

We currently have more than 13,000 patients registered with us – ranging in age from 0 – 100+ (yes we have two centenarians) and in case you think we are populated mainly by the elderly this is the age split:

0 – 9	1672 patients	50 – 59	1711 patients
10 – 19	1420 patients	60 – 69	1351 patients
20 – 29	1503 patients	70 – 79	897 patients
30 – 39	2009 patients	80 – 89	479 patients
40 – 49	1907 patients	90 – 99	108 patients
	100+ 2 patients (wow!!!)		

This means that we have 8511 under 50 and 4548 over 50. You might think the Practice spends most of its time with the older generations – (you won't complain when it's your turn) but remember it has an equal responsibility to each and every one of you.

We currently employ 8 doctors, 4 nurses, 2 health care assistants and 1 phlebotomist. We have access to 2 healthcare visitors plus community nurses (who are no longer located within the practice). Our management team comprises 1 manager, 1 assistant manager, 12 receptionists, secretaries and back-room help. Our staff work varying hours from 6.45 am to 7 pm (at least) and as well as routine appointments we offer commuter slots and one Saturday morning/one Sunday morning surgery each month.

With all these hours and such hard working staff it can still be difficult to meet all the demands of our community. Just remember that as well as seeing you, members of the Practice have to attend many meetings, constantly update their knowledge and skills, and spend hours filling out forms and ticking numerous boxes!! Such is the wonderful world of the NHS. I don't think there are many doctors taking the 3 o'clock slot on the golf course!

One of the ways the Practice has tried to re-organise its time is with the new appointment system. Prior to its introduction many patients were failing to attend their booked appointments, but since July the number of "no shows" has dropped from 117 in May and 107 in June to 45 in July.

We have had a little resistance to the new arrangements, but it seems to be working. Just to clarify, this is how it works:

- You can make a GP appointment on the day or 24 hours in advance.
- If you wish to speak with a receptionist, you can call after 8 am.
- Automated telephone booking is available 24 hours a day.
- On line booking is available 24 hours a day.
- We also offer telephone consultations, as many issues can be resolved this way.
- At present nurses' appointments can only be made through Reception.

IF YOU HAVE AN OPINION OR WANT TO HAVE YOUR SAY, YOU CAN ATTEND OUR PATIENT PARTICIPATION GROUP AGM ON:

21st SEPTEMBER AT 7 PM.

When members of the Practice will be available to answer your questions!!!!

YOUR PATIENT PARTICIPATION GROUP

We have been up and running for over 18 months now. Currently we have a membership of 336 with a small working committee who work hard to bring you this newsletter, arrange health talks, represent you at the Herts Valleys PPG meetings and who have organised our new Face-book and Twitter accounts.

As you know we will be moving to our new premises within the year (hopefully) and we feel it is very important in the intervening months that your voice should be heard and your needs be incorporated into our new plans. If this is to remain a truly community and family centred Practice – WE NEED TO HEAR FROM YOU. To be a member of the PPG is neither time consuming nor onerous – but we would like to represent a wider range of patients than we currently do. Whatever your age, ability, disability, whether you are a carer or cared for, please down-load an application form (it is available on our web-site) or ask for one at Reception. You will automatically receive our newsletters, plus notice of any talks or meetings and as and when we can offer new ideas and services you will be in the front-line.

Our small committee is also recruiting more members. We have short, regular meetings. We aren't scary. We are open to all suggestions but most important we keep a dialogue going between the Practice Staff and the patients. We cover many things: what you like, what you don't like, what is going right, what you feel is going wrong, what do you want and most important of all, how can we help you to get it!

**OUR AGM IS ON 21st SEPTEMBER AT 7 PM. PRACTICE STAFF WILL BE
AVAILABLE TO ANSWER ANY QUESTIONS YOU MAY HAVE,
INCLUDING THE NEW APPOINTMENT SYSTEM AND OUR
NEW HEALTH CENTRE.**

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YOUR CARE YOUR FUTURE

Your local Clinical Commissioning Group (Herts Valley CCG) has been working on a 5-year plan to reorganise local health provision. This includes: bringing a number of services closer to you so you do not have to visit the hospital for some clinics and trying to offer more joined up care for people with complicated or long term conditions.

Currently the improvement in services includes investing in:

Rapid Response Team – to support older people and helping them to avoid admission to hospital. This has already proved extremely effective, reducing emergency admissions for patients.

The new Cardiology Service – As mentioned in the last newsletter – where local GPs can order tests for patients directly, without the need to see a hospital specialist first. GPs themselves can also get specialist advice that they can give directly to their patients.

Community Navigators – to help people access care when they cannot manage it for themselves.

Health and Wellbeing Hubs – Some communities would benefit from upgrading existing buildings wherein they could be offered more joined up services. Where this takes place the sites will be known as Health and Wellbeing Hubs – where for example GP and primary care services will be available alongside community and other health and care services. Plans are already underway in some locations which include:

Elstree Way: - In Borehamwood Herts Valleys CCG are working with Hertsmere Borough Council to develop a hub in Elstree Way.

South Oxhey – discussions are under way with Hertfordshire CC and Three Rivers DC.

St Albans & Watford – Decisions on the provision here will depend on the future of the Local Hospital.

Each hub will be developed to meet the needs of the different populations but may well include **GP** and **Pharmacy** services, **tests and treatments** – from **x-rays** and **blood tests** to **mental health** services – **minor surgery** and **urgent care**. Additionally, **social care** support and services offered by the **voluntary sector** may be available. If you wish to be involved in the consultations, please contact Herts Valleys CCG (all patient involvement information is on their web site). We will try to keep you informed as and when more information is available.

