



Patient Group Newsletter
September 2018

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The Silly Season's over, We've been given too much news!
What not to drink and what to eat,
Vegan, veggie, eat less meat – only keep it as a treat.
Two drinks a day – Now less they say!
Low carbs, high fat – No don't eat that!
Eat it cooked, No! eat it raw.
Dinners delivered to your door.
To walk, to run.
Have more fun.
Counting calories, counting steps,
Fit bits, fat bits, there's no rest.
BP you thought was quite OK
Is now too high – more pills they say.
Take your pills –
(Pills make you ill.)
Listen to us – don't make a fuss.
Do as we say – it's for today.
Last year's out – this year's in.
You are too plump – You are too thin!
STOP!!

The Silly Season's over, We've been given too much news!
If they don't know and you don't know
How do I know what to choose?
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BUT:

One piece of advice you should all heed:

MAKE SURE YOUR VACCINATIONS ARE UP TO DATE, including -

- FLU - BOOK YOUR FLU JABS IF YOU HAVE NOT ALREADY DONE SO – THE DOCTOR OR NURSE CAN CHECK AT THE SAME TIME THAT YOUR OTHER JABS ARE UP TO DATE.
- STUDENTS: MenACWY
- CHILDREN: MMR – Please note that Measles is on the increase – there were 900 cases in England in the first half of this year – three times the total for 2017!!

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PTO FOR IMPORTANT INFORMATION→

IMPORTANT INFORMATION

FLU JABS:

This year we are also offering flu immunisation to:

- Health and Social Care staff employed by a registered care/nursing home, or registered care provider.
- Health and Care staff employed by a voluntary managed hospice provider, who are directly involved in the care of vulnerable patients.

This scheme is intended to complement, not replace, occupation health schemes.

for more info: <https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>

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MenACWY

The **MenACWY** vaccine is:

- Given by a single injection into the upper arm and protects against four different strains: A,C,W and Y, of the **Meningococcal bacteria** that cause **meningitis** and **blood poisoning (septicaemia)**.
- It is being offered to teenagers and also to first-time college and university students who have not already had the vaccination.
- It provides important protection and all teenagers born between: **1st September 1998 and 31st August 1999** are advised to arrange vaccination now with their GP.
- In addition, anyone born on or after **1st September 1996** who missed their routine school vaccination in school years 9 or 10, or the catch-up **MenACWY** vaccination, can get the vaccine from their GP up to their **25th Birthday**.
- Students going to college or university for the first time, including overseas and mature students, who have not yet had the **MenACWY** vaccine remain eligible up to their **25th Birthday**.

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MMR

For more information, which is constantly being up-dated, please look at:

<https://gov.uk/government/news/measles-outbreaks-across-England>

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HERTSMERE WELLBEING GATEWAY SERVICE

This is a new service being offered to patients on a Tuesday afternoon. If you are a resident of Hertsmere and over 16 years old, if you have money worries, need to speak to someone about benefits or housing, or just want to get active by trying something new, we can book you an appointment. This is the help that is being offered:

- **ADVICE** – help with issues such as money, benefits or housing. Hertsmere Wellbeing Gateway Service Wellbeing Workers can provide advice on a wide range of issues including:
 - Benefits
 - Money Worries
 - Housing Problems
 - Family Breakdown
 - Employment Disputes

- **SUPPORT** - with physical conditions or emotional difficulties.
 - Help with physical conditions
 - Help with emotional health needs

- **KEEPING ACTIVE** - helping patients to get active and feel better. They can assist patients to access support and guidance including groups where you can try something new such as:
 - Healthy living
 - Dancing
 - Gardening
 - Walking Groups
 - Wellbeing
 - Exercise Groups
 - Socialising
 - Creative and cultural activities

If you think the service can help you, please speak with a Receptionist and make your appointment.

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KOOTH – YOUNG PERSONS ON LINE COUNSELLING SERVICE

XenZone is a provider of online mental health services for children, young people and adults. Kooth from XenZone is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.

