



## Welcome to the Summer 2024 Newsletter produced by Highview Patient Participation Group (PPG) in partnership with Highview Medical Centre.



We are delighted to welcome you to the latest edition of the Patient Participation Group (PPG) Newsletter. This publication is dedicated to keeping you informed about the latest developments, news and initiatives within our healthcare community.

Our PPG plays a vital role in shaping the services Highview offers, ensuring that patient voices are heard and acted upon. Through collaboration and communication, we strive to create a healthcare environment that meets the needs and expectations of everyone.

In this issue, you will find updates on recent PPG activities, details of the upcoming Health & Wellbeing event, opportunities to get involved and surgery news. You can find out about the difference between Patient Access and the NHS App. We aim to share and highlight key health campaigns and provide useful information to help you make the most of the services available to you.

Please join us for our annual Health & Wellbeing event on 13th September, which is packed full of information and activities.

We value your feedback and look forward to hearing your thoughts on how we can continue to improve. Together, we can make a difference and enhance the quality of care for all.

Thank you for your ongoing support and participation.

*Mekhola Ray, Chair of Highview PPG*

### **SURGERY UPDATE**

Highview has increased nurse staffing with a new nurse, Janice Turner, joining the team. There is now a second nurse prescriber and Highview's pharmacist is now full time. The two paramedics, Alice & Dan, have left.

Highview is developing a Facebook page to expand the ways it communicates with patients, which our PPG will contribute to. The Facebook link is

<https://www.facebook.com/profile.php?id=61558720905503>

There is also a link under 'Contact Us' on the Highview Medical Centre website ([www.highviewsurgery.co.uk](http://www.highviewsurgery.co.uk))

## **PATIENT ACCESS & THE NHS APP**

At our last PPG meeting a question was asked about the differences between Patient Access and the NHS App as both seem to provide similar information and we share the explanation here.

Patient Access was introduced in 2004 to provide web-based online services for patients and still currently provides access to a wide range of health and medical information. The NHS App launched in 2019 as a new option to access health information and access NHS services. Patient Access, being web-based, provides for people not wishing to use smart-phone technology and Apps.

The NHS App is the preferred platform for Highview and this will be the way forward in the future. Additional services on the App include: hospital appointments, prescriptions and emergency help.

We would actively encourage patients who feel they are confident with technology to download and use the NHS App.

It takes about 20 minutes to go through the secure verification process but once through it, it is great for seeing and ordering medication, viewing recent test results and looking at consultations from November 2023 onwards. Doctors can leave you messages via this App too. It also has a helpful list of information regarding health conditions and so much more.

For patients who are unable to download an App, then all the usual channels of communication (telephone, in person requests etc.) are still available.

## **POTTERS BAR ANNUAL HEALTH & WELL-BEING EVENT**

This popular and successful event will take place on Friday 13 September 2024, 10.00–15.00 at the Wyllotts Theatre. It is free and there is no need to book.

We hope you can join us—please tell your family and friends.

Please see the following pages for the flyer about this event and what is happening on the day, the Market Place, Health Talks and Activity Taster Sessions.

### **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](mailto: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.



# POTTERS BAR HEALTH AND WELLBEING EVENT

Friday 13 September 2024  
10am-3pm

Wyllyotts Theatre,  
Darkes Lane,  
Potters Bar,  
EN6 2HN

Make your health your priority  
and come along to this **FREE**  
event, no need to book!

Working in partnership with:



Join us for the  
Annual  
Community  
Health Fair!

Listen to health talks  
and visit stalls on:

*Alzheimer's Society  
Diabetes Support Group  
Hertswise  
Carers in Herts  
Communities 1st  
Herts Mind Network  
Moorfields at PB  
Hospital  
Peace Hospice  
Herts Police  
+ Many more!*

# Don't miss this FREE event!

## What to expect:

### Market Place

**10am-3pm:** Come and browse over 25 stalls offering well-being information services and advice to the Potters Bar community

### Health Talks

**10.45:** Nutrition for the Elderly

**11.30:** Robotics in Health Care

**12.15:** Ears, Nose, Throat (ENT)

**13.00:** Cataracts

**13.45:** Blood Pressure

**14.30:** Cancel Out Cancer

### Activity Taster Sessions

**10.30:** Yoga Gold for Seniors

**11:15:** Clock Cricket

**12.00:** Tai Chi

**12.45:** Mindful Relaxation

**13.30:** Musical Memories

**14.15:** Exercise Through Ballet Movement

**Everyone is welcome, tell your friends and family! For more information please email [highview.ppg@nhs.net](mailto:highview.ppg@nhs.net)**

## Working in partnership with:



