



Highview Medical Centre

The Elms, High Street, Potters Bar, Herts, EN6 5DA



Welcome to the winter 2022/2023 Newsletter produced by Highview Patient Participation Group (PPG) in partnership with Highview Medical Centre.



Welcome to our winter Newsletter. Since this summer, the UK political instability, high energy prices, the recession and the NHS crisis have been worrying for all of us. While we wait for our politicians to get things sorted, some of us are worried about our energy bills. We have added an article on Warm Spaces—please read it and make use of it. These Warm Spaces are free to use and you might meet and chat to someone and have a laugh together. There is also lots of useful information about Highview's new website and new telephone system and also about COVID and flu vaccinations. Please look after yourselves and be warm and safe.

Please give us your feedback and suggestions about this Newsletter highview.ppg@nhs.net This will enable us to make improvements and to include information you would find useful.

Mekhola Ray, Chair of Highview PPG

SURGERY UPDATE

New Telephone System and Website

Over the last couple of months Highview has launched both a new telephone system and a redesigned website.

The new telephone system can handle a higher volume of calls and feedback has been positive. When telephoning to make an appointment you are now told your place in the queue and given a ring-back option if you don't want to wait in the queue. Around 50% of callers are opting for ring back option. The average wait time is 8 minutes during the peak time morning time 8.00-9.00am, much less at other times.

Highview has a new-look website. A redesigned home page provides clear links to Appointments, Test Results, Order a Prescription, Clinics & Services, Help & Support, Self-Referral Services, Get a Sick/Fit Note, Health Review Forms, Have Your Say.

The Help & Support section provides a link to 'Who Do I See?' and gives an extensive list of conditions – select the most appropriate and you will be advised who you should see and be given advice on what to do.

The website will continue to be developed and reviewed to ensure easy navigation and provision of helpful information.

STAFF UPDATE

Dr Chandni Doshi is covering maternity leave for Dr Roshni Patel.

Current Partners: Dr Anup Shah (M), Dr Sammy Glekin (M), Dr Jayna Gadawala (F), Dr Stephanie Hann (F)

Current Salaried GPs: Dr Louise Parker (F), Dr Rediet Wiebel (F), Dr Veidhika Chohan (F), Dr Hannah Bowles (F).

The GPs are complemented by a wider team of Nurse Prescribers, Paramedics, Pharmacists and a Physician Associate who work alongside GPs, offering a variety of appointments and services for patients. There is also now a Mental Health worker and a Social prescriber who work with patients requiring mental health support or any social needs such as housing difficulties etc. Please see the website for more information

VACCINATIONS

The Surgery has been running both COVID and Flu vaccination clinics across the Autumn. Highview still have some flu vaccinations for eligible patients and we would strongly urge you to get these for your wellbeing and to prevent admissions to hospital. Please phone reception for an appointment.

Re Covid vaccinations please now call 119 to book an appointment. Regrettably the surgery no longer has vaccines but there are still vaccines available locally which you can access by calling the above number

SEPTEMBER'S HEALTH & WELLBEING EVENT

This year's Health & Wellbeing Event was held on Friday 2 September at the Wylyotts Centre. Opened by the Mayor & Mayoress of Hertsmere and attended by over 400 people, it was a very successful day with positive feedback about the range of information and support available. Visitors to the event were able to listen to health talks provided by 3 local GPs on Mental Health and Dementia, Hypertension, Osteoporosis & Bone Protection; have a mini health check with a health care assistant from one of the three local surgeries and speak to representatives from a wide range of community organisations about the help and support available to local residents.

This annual event is organised by the Patient Participation Groups from Highview, Annandale and Parkfield, supported by the three Potters Bar Surgeries, Hertsmere Borough Council and Wylyotts Centre.

HertsWise, one of the organisations that attended, has kindly provided an article on their work in this newsletter and we hope to include articles from other organisations in future editions.

HERTSWISE COMMUNITY GROUP

Hertswise is a service for people living with dementia (with or without a diagnosis), low-level memory loss or a mild cognitive impairment.

The Potters Bar Community Hub is a social group for clients and carers that aims to promote positive health and wellbeing.

