



## Manor View Practice

### Patient Group Newsletter September 2015

Practice Manager: Liz Webb, Manor View Practice, Bushey Health Centre, London Road, Bushey, Herts WD232NN

#### **A PAIN IN THE 'A'**

Stories of Napoleon  
They tell us it is true –  
'Piles' were the cause of his defeat  
At the Battle of Waterloo.

For only one who's suffered  
From this right pain in the 'A'  
Knows how concentration goes  
Whilst keeping 'piles' at bay.

We're glad the Dear Lord gave us brains  
And useful orifice.  
But was it necessary  
To have veins in such a place as this?

Just think what Napoleon lost  
When his horse he could not ride.  
Because his bottom was so sore  
It cannot be described!

They say that forty percent of us  
Suffer from this pest.  
Isn't it time to give us a break  
To enjoy life with the rest?

*This contribution is gratefully received from Gladys Connaughton (age 89) a patient of Manor View Surgery.*

*If you would like to send your poems, letters, comments on local support groups etc. etc. please forward them to [mvppg1@gmail.com](mailto:mvppg1@gmail.com) (or if you are not on line and have no access to a computer the Reception Staff will pass them on to us.)*

**HERE ARE SOME 'GRANNY'S TIPS'** Which may help if you suffer like Napoleon –

- a. Don't go into battle on a horse – or sit on a hard saddle.
- b. Don't take hot baths – warm ones at best.
- c. Drink plenty of water.
- d. Eat more fibre (fruit, vegetables) unless, of course, you are one person who overdoses on fibre – sometimes you can have too much of a good thing!
- e. Your PHARMACIST will keep a selection of ointments & creams which may help.
- f. If your 'piles' (haemorrhoids) persist, please visit your DOCTOR.

Contact the PPG at [mvppg1@gmail.com](mailto:mvppg1@gmail.com) Please refer ALL CLINICAL MATTERS to the surgery

HERE IS ONE GRANNY'S 'CURE'. VERY TASTY.



Empty one packet of mixed dried fruits (prunes, apricots, apples, figs etc) into a large bowl.

Peel an orange and slice thinly over the dried fruit.

Cover all the fruits with boiling water.

Let the mixture cool. Cover and place in the fridge. Keep topping up with water as the fruit swells up.

After two or three days the compote is ready to eat. The longer it stands, the more tasty it gets. The more prunes in the mix, the richer the flavour. You can add some squeezed lemon or orange juice if you want.

THERE YOU GO – no added sugar, high fibre, part of your five a day, it tastes good and there is no cooking involved.

A bowl of this, topped with yoghurt, comes highly recommended as a quick breakfast.

The Granny who gave us this recipe also adds a handful of raisins and nuts too, but really the choice is yours.

Enjoy.

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### DIABETES – OUR NEXT TALK.

Please save the early evening of WEDNESDAY 9<sup>TH</sup> SEPTEMBER (7 PM) for a **VERY IMPORTANT PRESENTATION by an expert on DIABETES.**

Are you aware that about 3 million people in the UK are thought to have DIABETES, and of these **ONE IN FIVE DOESN'T KNOW IT?** Diabetes isn't just 'not being able to have sugar', it is a potentially serious metabolic disorder which can have long term damaging consequences to your HEART, KIDNEYS, EYESIGHT AND NERVOUS SYSTEM. In many cases (type II/late onset diabetes) the progression of this disease can be HALTED – or even prevented – and with care you can have a long and healthy life. EVERYONE SHOULD KNOW THIS.

Find out more by attending our evening. Listen. Ask questions.

Become part of the conversation. As we said:

**THIS IS IMPORTANT AND POTENTIALLY LIFE CHANGING.**

Bring along your friends and family.

(We cannot offer you a 'Diabetes jab' (see Vaccinations below) but we can help many of you avoid this illness.

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## **Important information for patients:**

(from Manor View Practice)

### **Late Policy**

We strive to see every patient as close to their appointment time as possible and therefore if you are 10 minutes late or more to your appointment you may be asked to reschedule. One or two late patients can cause the entire daily schedule to fall behind. We will try to accommodate late-comers as best as possible but cannot compromise on the quality and timely care provided to our other patients. Priority will be given to patients who arrive on time and it will be up to the discretion of the clinician if you can be worked in between them. This unfortunately may mean you will have a considerable wait. If this is not convenient for you, you may choose to reschedule.

### **Telephone Appointments**

If you would like to speak to a specific Doctor you will need to book a telephone appointment. You will be required to provide a brief reason for booking. To book a telephone appointment please contact reception:

- To discuss blood tests
- To discuss investigation results e.g. MRI/X-rays/Ultrasound
- To discuss hospital appointment outcomes – eg after endoscopy
- At the request of a doctor

**If the request for the telephone call is urgent it will be put through to the Duty Doctor for review. This will result in you being contacted by either the Duty Doctor or by a receptionist to inform you of the outcome.**

### **Repeat Prescriptions**

Since 7<sup>th</sup> July 2015 the turnaround for repeat prescription requests is now 72 hours (3 working days).