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PLANS FOR SPECIFIC SERVICES

Diabetes:

The CCG have been working with Diabetes UK, local patients and clinicians to develop a joined up and improved diabetes service. This should mean people living with diabetes will receive better support to manage their own care and are better educated about their condition.

Older People:

Alongside the Rapid Response Team, work is under way to strengthen links with local care homes. As well as improving the GP services a “Care Home Pharmacist” will be introduced in each area. Better care for older people in their own homes is also envisaged.

Stroke:

It is planned that this will include a Hyper Acute Stroke unit at Watford General Hospital and provision of specialist rehabilitation at home or in a community bed.

Child and Adolescent Mental Health Services (CAMHS).

£2.5million is being invested to transform mental health services for children and young people living in Hertfordshire. A pilot project was launched at 20 schools to give pupils better mental health help with a key member of school staff having special training and linking with an NHS specialist for advice and guidance.

We hope to report later on plans for Ophthalmology, ENT, Community Urgent Care and MSK (MusculoSkeletal) services.

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DATES FOR YOUR DIARY

ARE YOU STRESSED, ANXIOUS, DEPRESSED???

(AREN'T WE All, SOMETIMES?)

In response to your requests for help in coping with stress, anxiety and depression, we have invited

Joanna Bawa CPsychol, Cognitive Behavioural Therapist

To speak with us on:

On Thursday 15 September 2016

7.00 pm

All are welcome

Please register your interest either with us on

mvppg1@gmail.com or with Reception

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HAVE YOU, OR HAS SOMEONE YOU LIVE WITH OR CARE FOR, BEEN DIAGNOSED WITH MULTIPLE SCLEROSIS (MS) IN THE PAST 5 YEARS?

If so this free to attend event may provide you with useful knowledge

Saturday 15TH OCTOBER 2016

10 – 3

at

The Red Lion, 88 Great North Road, Hatfield, AL95EU

If you are interested in attending please contact Herts Neuro Service on 01923 299 123/299
100

or

Linda.Griffiths@hct.nhs.uk

To register or for more information.

(If any of you do attend and would like to report back to us, we would be more than happy to record your comments for other patients. Thank you.)

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FLU JABS.

These have been organised for the following two dates:

Thursday 15th September from 7.30am – 6.00 pm

For eligible patients aged 18 yrs and over

Wednesday 19th October from 7.30am – 6.00 pm

For eligible patients aged 17 yrs and younger

****Children in school years one, two and three will be vaccinated in school****

PLEASE CHECK ELIGIBILITY BY SPEAKING TO RECEPTION, YOUR GP OR NURSE.

DID YOU KNOW?

If you or someone you care for is house-bound there are some services that can come to you at home. These include:

Dentist: If you cannot get to the dentist because you have a disability or medical condition, the dentist should refer you to a more specialised service. Ask your dentist what is needed for a referral and if it is suitable in your case.

People who may need community dental services include:

- children with physical or learning disabilities or medical conditions.
- Adults with complex needs, including learning and physical disabilities and Mental health problems.
- Housebound and homeless people.

To find out more about the community dental care available.....Aahh, dear reader. I followed all the instructions given to me, including those from Carers in Hertfordshire, NHS Choices and your Local NHS England Area Team. As you read this, no one has yet been able to point me in the right direction or given me a telephone number or address. **IF ANY OF YOU CAN HELP, PLEASE CONTACT ME ON mvppg1@gmail.com OR LEAVE A NOTE AT RECEPTION.** In the meantime, I will keep on chasing. I have been assured they are out there!

JM

Optician

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

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JUST A THOUGHT

To end with you might like to consider the following:

Many elderly or infirm people are taken to hospital because they have fallen. This can be very distressing. A number of solutions have been suggested and tried to keep people safe. Well how about this:

If people could see properly, they might not fall.

Although eye tests are free, spectacles are free only if you meet the right criteria. Many elderly people have to buy their own glasses. If they are short of cash they may use old glasses, tape together broken frames or use glasses with just one lens. Consequences may include taking the wrong medicine, not reading instructions, not seeing the cat, not noticing the edge of a rug! THIS IS AN ACCIDENT WAITING TO HAPPEN.

If people had proper dental care, they might not fall.

Again, unless you meet very strict criteria, dental care is very expensive – nearly £20 for just a visit or £233 for a full set of dentures. If an elderly person's dentures are broken, ill-fitting or even if the mouth is "just sore" and there isn't much cash about, often the person will struggle on with no teeth. This affects what can be eaten and how much, and often the person will become malnourished – weak – poor balance – fragile bones – poor eyesight etc. etc. ANOTHER ACCIDENT WAITING TO HAPPEN

If people could access podiatry, they might not fall.

Free foot care is again limited to those meeting strict criteria only. It costs £20 - £25 to see a podiatrist or chiropodist. If people cannot trim their nails, or attend to their feet, they will wear ill-fitting shoes or slippers with the toes cut out. They will shuffle. They may trip. Sore feet keep people at home, and guess what? If their feet are not cared for HERE IS ANOTHER ACCIDENT WAITING TO HAPPEN.

Why am I telling you this? If you know anyone who may fall into the above category, there is little the NHS can do for them (unless they are on benefits) but it will cost not much more than **£7** a week, each year to provide two pairs of spectacles, one set of dentures and a chiropodist to visit 5 times a year. I leave you to think on this.

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.

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

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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