the safest approach is to drink no alcohol at all.
- Please do not drink all your fourteen units in one session!!! This is an accident waiting to happen.

If you regularly drink less than fourteen units a week this is considered low-risk drinking – because it has been decided that there is no safe drinking level. The previously held position that some level of alcohol was good for the heart has been revised.

You can find out more on www.nhs.uk/Livewell/alcohol.

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SOME GENTLE REMINDERS

1. Together with other practices in Watford, we are able to offer routine appointments on Saturdays and Sundays. If you do make use of this weekend service, please can you advise if you are unable to attend, because your absence prevents another patient being seen.

2. We offer a number of GP On-Line Services – you can now book appointments, order repeat prescriptions & even access your GP records online. It is quick, easy & secure. Register for GP online services at the surgery, or to find out more visit www.nhs.uk/GPonlineservices

3.A number of patients are not collecting blood forms, letters and prescriptions which have been printed and issued. As well as being detrimental to your health and possible treatment, it is also a waste of everyone's time and effort if they are not collected

THE NEW HEALTH CENTRE

As many of you may have seen, the new building is progressing. Word has it that it will be well worth waiting for – opening we hope during the summer months. As your Patient Participation Group we are working with the Practice to offer you some 'extra' services, which will be introduced between now and the summer:

DIABETES PEER SUPPORT GROUP

This scheme is designed to help patients who have been newly diagnosed or need extra support in living with diabetes. It is envisaged that topics covered would include:

- Daily living with Diabetes.
- How to cope on holidays.
- Eating out.
- Changing eating habits.

Patients who have had diabetes for a number of years, and who just want a bit of moral support might also benefit from this scheme.

At present it is a work in progress, but as soon as it is up and running, you will all be advised.

SUPPORT FOR THOSE LIVING/COPING ALONE

Perhaps you live alone or are the sole carer for someone, or maybe you have just come out of hospital. You may feel lonely, isolated or cannot get out very often. If it helps we are offering, through the Patient Group, to telephone you occasionally to check if you are OK.

This scheme is now up and running and if you would like a call please fill out the form at the back of this newsletter and hand it in or send it to Reception at Manor View. If you are on line, you can email us on: mvppg1@gmail.com , leaving a telephone number. We like to know all is well.

CARERS' FRIDAYS

On the last Friday of every month, Joan Manning representing Carers in Hertfordshire will be available between 9.30am and 12.30pm with advice on what help and information is available for Carers. Please feel free to come along. If you want a longer chat please let us know what time would be best. You can contact us on mvppg1@gmail.com leaving a telephone number or leave a message at Reception.

This scheme is also now up and running.

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PLEASE CAN YOU HELP US?

With our move to the new Health Centre we would like to represent your views and hopes as to the service Manor View Practice should continue to provide. How would you define "A good GP practice"? We are collecting as many opinions as possible, so your individual

input would be invaluable. Please complete the form at the back of this letter and return it to the Practice. Or advise us on mvppg1@gmail.com. Many thanks.

MACMILLAN CANCER SUPPORT

If you have been affected by cancer, Macmillan Move More Herts is here to help you become and stay active. Their professionals really understand cancer and can create a physical activity programme tailored just for you as well as give you on-going support.

Taking part in physical activity during and after cancer treatment can play a huge part in enabling you to take back control. It can help you prevent and manage some of the effects of treatment, such as fatigue, depression and risks to your heart health. Lots of people say that it helps them to feel more like their old self.

You will be offered 12 fully funded activity sessions.
Instructor guidance and support for up to 12 months.
'Plus one' memberships are available.

To get started call the Move More Herts team on 01727 731540 or email: sam.movemore@oneymca.org. You can visit www.oneymca.org/movemoreherts for more information.

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😊😊 CARERS TALK 😊😊

WEDNESDAY AFTERNOON 1.30PM 22ND MARCH 2017

(This is the talk we had to postpone in December, so we hope those of you who wanted to attend then can come now).