### **Online Services**

Why not register for our Emis Online Services where you can order Prescriptions and also Book, Check or Cancel your appointments and view part of your medical record.

If you wish to have access to online services you will need to register at Reception. To do this you will need to provide 2 valid forms of identification:

- 1 Photo ID (Passport, Driver's Licence National Identity Card)
- 2 Address ID (Bank statement, Tenancy agreement, Utility Bill)

**Drivers' Licences and Mobile Phone Bills are not accepted as Proof of Address ID.**

This is because as of April 1<sup>st</sup> 2015 NHS England have requested all patients' identities to be verified for Online Services. For further information, please speak to Reception.

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## VACCINATIONS:

### 1.FLU.

'Flu (Influenza) is not just a bad cold. It can be a very debilitating and serious viral illness. Over the past 100 years there have been a number of 'pandemics' which means that the illness has quickly spread around the world, killing millions of people. In 1918 twenty percent of the world's population became ill with 'flu! 50 million people died. 250,000 of those lived in the UK. In 1957/8 one million people died world-wide of Asian 'flu – 33,000 of those in the UK. EVEN IN THE 21<sup>ST</sup> CENTURY 12,000 PEOPLE WILL DIE EACH YEAR IN THE UK OF 'FLU.

#### COME FOR YOUR FLU JAB

If you are aged 65 years and over

Or an adult or a child who is suffering from a chronic illness, if you are a carer, expectant mum or you have a child aged 2-4 years

#### YOU NEED A FLU JAB

WE ARE RUNNING OPEN ACCESS, NO APPOINTMENT REQUIRED  
HERE ON

THURSDAY 8<sup>th</sup> OCTOBER 2015 07.30am – 6.00pm

REMEMBER TO CHECK IN AT RECEPTION WHEN YOU ARRIVE.

Alternative appointments can be made via reception or through  
our automated booking system.

### Children:

From autumn children aged 2,3 & 4 plus school years 1 and 2 will be offered immunisation – usually via a nasal spray. In some cases this will actually be offered at school. HOWEVER if your child has a medical condition (for instance asthma or a compromised immune system) or a known allergy (such as eggs) please ask your nurse or doctor for advice before proceeding to make sure the most appropriate method of immunisation is used.

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### 2. MENINGITIS W

Teenagers and university students are to be offered a vaccination to prevent Meningitis W. From August 2015 all 17 and 18-year-olds in school year 13 and 1<sup>st</sup> year university students up to the age of 25 will be offered the MEN ACWY vaccine. If you or a member of your family come into this category, please take advantage of the vaccine – it protects against 4 different causes of meningitis and septicaemia and the MEN W bacteria is a particularly deadly strain.

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### DO YOU SUFFER FROM LUPUS?

We have been notified that there is a Hert & Beds Lupus Group as part of LUPUS UK. If you are interested they have meetings every 3 months – a morning meeting in the coffee shop at Burstons Garden Centre, St Albans and an evening meeting at the Three Hammers, Chiswell Green. The next meeting will be in September and we will be notified when the actual dates have been decided. Anyone interested – please contact the PPG on [mvppg1@gmail.com](mailto:mvppg1@gmail.com) and we will pass on the dates as soon as we have them. If you are not on line leave a message at Reception and it will be given to us. The Lupus Group contact number is email: [hazel.wood1@gmail.com](mailto:hazel.wood1@gmail.com) or 01923 801 107, mob: 00785 782 583

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## **DO YOU SUFFER FROM RESTLESS LEGS SYNDROME (RLS)?**

We don't have a local support group, but have been advised that there is a National Support Group (RLS-UK) who will be having their AGM on Saturday 5<sup>th</sup> September at the Royal College of Surgeons in London. If you are interested, you don't have to attend the AGM but can register for the afternoon session (12.30pm) when they will have some very interesting speakers. Contact info: [www.rls-uk.org](http://www.rls-uk.org) or if you are not on line contact the PPG on [mvppg1@gmail.com](mailto:mvppg1@gmail.com).