For more information about XenZone please visit: XENZONE.COM([HTTP://XENZONE.COM](http://xenzone.com)) .

If you are a parent looking for more information about Kooth, please email: PARENTS@XENZONE.COM ([MAILTO:PARENTS@XENZONE.COM](mailto:PARENTS@XENZONE.COM))

HELLOS AND GOODBYES:

Dr Davis left us 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.

Dr Haroon Rauf became a Partner of the Practice from 1st July 2018/

Dr Shiv Koria has now joined the Practice and will be attending Tuesdays and Fridays.

Dr Tasneem Rashid and Dr Luxemy Balachandran are also joining the Practice.

On behalf of the Patients Group, we welcome you all and hope you enjoy working with us.

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Dr Koria:

Dr Koria introduces himself as a GP with a knowledge and interest in “A bit of everything”. He is currently working with us two days a week and attends two other practices during the rest of the week. Over and above his work-load he is studying for an extra post-graduate diploma in the treatment of Diabetes. He is married with a baby daughter, lives in Watford, and in his spare time (!) loves cooking. We may look to you Dr Koria for a contribution to our newsletter.

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PPG AGM

Wednesday, 10th October 2018 7 pm

For those of you who read this in time, we will be holding our AGM at 7pm on 10th October 2018 – a little later in the year than usual. It is open to everyone. Come and hear about the Practice, what is happening, any changes being made, and FEEL FREE to bring along any questions you have for our Medical and Management staff who will be attending. Please support us. We are volunteers who work on your behalf representing the needs and opinions of you, the patients. Better still, join our small committee. We would love to see you. You can notify us of your attendance at mvppg1@gmail.com or leave your name at reception, or if you can't do either – just turn up. I'm sure we will find you a seat.

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CAKE SALE FOR BREAST CANCER WEEK

19TH OCTOBER, 2018

Once again, we will be having one of our fabulous cake sales, when cakes and cookies prepared and donated by our lovely staff and patients will be on sale through the day. Please support us. Your efforts and donations have always been so generous!

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CROSSROADS BREAKAWAY VOLUNTEERING SERVICE

Carers in Hertfordshire and Crossroads Care Hertfordshire recently joined forces to strengthen and improve the services they provide to unpaid family carers and the people they look after, often 24 hours a day, 7 days a week. There are a range of services, including Carers' Breaks and Domiciliary care. On welcoming the volunteers and clients of the Breakaway Service which has been providing volunteering befriending and support to Carers in West Herts for over 20 years, Michael Farrell, the Crossroads CEO said: "Many people do not have access to funding for a carer's break and many people want to make a difference to their neighbourhoods. This is a great way of supporting people to come together."

If you are interested in volunteering to help carers, or if you think you could benefit from extra voluntary help and support or a short carer's break, or if you would just like to know more, please contact them on :

info@crossroadshn.org.uk

or call 01462 455 578

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IS YOUR HEART OLDER THAN YOU?

Currently Public Health England is offering a free online Heart Age Test. They state "...it will quickly reveal your heart age and how to lower it, as well as ways to reduce your risk of heart attack or stroke." It is very simple to do. **BUT** before you access the site please make sure you know your blood pressure numbers and your cholesterol (Total and HDL). Otherwise the site will make a "guestimate" of the numbers and the resulting heart age may be a heart stopping nonsense!

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HONEY, NOT ANTIBIOTICS, RECOMMENDED FOR COUGHS.

As we make our way into the season of coughs and colds, Public Health England (PHE) and the National Institute for Health and Care Excellence (NICE) are recommending that before requesting antibiotics we should try using honey:

- squeeze the juice from half a lemon into a mug of boiled water
- add one to two teaspoons of honey
- stir and drink whilst still warm.

