



Welcome to the Spring 2024 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.

This issue contains topics on:

Surgery News; Highview's Purple Star Award; Pharmacy First Scheme; September's Health & Wellbeing Event date and request for ideas for health talks, organisations attending; Rennie Grove Peace Hospice Compassionate Communities Services.

Please make a note of the Potters Bar annual Health & Wellbeing Event scheduled for Friday 13th September. The day will be packed full with information and activities and talks on important health topics by GPs from the three Potters Bar Surgeries. 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.

I wish you all a wonderful spring time

Mekhola Ray, Chair of Highview PPG

SURGERY UPDATE

Spring COVID vaccinations will be offered to those aged 75+ at the surgery and to adult care home residents

Dr Gadawala and Dr Shah offer minor surgical procedures at the surgery:

Pain relief injections for knees and hips

Minor skin problem removal, e.g., problematic skin tags, small lump/bumps

Dr Hannah Bowles has left Highview and her replacement is Dr Arta Vala, who works Thursdays & Fridays.

Vanessa Ferguson-Campbell, Nurse Prescriber, returns from maternity leave at end of April.

Highview is a designated and popular GP training provider for qualified doctors wishing to train as GPs and 4 trainees will be joining Highview in March & April to complete their final placement.

PURPLE STAR AWARD

This Award is accredited to health services who demonstrate the delivery of high quality services to adults with learning disabilities across Hertfordshire.

Highview has been awarded Purple Star Status for their work in improving services and the care and support available for people with disabilities. This includes an annual health check, home visits, 1:1 support in preparation for vaccinations or procedures that may cause anxiety, etc.



Congratulations to Dr Hann and colleagues in achieving this award.

PHARMACY FIRST SCHEME

The new Pharmacy First scheme launched at the end of January 2024 across England and patients can now get prescription-only treatment for seven common conditions at their local high street pharmacy, without needing to see a GP.

The seven conditions are:

- Sinusitis (for patients aged 12 years and over only)
- Sore throat (aged 5+)
- Earache (aged 1-17 years)
- Infected insect bite (aged 1 year+)
- Impetigo (aged 18 years+)
- Shingles (aged 18 years+)
- Uncomplicated urinary tract infections (women aged 16 to 64)

If you are feeling unwell with any of these conditions, you can go to your local participating pharmacy and ask for a private consultation with the pharmacist. You may also be referred by a GP practice if they don't have any appointments and believe your pharmacy can help. The 111 helpline service may also refer you.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

The pharmacist will ask questions and may perform an examination to be able to recommend the best course of action based on your clinical needs. This might include issuing prescriptions for antibiotics or antivirals, advising you on over-the-counter treatments that could help, or refer you to a GP or other healthcare professional if needed. They must get your consent to access and update your GP health record.

RENNIE GROVE PEACE HOSPICE CARE

COMPASSIONATE COMMUNITIES SERVICES

Rennie Grove provides community-based support through their Compassionate Communities programme to help beyond a patient's palliative, end-of-life care and bereavement needs. The support is from diagnosis, to help tackle loneliness and isolation often experienced by people who are facing a life-limiting illness or are affected by bereavement and loss.

Services and Support available: (open to patients and carers)

Compassionate Neighbours - trained volunteers are matched 1:1 to provide emotional and social support to people who have recently been diagnosed with life-limiting illness and/or are bereaved, helping them stay connected within their community.

Compassionate Cafés - an informal space for anyone bereaved or suffering loss to join others who understand, enjoy a drink and a chat and connect with their local community. In Potters Bar the Compassionate Café is at Loaves & Fishes Cafe in Little Health.

Compassionate Support Hubs - an informal space where people who have been affected by the diagnosis of a progressive life-limiting illness can drop in to meet others for a drink and a friendly chat with a trained volunteer or staff member, who can offer information, guidance and signposting to available services. In Potters Bar the Compassionate Support Hub is at the Wyllyotts Centre.

Outpatient Services - Hospice Day Services in Hertfordshire

The outpatient and rehabilitation services based at both Grove House in St Albans and Peace Hospice in Watford offer support with health and wellbeing to help our patients live well throughout their illness.

Peace Hospice in Watford holds exercise, art and relaxation sessions for patients and carers.

Grove House in St Albans have a 10 week programme of information and holistic activities in addition to their movement class.

Both sites offer ACP course that runs for 3-4 weeks, with 4 people plus 1 loved one on each course

Further information:

Rennie Grove Peace Hospice Care www.renniegrovepeace.org

Compassionate Communities <https://renniegrovepeace.org/our-care-and-support/information-about-our-services/compassionate-communities>

01923 330330



Herts & West Essex UTI Project

Urinary Tract Infections (UTIs) and Catheter-associated Urinary Tract Infections (CAUTIs) are the leading cause of E.coli and blood stream infections nationally. UTIs are the second most common reason for antibiotic prescribing in older adults in healthcare and social care settings. Available evidence, while limited, suggests that more work needs to be done towards effective prevention, treatment, management, and close monitoring of UTIs and CAUTIs.

In light of this, the Integrated Care Board Infection Prevention and Control team (IPCT) launched a UTI and Catheter Care project group across Herts and West Essex in May 2023. The group have recruited relevant professionals from various health and social care organisations within Herts and West Essex, alongside patient participation group representatives (PPGs). 6 Task Groups will address these priorities: Communication; Baseline Data; UTI Prevention; Training; Management of Urinary Catheters; UTI Diagnosis & Treatment.

The aim is to review these priorities and identify areas of good practice, gaps and where improvements are required. Recommendations from each Task Group are reported to the UTI and Catheter Care main group, which meet quarterly, for implementation across Herts and West Essex partners.

In addition to efforts to improve UTIs and Catheter Care locally, the National Health Service England (NHSE) and the UK Health Security Agency (UKHSA) have launched campaigns regionally and nationally. The campaign aimed to signpost individuals, patients, carers and healthcare providers to a range of resources, including films, posters and key messaging on how to prevent, recognise and treat UTIs. Information includes best practice, personal hygiene, self-care, catheter care and the importance of staying hydrated. The campaign was targeted at Older Adults (65+) who are at higher risk of the impact of urinary tract infections and Paid and Unpaid Carers.

Further information:

<https://www.england.nhs.uk/2023/10/new-awareness-campaign-to-help-reduce-hospital-admissions-for-urinary-tract-infections/>

Are you looking after someone?

10th to 16th June is Carers Week

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

Keep a look out for events in our local area



POTTERS BAR ANNUAL HEALTH AND WELLBEING EVENT ~ a date for your diary!

Planning is now underway for this popular and successful community event held in September each year at Wylllyotts Theatre. This year it will take place on Friday 13 September, 10.00 - 15.00.

The planning group ~ consisting surgery staff and patient group representatives from Annandale, Highview and Parkfield ~ welcomes your ideas and suggestions for health talk topics, activity taster sessions and community organisations attending.

Please email highview.ppg@nhs.net with these, thank you.

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.

