

Health Talk

Tuesday 5th October 2021

7.30pm on Zoom



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

Herts Valley Integrated Diabetes Service (HIDS)

Day to Day Self Management of Type 2 Diabetes

Maggie Carroll
Clinical Lead Hertfordshire Integrated Diabetes Service

Maggie Carroll is the Diabetes Clinical Nursing Lead for the Hertfordshire Integrated Diabetes Service. During the COVID 19 pandemic managing Type 2 Diabetes has been even more challenging and self-management is the key to improving outcomes. If you would like to hear more about Type 2 Diabetes and the management of this please join us for our Health Talk.

You will have the opportunity to ask questions and to be signposted to all of the key resources that you could utilise.

Email: friendsofparkfieldppg@gmail.com for the Zoom link.

2021 Flu Vaccinations will be 8.30am-12.30pm on the following days:

Saturday 25th September

Saturday 2nd October

Saturday 9th October



These sessions will be walk-in's and we anticipate the first Saturday to be busy. Eligible patients will receive their invitation via text or email. Patients who have not registered to be contacted in this way will receive a letter.

It is hoped that we can offer a far speedier service with maximum vaccinators and helpers this year. Social distancing will still be a priority whilst queuing and the time patients spend inside the building will be minimised.

Parking will be available at St Mary's Church for a small donation, (recommendation 50p) and there will be a box available on exit for donations.

The Friends of Parkfield Medical Centre – Registered Charity No. 1075710

NEWSLETTER

September 2021

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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

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 - 10.30am last Friday each month at Wyllyotts Café

HEALTH TALK 5th October at 7.30pm
QUIZ NIGHT 13th November
Venue TBA

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

Practice News

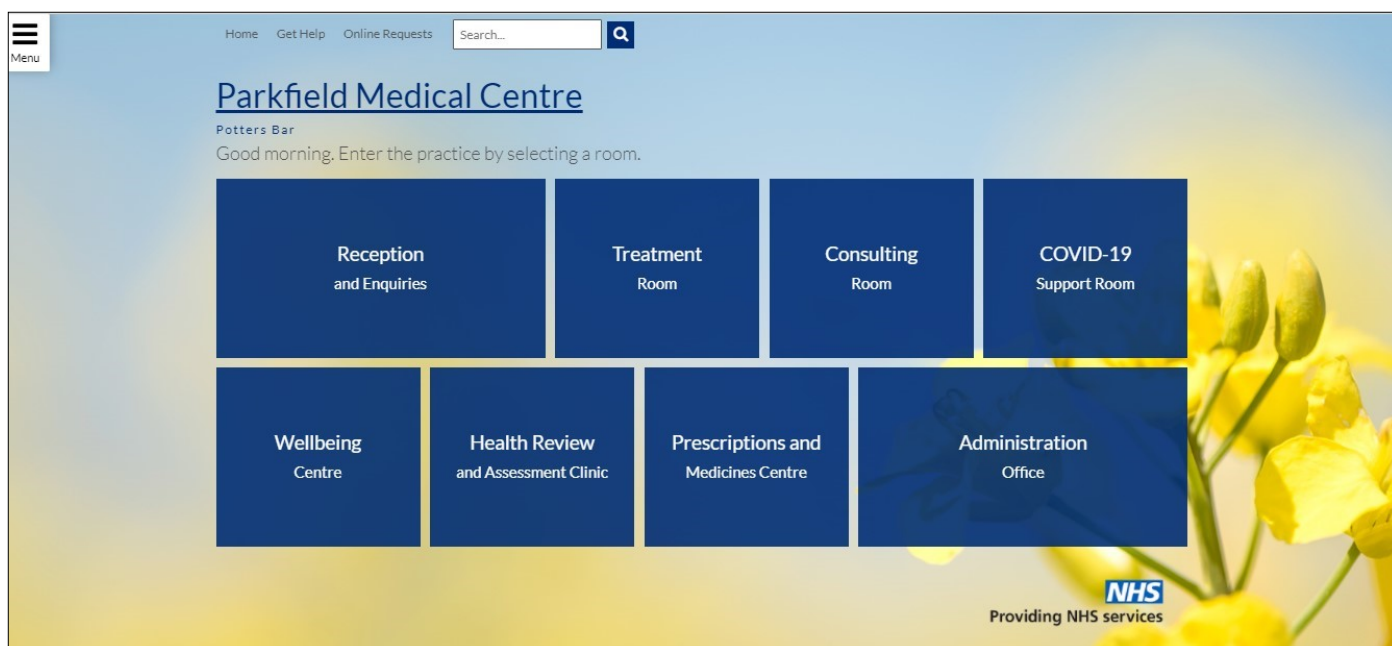
New Website is now LIVE

In May we upgraded our website to a new interactive product called FootFall.

<https://www.parkfieldmedicalcentre.co.uk>

FootFall is designed to help patients navigate their way to find help in exactly the way they would if they came to reception. The home page of FootFall is clearly laid out to help patients manage their health more easily and request advice from a health professional.

It means people are getting the help they need quicker and more conveniently. For the practice it reduces pressure on the phone, helps us manage our time more effectively and keep face to face appointments for those who really need them.



FootFall is able to handle administrative requests such as sick notes and referrals, travel requests, change of details and new patient registrations. The online requests can be dealt with by the practice much more quickly than a telephone call or a face to face appointment which gives the practice huge potential to deal more efficiently with patient requests.