This advice is for anyone over the age of 5 years, for coughs which last for a short period of time (days or weeks, not months) and is based on PHE and NICE looking at a wide range of scientific evidence. This does not stop you requesting other cough treatments from your pharmacist which may be similarly effective. The underlying infection will not be cured, but this usually gets better on its own. If, after 3 weeks, you are not better, please see your GP.

from an NHS recommendation Sept 2018

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SMALL ACTS OF KINDNESS

Here is a reminder about 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 **01923 372717** or **07778 931 606**.

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UPDATE ON HERTFORDSHIRE INTEGRATED URGENT CARE

What is **Integrated Urgent Care (IUC)**? Good question. It is a number of services operated under the general banner of Urgent Care which include:

- NHS **111** Service in this area
- GP **Out of Hours (OOH)** service (telephones, bases and cars)
- IUC **Clinical Assessment Service (CAS)**
- Acute in Hours Home Visiting Service (East & North Herts only).

IUC ensures that patient urgent needs are met with a single number →**111** which supports the wider urgent & emergency care system as well as primary care (your GP).

Our **CAS (Clinical Assessment Service)** has a GP present all the time and is the only IUC in the country to do so. There are also other clinicians present including a pharmacist, dental nurse, palliative care nurse and other clinical advisors.

In the 9 months up to 31st March 2018, **246,291** (more than a quarter of a million) calls to NHS **111** were answered.

Of these **32,863** (13.5%) were handled by **CAS**.

There were **131,468 Out of Hours(OOH)** GP calls of which over a third were resolved with GP advice only.

CAS is directly accessible to clinicians (GPs, paramedics, district nurses and palliative care teams).

Care Homes have direct access into **CAS** for relevant enquiries.

We are the first in the UK to have Sepsis point of care testing in all **OOH** bases and cars.

NHS 111 online is now live in Hertfordshire.

Herts IUC has been named the **“Exemplar IUC Service”** by NHS England.

The CQC (Care Quality Commission) has visited and is using **Herts IUC** as the benchmark for developing IUC specific standards.

Herts IUC has recently been visited by various organisations to learn more about their approach to successful IUC Clinical Governance.

They are inundated by visit requests from other CCGs from across England.

Future developments include various video pilots being developed, a Mental Health component, and on-line pathways.

Also: Electronic Prescribing Service, direct booking into Urgent treatment centres, direct booking into GP Extended access hubs.

They will continue to ensure the right patient is directed to the rights service that is clinically appropriate.

The **NHS 111 Campaign** should be launched mid-September and is scheduled to run for 5 weeks. This should remind patients, ahead of winter pressures, that they should use 111 where appropriate and to let them know about the enhanced service it now provides. Target audiences will include Young people under 18, People over 60, families with young children and Ethnic minority groups.

from a presentation by Dr Vipul Parbat, CCG Clinical Lead. 2018

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HERTS & WEST ESSEX STP

As you may or may not know, the various Clinical Commissioning Groups (the people who run and commission your local health services) have been slightly re-formed to create larger STPs. This stands for Sustainability and Transformation Partnerships. We have been linked to N & NE Hertfordshire and West Essex. (I am not privy to why or how this choice was made!) For your information, in case you hear the STP mentioned, it contains:

- 1.5 million people
- 166 GP practices
- 301 pharmacies
- 2 Health and Wellbeing Boards
- 13 District and Borough Councils
- Hundreds of health and care partners.

Although the quality of care is generally good, they face a number of challenges: Obesity, Cancer, Mental Illness including the rising number of Dementia patients. The population is expected to grow by 150,000 within the next 6 years. The number of people over the age of 65 will increase by 12%.

Living costs in the area are high, but pay in London is higher than ours. More than a quarter of the workforce in primary care is expected to retire in the next 5 years. The STP faces a **£450million** deficit by 2022/3 for healthcare alone and both the **West Herts Hospital Trust** (Watford/St Albans/Hemel) and the Princess Alexandra Hospital need major renovations.

As you can see their remit is huge, the area they cover is even bigger, but their aim is to improve health and care in Hertfordshire and West Essex.

