



Newsletter December 2021 No 71

Useful Contacts

Parkfield: 01707 291041

Cancellation line:
07518 391153 (Text only)

NHS – (out of hours) 111
COVID-19 advice line 119

Potters Bar Community Hospital
(01707) 653286

Urgent Care Centres:
Chase Farm 0208 375 2999
Barnet 0208 216 4600

Pharmacies

| | |
|-----------|----------------------|
| Questmoor | 01707 659120 |
| Boots | 01707 652438 |
| Tesco | 0203 801 5232 |
| The Elms | 01707 646376 |

Herts Help:
0300 123 4044

**Herts Community Transport: 0208
207 5055**

Carers in Herts:
01992 586969

Cruse Bereavement:
01707 278 389

Events

**Chatty Fridays -
From 10.30am last Friday each
month at Wyllyotts Café**

**Healthy Hub Fair
15th January at Wyllyotts**

**For any queries please contact:
friendsofparkfieldppg@gmail.com or
telephone the PPG secretary: 07941
861 803**

As we approach the Christmas season we reflect on what has been another challenging year for us all. A year in which we have had to adapt to different ways of behaving with our families and friends and the changes to how we receive goods and services. These changes are not always welcome or fully understood but we are a resilient lot and we shouldn't lose sight of how far we have come since this time last year. Most of us have now had 2 or even 3 doses of the Covid vaccine through the herculean effort within all sectors of the Health Service and volunteers working to deliver this unprecedented programme on top of their usual work.

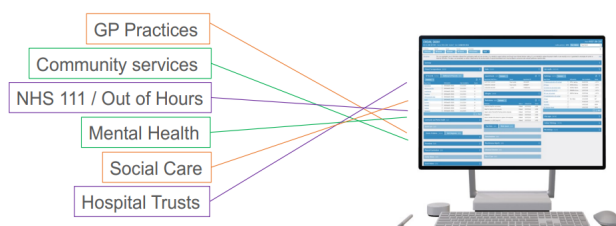
We all know that appointments can be hard to get and waiting lists long but we should be appreciative, kind and understanding to our health professionals and remember that they are human too and really are doing the best that they can for us all to keep us healthy and safe. Take a look at the diagram on page 2 to see what work goes on behind the scenes in our Practice.

Wishing you all a Happy Christmas from Friends of Parkfield PPG

A new Shared Care Record is being introduced for Hertfordshire and west Essex.



The Hertfordshire and West Essex Shared Care Record will pull together information from across health and social care into a real-time electronic summary.



Health and care professionals will be able to use information safely and securely as the people they care for move between different parts of the NHS and social care.

Practice News

We are pleased to report that appointments are now being offered 50:50 between face to face and telephone and that face to face appointments can be directly requested where the patient needs to be seen by a clinician. Telephone appointments remain an effective means of consultation in many cases and are efficient for both the patient and the doctor saving time and the need to travel to the surgery, which is especially appreciated in bad weather. Telephone appointments are also available to book online through the Surgery website, however please note you do need to register for Patient Access first to book appointments this way. Once registered you will also be able to view test results, notes of consultations and order medications on the site.

General Practice



Potters Bar Social Prescriber



Hello, I'm Claire and I am the Social Prescriber for Parkfield, Highview and Annandale Medical Centres, and am able to help patients with a wide range of issues.

Previously I worked for over four years with adults with learning disabilities and mental health issues in therapeutic horticulture. I have also been a workplace trainer, running courses and 1 to 1 skills-based mentoring and in Customer Care resolving complaints.

Anyone who has difficulties that cannot be resolved medically can be referred to me and I will work with them to try and find solutions. It always starts with a conversation, listening carefully and asking questions to find out what is troubling them and what may help. Often people do not know what services are available to them or they are struggling to understand or deal with "the system" around social care, benefits and housing for example. Sometimes people feel empowered to research and find solutions for themselves, often they need me to act for them. There are a wide range of organisations that I can signpost to and part of the conversation is suggesting options, but it is always the patient's choice. Sometimes it is about planting the seed of an idea and waiting for it to grow or not grow. I'm happy to try and help with anything that is troubling someone.

Common issues I deal with are:

Loneliness / social isolation

Carers struggling to cope

Finances / benefits

People struggling to cope with difficulties in their life.