As well as the benefits of social interaction, activities are run each week based on what clients want to do, making the sessions person-centred, inclusive and enjoyable. The activities promote skills and exercises that can be transferred from the group to each individual's daily home life.

In addition to the Community Hub, Hertswise offers 1:1 support and is partnered by nine community and voluntary organisations.

The Community Hub based in Potters Bar runs at St John's Church, Baker Street, EN6 2DZ, weekly on Thursdays from 2pm–4pm. The cost of attending is £5 for the cared for and free for the carer.

We also do dementia awareness training, not just for our volunteers and staff but also for external individuals, businesses and anyone else who is interested.

If you are interested in accessing Hertswise services or want to find out more about the support we offer, please contact Hertswise on 0300 123 4044.

WARM SPACES DIRECTORY

Hertfordshire County Council and ten district and borough councils have launched a directory of public spaces and buildings that people can use as warm, welcoming spaces as temperatures drop.

The online directory, at www.hertsmere.gov.uk/warmspaces helps people find local libraries, family centres and community spaces where they can stay safe and warm. Many will also run additional activities giving people the opportunity to meet others and take part in events such as slipper swaps for older people in libraries and stay-and-play-events in family centres for those with young children.

You should also soon get a booklet through your letter box which is a guide to staying healthy this winter. Produced by Hertfordshire County Council and Neighbourhood Watch, it has important advice on what you can do to stay well and get the right support when you need it throughout the colder months.

Please see the next page for more information on Warm Spaces in Potters Bar.

HERTFORDSHIRE HEALTH WALKS

If you're a keen walker or are looking for free guided activities to get out and about this autumn, consider joining a Health Walk with Hertfordshire County Council. The walks range from 20–90 minutes, each with a different walk grade, from first steps to ones for more regular walkers. First Steps Walks are for people returning from illness and injury and those who haven't been physically active in a while. They are the shortest walks, taking place on flat, smooth paths. The length (time and distance) and terrain of Hertfordshire Health Walks increase as the grades increase.

Find out more about the routes and walks available on the Hertfordshire Health Walks website.

<https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/countryside-management/hertfordshire-health-walks/hertfordshire-health-walks.aspx>

To attend a walk, make sure you register as a walker in advance if you haven't attended one before. Turn up 15 minutes before your first walk so you can complete a new walker form too.

For more information, call 01992 555888, Monday–Friday, between 9–11.30am and 2–3pm or email the team at healthwalks.cms@hertfordshire.gov.uk

GET IN TOUCH

We would love to hear your thoughts and suggestions for future newsletters. We would like to include topics that you, as patients of Highview, want to hear about.

Please email your feedback and suggestions to highview.ppg@nhs.net

This email address is monitored regularly but not every day. Your suggestions will be anonymised to maintain your confidentiality.

*By emailing this address you are aware that you are contacting the PPG who are patients at the surgery that volunteer to support the surgery. Please do not use this email for medical or personal questions as we are not qualified or authorised to deal with such enquiries. Any such questions must go through the usual channels and will not be acknowledged or passed on to the Practice.

Warm Spaces in Potters Bar

MONDAY

Craft & Chatter, 10:30am-12pm at Potters Bar Baptist Church
Oakmere Library, High Street, 1pm-6pm

TUESDAY

St John's Methodist Church, 10:30am-3:30pm
Coffee, cake and chat, 2pm-5pm at St Giles South Mymms
Music recital, 12pm-2pm at St Mary's Potters Bar (1st
Tuesday of the month)
Oakmere Library, High Street, 10am-6pm

WEDNESDAY

Loaves & Fishes Cafe, 8:45am-12pm at Christ Church Little
Heath
Wednesday Club, 2pm-4pm at Potters Bar Baptist Church

THURSDAY

Community Cafe, 10:45am-1:45pm at King Charles the Martyr
Oakmere Library, High Street, 10am-6pm

FRIDAY

Craft & Chatter, 10:30am-12pm at Potters Bar Baptist Church
Oakmere Library, High Street, 1pm-6pm

SATURDAY

Oakmere Library, High Street, 10am-5pm

MORE INFORMATION

t: 0208 207 7801

e: community.services@hertsmere.gov.uk

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For more information go to www.hertsmere.gov.uk/warmspaces