



## Dr Caroline Dain



After 32 years practising as a GP of which 29 have been here at Parkfield Medical Centre, Dr Dain will be retiring from the practice at the end of this year. She has written the following message for all our patients and colleagues:

"After 29 years serving the Potters Bar community, and the many patients and families that I know well, I have finally taken the very difficult decision to retire as a partner in Parkfield. I have been here long enough to have first known some patients in utero and then later seen them become parents themselves, which is very special to me. I love the privilege and honour of caring for patients during some of the most difficult and also the most joyous times in their lives, and I will be very sad to leave both my patients and the Parkfield team which has been such a huge part of my life for so long.

It has been and remains for me – as I know it is for my colleagues for whom clinical caring is also a vocation – a joy to be able to help patients, often worried about a condition or symptoms, whether that's by making a diagnosis, or by identifying a clinical path that will help, or by navigating the sometimes complex NHS system, or by managing their care, or by helping them to learn how to manage their care. It's very fulfilling to hear a patient say after we have finished our consultation, 'I feel better now'.

I also still find the science of medicine *fascinating*. Almost every day, there is something unusual, perhaps something that presents surprisingly differently, or is rare. Sometimes examination and conversation with a patient – perhaps prompted by a subtle change in vocabulary that is unusual for a patient you know well – elicits some additional health issue, sometimes unexpected to the patient.

And I *love* working with all my colleagues; with those in many different clinical roles working as a team, with those in critical administration roles without whose committed support the show couldn't go on and sharing ideas with our dedicated PPG volunteers. The COVID-19 vaccine programme, delivered mainly by primary care services, showed so clearly how much everyone, I think, values the opportunity to work together in primary care with an intense and shared purpose that, well resourced, can achieve so much beneficial difference.

Over my 36 years since qualifying as a doctor, a GP's role has changed. All roles do and the professional challenges change presents can be part of feeling engaged. I will steer clear of the politics of the NHS – plenty of others seem to have that covered endlessly! – but we have also seen, particularly in the last decade, a growing call on the reducing resources in primary care.

After probably a few hundred thousand consultations, often of only 10 minutes in which to deal with potentially complex clinical issues, it's realistically time to scale back. I will be taking a break for the first quarter of 2023, mostly travelling. After that, I hope to be able to offer some occasional sessions in Parkfield and perhaps further afield from time to time.

I will also be continuing with teaching of medical undergraduates to help develop the next generation of GPs. It's my sincere hope that we will all see primary care in the UK flourish because I know so well how all my colleagues can help individual patients so much with their quality of life and, therefore, also the wider community of which they are part."

## NEWSLETTER

September 2022

No 74

### 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

FLU VACCINATION DATES  
(By Appt Only)

Saturdays 24th Sept, 1st & 15th Oct.

QUIZ NIGHT - 22nd October  
Tilbury Hall, 7.15pm

### CHATTY FRIDAYS

From 10.30am last Friday each month  
at Wyllyotts Café

FOR ANY QUERIES PLEASE CONTACT:  
[friendsofparkfieldppg@gmail.com](mailto:friendsofparkfieldppg@gmail.com)  
OR TELEPHONE THE PPG SECRETARY:  
07941 861 803

## Diagnostic Tests

Following our recent Patient Survey concerning Diagnostic Services at Potters Bar Community Hospital, we ask you to take the opportunity to contribute to the wider survey by Herts and West Essex Integrated Care Board who are reviewing how diagnostic services should be developed in the region.

**We suggest that you use the free format text opportunity in Section 4 to voice any concerns you have about where tests are available for Potters Bar residents and what you would like to see reinstated locally.**

They want patients to tell them about what went well and what didn't go well with a planned test or an unplanned test (A&E, an Urgent Care Centre or a Minor Injuries Service).

Planned tests are those which GPs or a specialist arranges, to investigate a particular health complaint or concern. Also, for regular monitoring of an existing health condition.