One of the things they are targeting the amount of medicines which are wasted in the area – to the tune of £7,000,000 (seven million pounds). Sometimes the patients don't take their medicines, or they receive more than they actually need. This can be for a number of reasons – repeat prescriptions are not systematically checked, patients don't listen to the doctor's or pharmacist's instructions, patients have a bad reaction to the medicine etc etc.

The STP is requesting that you order **ONLY** the medicines you need (a bit difficult when the ordering is automatic and out of your hands), you tick only the items that you need, you return unused (unopened) prescription medicines to the pharmacist and you take all medicines as instructed.

nhs Hertfordshire

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PHARMACY2U

As we are talking Medicines and prescriptions here, we may as well point out that the company **Pharmacy2U** has recently sent a 'blanket' mailing to a number of patients in the Manor View catchment area. The letter is written in such a way as to encourage you to think that Manor View (whose name is included in the letter) supports them (although they later state that 'your surgery ...has not approved this communication'). The scheme they offer (NHS electronic Prescription Service) is the same one used by our surgery and local pharmacists. **Pharmacy2U** handle only your repeat prescriptions – your local pharmacy's bread and butter – sent to you in the mail. Not emergency prescriptions or over the counter medicines. This could lead to the loss of your local High Street pharmacist and all the personal skills and services he brings. If you wish to see your local pharmacists survive, please think carefully before you sign up. Think – if there is a postal strike, if you get the wrong medicines, if your meds are changed, if you receive someone else's meds, if you have a query ...all of these situations have occurred!

HEALTHY OLDER PEOPLE DO NOT BENEFIT FROM TAKING ASPIRIN

A trial recently found that millions of healthy people aged over 70 (over 65 for black or Hispanic ethnicity from the US) and not living in care homes are unlikely to benefit from taking 100mg aspirin daily to ward off illness in old age. The trial looked at more than 19,000 people with **no history of cardiovascular disease**. In fact, the daily aspirin – unless prescribed by the doctor for some other reason - had the detrimental effect of increasing the risk of bleeding and damage to the stomach lining.

nhs.uk/news

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INTEGRATED NUTRITION AND DIETARY SUPPORT SERVICE IN WEST HERTFORDSHIRE

HVCCG (Our clinical commissioning group) has appointed Herts Community Trust (HCT) as lead provider for a new integrated nutrition and dietary support service for people living in West Hertfordshire. The service which goes live on 1st November focuses on helping people of all ages to have good nutrition and to giving them the right support to manage their dietary needs.

The priorities of the new service are:

- Preventing malnutrition and promoting good nutrition.
- Providing education & training for health & social care workers.
- Providing specialist care & support for people with specific conditions, such as coeliac disease, or for people who need to be tube fed.

HCT will work with 4 organisations – each will focus on specific aspects of care and support:

1. West Herts Hospitals NHS Trust – providing specialist multi-disciplinary support for both children and adults with nutrition and dietetics needs (eg through its upper gastro-intestinal cancer service).
2. Herts Independent Living Service (HILS) – delivering training on recognition and treatment of malnutrition for local carer agencies and care home teams.
3. Age UK Hertfordshire – providing social support and nutrition awareness for patients with or at high risk of malnutrition.
4. Luton & Dunstable University Hospital NHS Foundation Trust – weight management services for obese patients, often with more complex needs.

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VITAMIN D REMINDER

As the days get shorter and the sun gets lower in the sky, please remember that we do not absorb any Vitamin D from sunlight between the end of October and end of March. It may be wise to supplement with Vitamin D (or D + vitamin K) to help absorption into the bones if you are someone who ventures out only a little during the year. Likewise, if you are caring for someone who is housebound, ask the Dr to check his or her vitamin D status.

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ANTACIDS/PROTON PUMP INHIBITORS

If you have to take medicines to reduce the acid in your stomach, you may wish to check that you are not lacking in vitamins B12 and Folate, Iron, Calcium or Magnesium.

JM. Bsc Msc Reg Nutritionist

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