My contact details are. Email: Pbar.socialprescriber@nhs.net Tel: 07951 793833

Parkfield Paramedic

Hello, I'm Daniel Bottril and as a first contact paramedic I have moved from the traditional role of responding to emergency calls in an ambulance to working alongside the Doctors, Nurses, HCAs and other primary care workers within general practice at Parkfield surgery. My main role is diagnostic working within the surgery itself or visiting care homes and patients in their own homes.

Since starting a month ago I have run several clinics, mainly dealing with patients on phone consultations and face to face appointments for a large range of conditions. I have also run a few flu clinics ensuring the residents get their flu jabs, taken bloods and performed assessments.

Part of my role is to continually progress and work to becoming an Advanced Practitioner by completing courses to expand my knowledge and assessment/diagnostic skills aiming to become a prescriber of medicine.



COVID Vaccinations, Boosters and Flu Jabs

This winter season with infections rising it is very important to get your vaccines to protect yourself and others.

First and second dose Covid vaccinations available at walk-in sites including Allum Hall in Borehamwood, no need to book.

Covid boosters available if it is 6 months since your second vaccine, contact the surgery to book an appointment at Allum Hall or check on the NHS app or Gov.uk website for alternative locations.

Flu jabs available by appointment at the surgery, phone to book. Also available as walk-in at local pharmacies.

PPG Membership—Important action needed

Thank you very much to those who have returned forms and for your supporting donations to help us continue our work. We have recently purchased additional ear syringing equipment for the Practice to enable this service to be available to more patients.

If you have not returned a Membership Form to us yet you will have received a further copy with this newsletter. If you wish to remain on our database and continue to receive newsletters and other information from us directly please complete and return the form by 31st January 2022.

Regrettably if we do not hear from you we will need to remove your name from our database at that time as we cannot continue to correspond with patients who have not given us permission to do so by confirming their details. We hope you choose to stay, don't let this be the last time you hear from us.

We are here for you, let us know what you would like to hear about so that we can ensure that our Newsletter and Health Talks are relevant and of interest.

Keeping in Touch

Despite the difficulties imposed by lockdowns and various restrictions, we have done our best to keep in touch with PPG members and the wider local community by means of newsletters, Facebook, Health Talks, and Zoom.

Zoom was unknown to most of us before the pandemic but has proved to be a useful, if sometimes technically frustrating, means of keeping in touch and, apart from Health Talks, we have held two Zoom Quiz nights as well as weekly 'Chatty Fridays' in place of the Chatter Table sessions we had been running at the Wylyotts Community Centre Café.

When restrictions were eased we decided to dip our toes in the water of social interaction once again in June and held our first Chatter Table get-together since the start of the pandemic. This proved to be popular and we have since held these regularly on the last Friday of each month.

This is a joint venture with the other surgeries in Potters Bar and all are welcome. Some people who live alone do not have many opportunities to meet others and make new friends, especially as so many clubs and regular activities have not returned since their enforced closedown. Chatter tables offer this opportunity and many people who come alone have gone on to make friends who they look forward to seeing each month.

A **big thank-you** goes to all the PPG volunteers without whom running these activities would not have been possible.



Chatter Table

If you'd like some company when you go for a coffee, drop into the Wylyotts café on the dates listed below between 10.30am to 12pm and join the Chatter Table. Spend some time with others whilst enjoying a drink.



FREE
Tea & Coffee

Wylyotts Theatre

Friday 28 January, Friday 25 February and Friday 25 March 2022

Drop in to the Wylyotts Café and look for the Chatter Table sign.

All appropriate social distancing and COVID guidelines will be followed as applicable at the time.

Any queries please email: friendsofparkfieldppg@gmail.com

Working in partnership with



Healthy hub
Hertsmere



Hertsmere's Healthy Hub Fair

Saturday 15 January, Wylyotts Theatre, Potters Bar 10am-2pm
Wednesday 19 January, The Radlett Centre, Radlett 1-3pm
Saturday 22 January, The Bushey Community Centre, Bushey 10am-2pm
Saturday 29 January, The Venue, Borehamwood 10am-2pm

Do you feel like you need to kickstart your physical and mental health for the New Year but don't know where to start?

Come along to the Hertsmere's Healthy Hub Fair and find everything you need in one place.

A range of organisations will be on hand to help sign you up to **FREE** local health and wellbeing services, activities and/or courses.



www.hertsmere.gov.uk/healthyhubs