- Radiology or imaging (such as x-rays and scans)
- Blood tests, urine test and simple biopsies (also known as 'pathology')
- Endoscopy (using a long, thin tube with a small camera inside to look inside your body)
- Electrocardiogram (ECG) used to test how your heart is working



They want to know about:

- your experiences of going to NHS diagnostic tests.
- any reasons you haven't gone for a test, or things that might put you off attending.
- what possible changes can be introduced, such as extra appointment hours, more walk-in diagnostic services, and "one-stop shops" to access more than one service if need be.

You can complete the questionnaire and express an interest in being in a focus group by using this link:

<https://online.ors.org.uk/questionnaire/1324112> **The deadline for sharing your views is 30 September, 2022.** By taking part, you will be helping to shape the development of diagnostic services for in Hertfordshire and West Essex over the years to come.

## Surgery Update

**Trainee Doctors:** The new intake at the surgery is larger than usual this year. There are eight trainees in all, five of whom are full time: Mursal Bayat (F) ST2 ; Ail Rafi (M) ST2 ; Yusra Shah (M) ST2; Anne Ilanchelian (F) ST2 and Viraj Dhruv (M) ST3. The others are: Adriana Tunsu (F) ST2; Mamrata Syngal (F) ST3 (until 28/11/22) and Oana Aftudor (F) ST2/3. The last becomes ST3 on 30/03/23.

ST stands for specialist training and the number indicates their level of training. Parkfield Medical Centre is an approved training practice and regularly employs doctors who are training to become GPs.

**Mental Health Nurse:** Violet Nyagawarde is available at Parkfield on Mondays and Tuesdays and is happy to see patients face to face if they prefer and introduces herself here:

*"I am Violet Nyagwande. I am a mental health nurse working in your GP surgery Mondays and Tuesdays. I can offer telephone and face to face consultations. We can discuss your mental health from low mood, stress, depression, and other mental health issues."*

*We can explore together therapies options both private and NHS funded. I can offer you annual mental health reviews as well as follow-ups after your doctor has started you on some medications.*

*We can also cover how your physical health can impact your mental health and how we can work with other staff in the surgery to address these issues in a holistic manner. I look forward to meeting and helping the patients at Parkfield."*

**New Receptionist:** We also welcome Millie, who started in August and is currently in training.

## SurgeryPod coming soon!



The Surgery has received a substantial grant towards the purchase of this exciting new equipment and the Patients Group has also made a donation.

The SurgeryPod encourages patient self-monitoring with the latest online services. It operates through a secure computer system and will be sited for patient convenience in one of the rooms off the waiting room.

The patient identifies themselves by entering their unique reference through name and date of birth. The equipment then enables the patient to take readings and answer questions which will be uploaded directly to their medical records. Blood pressure, height and weight measurements and lifestyle questions can all be updated through using the Pod.

The system is fully interactive, quick, accurate and easy to use but assistance will be available if required.

**\*\*The telephone appointment queuing facility at Parkfield is now reinstated as per patients' request\*\***

## Flu Vaccinations 2022



Flu Vaccinations at the surgery this year have now been confirmed on **24<sup>th</sup> September, 1<sup>st</sup> and 15<sup>th</sup> October**. All of these will be on Saturday mornings **by appointment only**. There will not be any walk-in clinics this year so only attend on these dates if you have a booked appointment.

Eligible patients will be invited by text message and can then book an appointment online through Patient Access or by phoning the Practice. If you find that you are unable to attend a booked appointment, please remember to cancel so that the slot can be offered to another patient.

Patients aged over 80 will be contacted directly by the Practice and offered a weekday appointment with the nurse. Any housebound patients will be contacted by the surgery for a home Flu vaccination.

Please note that COVID boosters will not be available at these clinics and patients will be contacted separately about arrangements and locations for these in due course.

