



Highview Medical Centre

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



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



Welcome to our Spring Newsletter. This newsletter contains information about our GP Practice and recent developments and changes for all our patients to be aware of. Please take a note of this important information about your GP Practice. There is also some information on volunteering opportunities with our PPG. This is an important area we are keen to develop to assist and support our GP Practice in the light of recent NHS developments across the country.

As the weather is getting warmer, most of us are looking forward to spending more time outdoors. Please look after yourselves and be safe, keep hydrated and stock up on sun cream, hay fever medication, insect bite cream, etc. Your local pharmacy can advise on this.

Please make a note of the Health & Wellbeing Event scheduled for Friday 8th September. The day will be packed full with information and activities. We look forward to seeing you there.

We welcome your feedback and suggestions about this newsletter. Please email your suggestions to: 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

HEALTH CHECKS FOR 45-74 YEAR OLDS

All 45–74-year-olds are entitled to a Health Check every 5 years. This will consist of a blood test, height and weight measure and questions around smoking and alcohol, etc. Highview will contact patients to arrange a Health Check if one has not been done for 5 years.

PREVENTATIVE HEALTH CARE

Highview is also keen to encourage all patients to check they are up to date with any regular checks, tests, vaccinations, that they have been advised to have for their specific health condition(s) and medications. Since COVID there has been a significant decline in the number of patients keeping up to date with this type of monitoring and review, which is an essential part of preventative care and patient self-care.

ADVANCED APPOINTMENT BOOKINGS

The highest non-attendance rate for appointments by patients is for appointments booked 2 weeks ahead. The surgery allocates 25% of their appointments across the whole spectrum of clinicians for 2 weeks ahead. The remaining 75% are for on-the-day appointments and a few of these are available on line at 8pm the night before and at 8am in the morning via Patient Access. The remaining appointments are available on the day from 8 am via our phone system Ongoing monitoring of their utilisation will continue and people who frequently do not attend will receive contact from the surgery.

A reminder please! If you are unable to keep your appointment, please cancel it so it can be offered to another patient and so avoid waste of time and resources. Thank you!

HIGHVIEW'S MULTI-DISCIPLINARY HEALTH CARE TEAM

A wide range of health professionals are available to help you at the Surgery: GPs, Physician Associate, Paramedics, Nurses/ Nurse Prescribers, Health Care Assistants, Pharmacists, Social Prescriber, Mental Health Nurse.

Depending on your needs, you may be referred to a team member other than a GP. Many minor illnesses, specific conditions, health reviews, etc., can be dealt with very effectively by these highly trained and experienced health professionals, allowing GPs to focus on those patients with more serious health issues and conditions. All health professionals will always refer patients to a GP where there are concerns.

This Newsletter contains an article on the role of our Physician Associate.

STAFF UPDATE

Vanessa Ferguson-Campbell, Minor Illness Nurse, will be on Maternity Leave from the end of June. Her Nurse Prescribing role will be covered by Rashmi Jayamanna.

PHYSICIAN ASSOCIATE: KAYWON ALEKASIR

My name is Kaywon, and I am excited to introduce myself as a Physician Associate. As a member of the healthcare team, I work under the supervision of a licensed physician to provide care to patients in a variety of settings. What can a Physician Associate offer patients?

We are highly trained healthcare professionals who are equipped with the skills and knowledge to conduct physical exams, diagnose illnesses, and develop treatment plans. We can also perform a range of clinical procedures, such as suturing wounds, administering injections, and interpreting diagnostic tests.

We work collaboratively with GPs in order to make sure the best quality healthcare is provided in an efficient and effective manner.

In my role, I make sure to take the time to listen to my patients' concerns, provide education on health conditions, and work collaboratively to develop a tailored plan of care.

Kaywon Alekasir
Physician Associate

PATIENT VOLUNTEERS NEEDED

Our Patient Participation Group is looking to increase the number of patients involved with the PPG.

This would not require becoming a member of the main 'Steering Group', attendance at meetings, etc., but would be more of a 'virtual'/informal group of patients who would be willing to help at the annual Health & WellBeing Event, Flu Clinics, etc., plus being willing to be contacted from time to time for your views on issues relating to Highview, mainly via email.

To express your interest in this, or if you have questions, please contact us via the PPG email at highview.ppg@nhs.net

SAVE THE DATE

FRIDAY 8TH SEPTEMBER 2023
POTTERS BAR HEALTH & WELLBEING EVENT

This popular annual event will take place this year on Friday 8th September at the Wylllyotts Centre, Darkes Lane, Potters Bar.

Organised by the PPGs from Highview, Annandale & Parkfield, supported by staff from the three medical centres, Hertsmere Borough Council and the Wylllyotts Centre.

A wide range of local community organisations attend to offer information and advice on health and wellbeing. Additionally, there will be a programme of health talks delivered by GPs and health professionals, Mini Health Checks by health care assistants from the three Potters Bar Surgeries, Taster Sessions of local classes and activities.

We would welcome and value your ideas and suggestions for this year's event, which will be passed on to the planning group:

Are there local community organisations that you would like to see represented?

Are you involved with a community group that provides support and would like to attend?

Are there any health care topics/issues you would like to be included?

Please send your suggestions to our PPG email highview.ppg@nhs.net

COVID SPRING BOOSTERS

The NHS should contact you if you're eligible for a seasonal booster dose of the COVID-19 vaccine this spring. You may be offered a seasonal booster if you:

- are aged 75 or over (you need to have turned 75 on or before 30 June 2023)
- live in a care home for older adults
- are aged 5 or over and have a weakened immune system

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.

