

Health & Wellbeing Event

The 7th Annual Health and Wellbeing Event at the Wylyotts Theatre on 8th September was opened by the Mayor, Chris Myers, who spent some



time visiting the stalls after his speech. Despite it being one of the hottest days of the year, the venue was packed with 500 people attending. We hope everyone who visited enjoyed the day and found it useful.

There was a programme of talks given by doctors from the three surgeries, as well as one from the MSK (Musculoskeletal) Service. There were also taster sessions of various activities available locally such as Musical Memories, Jive and Line Dancing, and a useful class instructing people on 'How to get up from a fall'. The hall hosted stallholders from organisations including Age UK, Potters Bar U3A, and the Alzheimers' Society. The Mini Health Checks were much in demand, with visitors commenting on how useful they had found the results.

Our grateful thanks goes to Ginny Williams, Sam Etherington, and all staff at the Wylyotts Theatre, as well as the volunteers from the three surgeries who took on the many tasks involved in staging the event.

Membership Renewal - 1st October 2023

Enclosed with this newsletter is the Membership Form for 2023/2024. 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 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, if you have already done so we thank you for your continuing support.

Friends of Parkfield Medical Centre – AGM

Join us 7.15pm on Monday 27th November at United Reformed Church Darkes Lane to hear more about the events and activities of the PPG during the year 2022/2023. All welcome.

We will also be marking our 25th Anniversary with refreshments after the meeting.



NEWSLETTER

Autumn 2023

No 79

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 020 8375 2999
BARNET 020 8216 4600

PHARMACIES

QUESTMOOR 01707 659120
BOOTS 01707 652438
TESCO 020 3801 5232
THE ELMs 01707 646376

HERTS HELP:
0300 123 4044

COMMUNITIES 1ST

For transport & general services:
01727 649900

CARERS IN HERTS:
01992 586969

CRUSE BEREAVEMENT:
01707 278 389

EVENTS

QUIZ NIGHT

Saturday 14th October
Tilbury Hall, Darkes Lane
To book please see details below

CPR COURSES -

2nd Oct 10.30am @ URC Darkes Lane
20th Nov 10.30am URC Darkes Lane

CHATTY FRIDAYS

From 10.30am last Friday each
month. Please note 15th Dec
(Christmas) at Wylyotts Café

FOR ANY QUERIES PLEASE CONTACT:
friendsofparkfieldppg@gmail.com
OR TELEPHONE THE PPG SECRETARY:
07941 861 803

Obituaries

Norman Heaton

Norman Heaton died on 17th July aged 96. He had been a long-standing chairman of the Committee, over 10 years, and ran it successfully until he was in his late eighties. At the time he was also chairman of the Roland Callingham Trust (Beckonscott Model Village) and through them obtained grants for us for many years which continued after he had left. In his time on the committee it grew from strength to strength. He will be remembered by the professional nature he gave to everything and that he was a gentleman of the old school.

He was an ardent Arsenal supporter, shown in the amount of memorabilia in his house and we gave him a leaving gift which reflected this.

Lawrie Winter



Lawrie Winter a founder member of the PPG when it formed in December 1998, died on July 22nd 2023. He worked hard for the Committee throughout the years. As an architect he had a significant involvement in the rebuilding of the surgery, drawing up the plans and overseeing the work. His knowledge was always useful and he was fully committed to the work of the PPG. In 2016 he took over the Chairmanship from Norman Heaton but owing to ill health he had to leave the committee during 2018. The family were grateful for the help of Hayley from the Admiral Nursing team in Lawrie's later years.

He will be remembered as a kindly helpful member, a dedicated, passionate but quiet man who was well respected by all who worked alongside him over the years. Lawrie was a fervent Spurs support so there must have been some banter between him and Norman on match days!

84 Bus Replacement Started on 4th September

After a successful and extensive campaign to get our bus back between Potters Bar and Barnet on Monday 4th September, the **84b** bus run by Central Connect began its route connecting the two towns.

Campaigners for the reinstatement of the 84 bus said the new service will be especially welcomed by patients heading to Barnet General Hospital or Potters Bar Community Hospital and by local school pupils.

The bus will turn left out of Potters Bar Station towards Church Road then on to the High Street. It will pass Potters Bar Community Hospital then on to Hadley Highstone. From there towards The Spires and on to High Barnet Underground Station. The last stop will be Barnet General Hospital.

The first bus from Potters Bar Station will be at 06:05 Monday to Friday and 07:25 on Saturday. The last bus leaves Potters Bar Station at 18:35 Monday to Saturday.

The first bus from Barnet General Hospital will be at 06:35 Monday to Friday and 08:00 on Saturday. The last bus leaves Barnet General Hospital at 19:10 Monday to Saturday.