FootFall has been designed to accommodate all of our Practice Information which can be accessed directly from the navigation column on the left of the page when you enter the site.

Feedback from other practices using the FootFall system includes:

“Patients are getting the help they need more quickly and conveniently and, for the surgery, it has reduced the pressure on phone lines and helps ensure face to face appointments are for those who really need it. The new website also gives patients more access and information at their fingertips.”

“The programme means patients can ask questions and report symptoms. The practice then looks at the request and responds within a stated timeframe, connecting the patient to the right person, service or support.”

We welcome your feedback to help us ensure that the website provides the information that you need and is easy to use.

Staff News

My name is **Dr Shainti Sivapalan** and I joined Parkfield Medical Centre as a partner in March this year. I previously worked as a GP Trainee in the practice a few years ago which I really enjoyed and am very excited to have joined the team. I studied at Barts and the London Medical School, then went on to do my foundation training in Hull and then on the Isle of Wight after getting married. I then completed my GP training in Hertfordshire, which included an 8 month placement in Parkfield.

I look forward to meeting many of you in due course.



My name is **Dr Simon Creally**. I am new to Hertfordshire, having moved at the end of last year from Hull. This was quite a big change for me, as I had only worked in Yorkshire since graduating. It is also where I studied medicine (at the Hull-York medical school). Although originally from the UK I grew up abroad in Hong Kong, which did cause a bit of a culture shock when I returned here to study! So far, I've been made to feel very welcome by the staff and patients at Parkfield Medical Centre and I am enjoying my time here.



At the end of August we said goodbye to our Practice Manager **Mimi Salgado** who is moving on to further her career and we wish her every success in her new role. Our new Practice Manager joins in September and we will introduce her in our next newsletter.

Quiz Night



Early notice that our next quiz night will be on Saturday 13th November. We are not sure yet whether this will be a 'live' quiz at Tilbury Hall, with a Fish and Chip Supper, or whether it will be another 'virtual' quiz hosted on zoom. Either way our usual quizmaster Steve will be there to entertain and test our general knowledge.

Save the date and let us know if you are interested so that we can ensure you receive the details when our decision is made.

Friends of Parkfield AGM

Our 2021 AGM will be held on Zoom at 7.30pm on Monday 29th November. All PPG members are welcome to attend the meeting. Contact us on friendsofparkfieldppg@gmail.com so that we can send you the link and relevant paperwork before the meeting.

Future Health Talks

We are hoping to resume 'live' talks soon and need your help to plan our programme for next year. Let us know your suggestions for topics that you would be interested in and we will do our best to source a suitable speaker.

IMPORTANT INFORMATION - PPG MEMBERS PERSONAL DATA

At present PPG members details are kept on a database which is totally separate from the patients' details held by the practice and under Data Protection Legislation we are unable to share information without consent. This leads to a situation whereby a PPG member who is no longer registered with the practice will still be on our PPG database unless we are advised directly by the patient or their representative. In practice this means that we generally only hear about a patient leaving through a volunteer noticing that a house is empty or has been sold when they have tried to deliver a newsletter, or by the non-delivery of an electronic communication.

This can cause distress, especially when the patient has died, and for this reason we have decided to share the information on the PPG database with the Practice, so that PPG Members will be 'flagged' on the Practice's records and when a member leaves this information will be passed onto the PPG. In almost all cases this should not cause any problems or change anything for our members, but if, for whatever reason, you would prefer that we do not share your information in this way please let us know by 1st November 2021.

Membership Renewal

You have received a membership renewal form with this newsletter so that we can update our records and ensure that they are accurate before we share them with the Practice. Please complete the form and return it to us via the Practice with any donation that you wish to make. We will have a box to deposit forms in at each of the flu clinics but as there will not be a staffed desk to receive your forms please ensure that they are in an envelope before depositing them in the box. If you receive your newsletter electronically and would prefer to send your scanned completed form by email please do so to friendsofparkfieldppg@gmail.com You can then make any donation online by requesting our bank account details.

Chatter Tables are back

On the last Friday of every month (except December as our usual date is New Years Eve) you are welcome to join us for a social chat in the Wylllyotts Café from 10.30am until about 12.00 noon. You are welcome to stay for the whole session or just drop in for a little while.

These sessions are open to all and are supported by volunteers from the Potters Bar Medical Practices. Please pass the word around to your friends and neighbours. We are often joined by our local PCSO's who love to chat over a tea or coffee!

We are also still hosting online chat groups on Zoom once a month and if you are interested in joining us virtually or for more information please email us at friendsofparkfieldppg@gmail.com and we can send you details and the link.

Car Parking Reminder

Parkfield patients are welcome to use the parking available at St Marys Church when attending the surgery except when there is a service or Church event happening. There is a box at the surgery for donations and if it is not on display it is available on request, Alternatively you can deposit your donation through the Church letterbox to the right of the main door where there is a box inside which will safely catch your coins.



The poster features the PPG logo (Parkfield Patients Participation Group) and the Friends of Association logo. It lists the dates and times for Chatter Tables: Friday 24th September, Friday 29th October, and Friday 26th November, all from 10.30 am. It states that all are welcome for a social chat and that free tea and coffee are provided. At the bottom, there are images of a teapot and a coffee machine. A small text box at the very bottom states: 'All appropriate social distancing and COVID guidelines will be followed as applicable at the time.'