If you help to look after someone – mother, father, husband, wife, child, friend or neighbour at your home or away; whether it be full time, part time or on an occasional basis, please join us when

DR KIRSTY MOORE

Will ask:

ARE YOU MISSING OUT?

DO YOU KNOW YOUR RIGHTS?

She will explain what GP services are there to help look after YOU (very important) where YOU can get help and advice and to answer your questions.

Please let us know if you would like to attend.

CONTACT US NOW ON:

Mvppg1@gmail.com

Or by leaving your name at reception.

😊WE LOOK FORWARD TO SEEING YOU. 😊

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HERTFORDSHIRE FIRE & RESCUE SERVICE

Are now offering a **FREE** "Safe & Well Visit" incorporating Home Fire Safety. They will supply and fit FREE smoke detectors where necessary and the visit includes covering general

aspects of Health and Wellbeing to help keep you safe and well. The service is currently available in Hertsmere but should be extended to Watford and other Hertfordshire areas later in the year.

Call 0300 123 4046 or go online at www.hertfordshire.gov.uk

10 MEDICAL REASONS FOR FEELING TIRED:

Any serious illness, especially painful ones, can make you feel tired. But some quite minor illnesses can also leave you feeling washed out. Here are 10 health conditions known to cause fatigue:

1. **Coeliac Disease.** This is a type of food intolerance where your body reacts badly when you eat gluten. 1 in 100 people are affected, but up to 90% of them don't know they have the condition. Other symptoms are diarrhoea, anaemia and weight loss. Your GP can check if you have coeliac disease through a blood test. Learn more from www.coeliac.or.uk
2. **Anaemia.** One of the most common medical reasons for feeling constantly run down. Typically you will feel you can't be bothered to do anything, your muscles will feel heavy and you will get tired very quickly. Learn more from www.nhs.uk/conditions/anaemia-iron-deficiency.
3. **Chronic Fatigue Syndrome.** (ME) is a severe and disabling tiredness that goes on for at least 6 months. There are other symptoms such as a sore throat, muscle or joint pain & headache. Learn more from www.meassociation.org.uk
4. **Sleep Apnoea.** Is a condition where your throat narrows or closes during sleep & repeatedly interrupts your breathing. This results in bad snoring & drop in your blood's oxygen levels. You wake often in the night and feel exhausted next day. It is most common in overweight middle-aged men. Drinking alcohol & smoking make it worse. Learn more from www.sleep-apnoea-trust.org
5. **Underactive Thyroid.** Means you have too little thyroid hormone (thyroxine) in your body. This makes you feel tired. You may put on weight & have aching muscles. Your GP can diagnose an underactive thyroid by taking a blood test. Learn more from www.nhs.uk/conditions/thyroid-under-active.
6. **Diabetes.** One of the main symptoms of diabetes is feeling very tired. The other key symptom is feeling very thirsty, going to the toilet a lot and weight loss. Your GP can diagnose diabetes with a blood test. Learn more from www.diabetes.org.uk
7. **Glandular Fever.** Is a common viral infection that causes fatigue along with fever, sore throat and swollen glands – usually in teenagers and young adults. Symptoms may disappear in 4 – 6 weeks but fatigue can last for several more months. Learn more from www.nhs.uk/conditions/glandular-fever
8. **Depression.** As well as making you feel very sad, depression can make you feel drained of energy; it can stop you falling asleep or cause you to wake up early which makes you more tired during the day. Learn more from www.mind.org.uk
9. **Restless Legs.** This is when you get uncomfortable sensations in your legs which keep you awake at night. Whatever your symptoms your sleep will be disturbed so you will feel very tired throughout the day. Learn more from www.rls-uk.org
10. **Anxiety.** Feeling anxious is sometimes perfectly normal. But some people have constant feelings of anxiety, which are so strong they affect their daily life. It affects 1 in 20 people in the UK. As well as feeling worried and irritable people with Generalised Anxiety Disorder will often feel tired. Learn more from www.mind.org.uk

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 OPA
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 Health 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.



Manor View Patient Participation Group.

How would you define “A Good GP Practice”?

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