The hourly service will run from Monday to Saturday. Please go to the website below for a copy of the full time-table: www.bustimes.org/services/84b-barnet-hospital-potters-bar



Practice Updates

New Staff

We had two new GPs in training join us in August. **Dr Nneoma Uzo** and **Dr Bashair Al-Saigh**. **Dr Miriam Burns** is now on maternity leave until June 2024, **Dr Viral Dhruv** will be her cover. **Our new nurse, Bethan**, will join us early October. Once qualified, Bethan will be our Respiratory Nurse.

Flu and Covid Vaccination 2023

Our supply of Flu vaccinations have been secured and will be delivered at the surgery on two Saturdays, 23rd and 30th September. Following the success of the appointment system introduced last year there will not be any walk-in clinics, so please only attend on these dates if you have a booked appointment.

Eligible patients have been, or shortly will be, invited by text message to book an appointment between 8.30am and 12 noon online or by phoning the practice. If you are unable to attend a booked appointment please cancel so that the slot can be offered elsewhere.

Eligible patients are all those aged 65+ as well as those with clinical need. Patients who do not have a mobile on which to receive a text will be telephoned on their landline to arrange an appointment once text appointments have been arranged. If you believe you are eligible and have not been contacted please tell the surgery.

Autumn Covid booster vaccines can be booked through the surgery from October. These can also be booked on the NHS website or NHS App from 19th September. You will see a variety of locations listed including Questmoor Pharmacy in Potters Bar High Street. If you are unable to book online please phone or call in to Questmoor and they will advise you of availability.

Shingles Vaccinations

Patients aged 50+ with a severely weakened immune system who have not been vaccinated against Shingles are now being invited to book an appointment to have this vaccination, as are all patients age 65 years on or after 1st September. If you turned 65 before 1st September 2023 you will be eligible when you turn 70 years old. Invites are sent out by the practice via text message to eligible patients, those without a mobile will be contacted by a phone call or letter.

Community Response

Community Response referrals are now available in Potters Bar.

What can Community Response volunteers help with? Community Response volunteers can support with tasks such as shopping for food and essential items, as well as picking up and delivering prescriptions. Volunteers can help different people, like those who are waiting to be admitted or discharged from hospital, or vulnerable individuals who require assistance while their care giver takes a break.

How can I make a referral? Support can be requested through contacting the surgery who will make a referral on your behalf. .

Friends & Family Comments

We show below the results of the feedback forms from patients for June and July 2023. It is good to see that patients have made positive remarks about the telephone call back system, which has recently been re-activated. Any negative comments received are discussed and addressed by the management team and all of the feedback is shared with the whole team. We all appreciate our patients taking the time and effort to complete the text, it is so uplifting to read such lovely positive feedback.

June 2023

Very Good	341
Good	96
Neither good nor poor	17
Poor	14
Very poor	9
Don't know	6

July 2023

Very Good	237
Good	73
Neither good nor/ poor	17
Poor	10
Very poor	11
Don't know	6

You Said – We Did – Telephone Call Back

Patients have been asking repeatedly over the last 12 months about the loss of the call back option on the surgery telephone system. This was seen as a backwards step and the general feeling was that it should be reinstated.



As your PPG we have continued to raise these patient concerns at committee meetings. We were informed that the option was lost due to an upgrade to the telephone system which improved the number of lines available and many of the back office functions but did not initially offer the call back facility.

We are pleased to report that the function is now back and you can select '0' when prompted to do so to receive a call back from the system when you reach the top of the queue, thereby avoiding the frustration of having to hold for a lengthy time.

Thank you to the Practice for listening to patient concerns and pushing the telephone company for this facility to be reinstated.

QUIZ NIGHT - Saturday 14th October



This year we are once again holding our annual quiz in Tilbury Hall, Darkes Lane, with a Fish & Chip Supper at 7.00pm (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.

The tables will be for teams of up to 8 people and the ticket price is £15 per person with supper included, or £8 without food. If you wish to come alone, or with one or two friends, we can allocate spaces with others to make up a table. Please all bring your own drinks and nibbles to what should be an interesting and lively social evening. We look forward to seeing you there.

Bookings should be confirmed by emailing - friendsofparkefieldppg@gmail.com or telephoning the PPG secretary, Margaret, on 07941 861803

Fun in the Park 2023

A beautiful sunny day brought hundreds of people out to enjoy the activities in the park. We had a busy day talking to lots of visitors about our work and promoting the Health and Wellbeing Event. Thank you to all who stopped by to say hello.



Compassionate Café

Join us at our
Compassionate Café

An open invitation for anyone who has been affected by bereavement or any type of loss to have a friendly chat and a chance to meet others.

**10am - 12pm
Every Wednesday**

Christ Church Little Heath, Great North Road,
Potters Bar EN6 1JN

✉ compassion@peacehospicecare.org.uk
☎ 01923 330 330

This café is run in partnership with Loaves & Fishes Café, Christ Church Little Heath, Rennie Grove Hospice Care | Charity No. 1201713

Little Heath Loaves & Fishes Café

**** Surgery Closed for Training ****

**The Surgery will be closed for training on the following dates: 13th Sept, 12th Oct and 14th Nov.
Contact NHS 111 if you require assistance during these times.**