## Notice of Annual General Meeting: Monday 28<sup>th</sup> November 2022

The PPG year runs to the end of September 2022 and we will hold our AGM on Monday 28<sup>th</sup> November 2022 at 7.15pm at the United Reformed Church. There will also be an opportunity to join the meeting on zoom and details will be available nearer the time. A review of the activity of the PPG during the year will be given at the meeting and the Financial Statements for the year will be presented.

Please join us to hear more about our work and have input into the direction of our priorities for the coming year.

## Membership Renewal 1<sup>st</sup> October 2022

Enclosed with this newsletter is the Membership Form for 2022/2023. By completing this form you are confirming that the details that the PPG holds for you are still correct and that you wish to continue receiving communications from us.

Please return the form to the surgery marked for the attention of the PPG along with any donation that you wish to make. You can also return the form to us electronically and make a donation by BACS payment as detailed on the form.

PPG volunteers will be present at the surgery on the flu vaccination days in September and October to receive renewals at that time. If you are donating online you might like to set this up as a renewing annual payment for convenience.

## Chatter Table Update - A Day at the Seaside!

In early June 40 Chatter Table attendees gathered at 9.30am for a day trip to Ramsgate organised by volunteers from the three Potters Bar PPGs, following requests from several of the regular Chatter Table guests.

The journey was quick, arriving at Ramsgate for a coffee sitting overlooking the lovely sandy beach and calm sea. Ten of our party descended on Pete's Fish Factory Restaurant at noon for an early fish and chip lunch. Some visited St. Augustine's Shrine (a pleasant 20 minute stroll). Others went shopping, walked along the beach, or explored the tunnels under the cliff face. One spent his time sitting outside a pub and enjoyed a pint (or two) watching the boats in the harbour (you know who you are!)



A sudden and dramatic storm hit Ramsgate shortly before we were to board the coach for the homeward trip, by which time most were inside having a last cup of tea. Thankfully it did not last long and the sky cleared quickly for an uneventful and quick journey home. Everyone enjoyed their day and it is hoped that we will organise another trip in due course.

Anyone who has not yet visited the popular Chatter Table sessions held in Wyllyotts Café on the last Friday of each month, and who would like to spend a morning in the company of others over a free cup of tea or coffee, is very welcome to attend, no need to book, just come along from 10.30am to join us.

## Quiz Night – Saturday 22nd October



This year we are holding our annual quiz in Tilbury Hall, Darkes Lane, with a Fish & Chip Supper at 7.15pm (chicken & vegetarian options are available) followed by the quiz questions posed by our regular quizmaster Steve, who will be keeping everyone thinking hard as usual.

In order to allow for social distancing the numbers will be limited to 6 per table with tickets at £14pp (with supper included) or £8pp without food. Please all bring your own drinks and nibbles.

We very much look forward to welcoming you after two years of Zoom Quizzing and it should be an interesting and lively social evening.

Bookings should be made by emailing [friendsofparkfieldppg@gmail.com](mailto:friendsofparkfieldppg@gmail.com) or by phone to Margaret (PPG secretary) on 07941 861 803.

## Report on Health & Wellbeing Event

The Potters Bar Health & Wellbeing event took place at the Wyllyotts Centre on Friday 2<sup>nd</sup> September. We hope that all those who attended enjoyed the day and found it useful; your comments and suggestions for next years event are welcome.

The event was organised by the PPGs of the three Potters Bar Surgeries, Annandale, Highview, and Parkfield, working in partnership with Hertsmere Borough Council and the support of the Wyllyotts Centre.

There was a programme of talks given by doctors from the three surgeries, as well as one from local Pharmaceutical Services. Also available were a number of taster sessions of various activities available locally such as Musical Memories for those with dementia and other memory problems; Dance Fitness run by the Saracens Foundation, and a Fall Prevention Class by Inspire All, as well as 25 stall holders from a variety of organisations.

Our grateful thanks goes to Ginny Williams and all at the Wyllyotts Centre and also to the volunteers from the three PPGs who gave up their time to take on the many tasks involved in staging the event.