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## **FIRST AID IN THE HOME**

You shouldn't have to be reminded but every home (if not every car) should be equipped with a First Aid Kit. Probably, like most of us, you have (somewhere) some plasters, a pair of scissors, a bit of antiseptic cream and maybe some sterile wipes. But is this enough? Answer – no. To look after any emergencies in the home (or car) this is the list as suggested by the NHS:

|   |                                     |
|---|-------------------------------------|
| Plasters in a variety of sizes & shapes                               | At least 2 sterile eye dressings    |
| Small, medium & large sterile gauze dressings.                        | Triangular bandages                 |
| Crepe rolled bandages   | Safety pins                         |
| Disposable sterile gloves   | Tweezers                            |
| Scissors  | Sticky tape                         |
| Alcohol free cleansing wipes  | Thermometer                         |
| Skin rash cream (hydrocortisone or calendula)                         | Antiseptic cream                    |
| Cream/spray for insect bites or stings                                | Cough medicine                      |
| Antihistamine tablets   | Distilled water for cleaning wounds |
| Eye wash & eye bath   |                                     |
| Painkillers such as Paracetamol (or infant paracetamol for children), |                                     |
| Aspirin (not to be given to children under 16, or Ibuprofen.          |                                     |

In addition you should keep a spare pair of reading glasses with the kit (if you need them) a torch, some batteries and a contact telephone number for some-one else who may be helping you. A candle & some matches are useful if there is a power cut or you need to sterilize a needle.

If you can afford it you can purchase an already prepared first aid kit (£6 - £30) but make sure you keep it fully stocked. The first aid kit should be kept accessible (but out of the reach of children) in a dry place – and make sure the rest of the family knows where it is.

It is no good having the kit if you don't know what to do in an emergency, so a **FIRST AID BOOK** (such as the St. John Ambulance First Aid Manual) is also highly recommended. If you are on line this can be bought for about £5 and is worth every penny.

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**WHO WOULD BE UP** for a session on CPR & the use of a defibrillator (how to revive someone?) Or general First Aid? If you are interested, please contact the PPG on [mvppg1@gmail.com](mailto:mvppg1@gmail.com) or if you are not on line let the surgery know & they will contact us on your behalf.

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**WHO'S WHO IN THE SURGERY:****MEET DR GOS:**

Dr Gosagan Gopalakrishnan (or Dr Gos as he is commonly known) has been a GP at Manor View Practice for just over a year and is our newest Partner. He grew up in Edgware and was familiar with the Bushey area prior to joining us.

Dr Gos completed his GP training locally on the West Herts Training Scheme. Before this he undertook several years of surgical training with London Deanery and during this time was involved in over 1000 operations. He worked in the Plastic Surgery Department at Guy's and St Thomas' Hospital and performed dermatological and minor surgery alongside much bigger reconstructive procedures. This is a role he enjoys and he continues to offer minor surgery to his patients at Manor View Practice.

In his spare time Dr Gos can be found playing with his three children, doing DIY and occasionally playing cricket when his family let him!

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**MANOR VIEW Patient Participation Group AGM**

Was held on 25<sup>th</sup> June at the Surgery. The following people have been nominated onto the Committee for the following year:

|                           |                                  |
|---------------------------|----------------------------------|
| Chair:                    | Richard Beeden                   |
| Vice-Chair:               | Joan Manning                     |
| Treasurer:                | John Perry                       |
| Secretary:                | Brian Richards                   |
| IT Expert:                | Colin Stodel                     |
| Young People's Champions: | Radhika Biswas and Jesse Anthony |

Full details are available on line.

You can contact any of the above on: [mvppg1@gmail.com](mailto:mvppg1@gmail.com)

As has been mentioned, any comments, views, matters for discussion, interesting meetings etc. can be forwarded to us – either at the email address of if you are not on line via Reception at the surgery.

**MANOR VIEW PRACTICE & WEB SITE**

For those of you on line, please make full use of our web-site. The Surgery tries to keep it up to date with information regarding services, staff, opening hours, interesting dates or talks, plus the Patient Participation Group has its own page. If you feel anything is missing, please let us know.

Please fill in the Friends and Family forms – these are collected and the results count towards how your surgery is assessed and rated.

Do you attend or use any local support or advice services in the area? Although there are plenty of leaflets in the surgery, it is always nice if we have a personal recommendation. On the other hand if you are having a problem with a particular service – perhaps we should know. Contact us on [mvppg1@gmail.com](mailto:mvppg1@gmail.com).

**PLEASE SUPPORT US – IF WE ALL WORK TOGETHER WE CAN MAKE A REALLY GREAT PRACTICE EVEN BETTER!!!!!!!!!!!!**

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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 – 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 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 586 959

Email address is: [contact@carersinherts.org.uk](mailto: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:**

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 OPA

Email: [www.hertsdirect.org/fire](http://www.hertsdirect.org/fire)

Contact the PPG at [mvppg1@gmail.com](mailto:mvppg1@gmail.com) Please refer ALL CLINICAL MATTERS to the surgery

**→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@wafordfc.com](mailto:andrew.garlick@wafordfc.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

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