

# Parkfield PPG Chairman, Janice Neal, Receives Prestigious Civic Award

Our PPG Chairman, Janice Neal, has been recognised in a colourful Hertsmeare Civic Awards Ceremony for her leadership and positive contribution to the local community. *She was one of 7 winners but the only one from Potters Bar!*



Janice has given her time and commitment over the last 7 years as Chair of the Parkfield Medical Centre Patients Group supporting patients and the wider community. Working with a dedicated committee of 11 people and a wider volunteer force, she has run a variety of local events and activities, coming up with ideas, applying for grants and being the face of the organisation.

Events have included the monthly Chatter Tables at the Wyllyotts Centre where around 50 people attend for a coffee, some company and a chat and CPR training for around 300 people at venues across Potters Bar. She also jointly leads the team delivering a very successful Health and Wellbeing Event at Wyllyotts Theatre every September.

## New Surgery Aquarium

After some consideration earlier this year, the PPG Committee decided to change the old plastic aquarium which was originally funded by a grant obtained by the late Cllr. Eddie Roach eight years ago to a new, more modern aquarium. It was felt that the old one had become dated, and difficult to maintain, and that a modern new version would enhance the patient experience in the surgery waiting room and look much better.



The surgery staff were supportive of the change, so the PPG funded the purchase and fitting of the new Aquarium on the 13th May, when the surgery was closed to the public for training purposes. Three of the Committee dismantled, removed and replaced the tank, with the aid of an outside contractor. We will continue to maintain and improve the tank, and you may well see us working on the aquarium occasionally whilst you are there and we hope that the end result will be enjoyed by everyone who visits the surgery.

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



## NEWSLETTER

Summer 2025

No 86

### USEFUL CONTACTS

PARKFIELD: 01707 291041

CANCELLATION LINE:  
07518 391153 (TEXT ONLY)  
NHS – (OUT OF HOURS) 111

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 1<sup>ST</sup>

For transport & general services:  
01727 649900

CARERS IN HERTS:  
01992 586969

CRUSE BEREAVEMENT:  
01707 278 389

EVENTS  
Health Talk -  
TBA

HEALTH & WELLBEING EVENT  
Wyllyotts Theatre Potters Bar  
12th September 10-3pm

QUIZ NIGHT  
25th October, 7pm at Tilbury Hall  
Darkes Lane

CHATTER TABLES  
10.30-12.00 in Wyllyotts Café  
on the last Friday of the month

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

# SURGERY UPDATES

**Aniko is the Carers Champion** and supports Parkfield Medical Centre's many unpaid carers who help look after a family member or a friend. Aniko ensures carers have access to services offered by the NHS, such as Carer Health Checks and vaccinations. Aniko also provides information and contact details for carer support organisations outside the NHS.



"I am relatively new to this role, but I already find it rewarding, as it gives me the chance to make a difference in carers' lives. Listening to their stories and recognising the challenges they are facing is often enough to make them feel valued."

## Parkfield Medical Centre have a fantastic Clinical Pharmacist called Tanvi,



who supports the healthcare team. Tanvi has been working at the surgery for over three years.

Tanvi's role is to ensure that each Parkfield Medical Centre patient receives safe, effective, and personalised medication care. As a Clinical Pharmacist she is an expert in medications and she gives advice surrounding how and when to take medications, interactions and any side effects that may occur.

Whilst Tanvi undertakes medication reviews, she is keen to take a holistic approach and assess how medications are impacting your life to see if there is anything more that can be done to help.

If you have recently been discharged from hospital and your medications has changed, Tanvi can explain the changes and ensure that you get the maximum benefit from these medicines. Tanvi also ensures patients taking high risk medicines are monitored and help works hard to manage any medicine shortages by providing suitable alternatives. "Working at Parkfield Medical Centre is a wonderful experience. My goal is to improve patient outcomes and promote better health."

## Have you ever missed a GP appointment?

Missed appointment numbers at Parkfield Medical Centre have increased by 8% compared to the previous period. Each missed GP appointment costs the NHS approximately £30!

It's really important you let Parkfield Medical Centre know if you are unable to attend your appointment so they can reschedule it and offer the appointment to someone else.

**166 APPOINTMENTS  
WHERE PATIENTS  
DID NOT ATTEND!!!**

The number of clinical appointments provided by **Parkfield Medical Centre - NHS GP Surgery in Potters Bar**, between **9<sup>th</sup> June to 8<sup>th</sup> July 2025** was **4,637** - out of which **166** patients did not attend!!

**Can't make it?  
Cancel it**

Scan QR Code to follow our PPG WhatsApp Channel

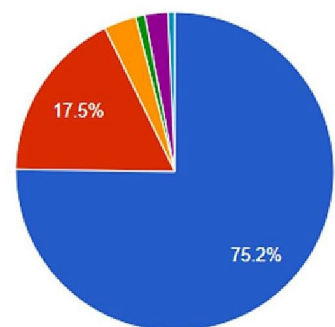
**£30**

Each missed appointment costs the NHS approximately £30. If you're not able to attend, the surgery can offer this appointment to someone else.

## Friends and Family Responses for May 2025

Patients were asked "when thinking about your GP practice, overall how was your experience of our service?".

This was the result from the replies received.



- Very Good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Options	Total
Very Good	322
Good	75
Neither good nor poor	14
Poor	4
Very Poor	10
Don't know	3

## Report on Health Talk - Dr Laura Brennan, 14th May

### Supporting Your Child through Bereavement and Loss

**Guest speaker Dr Laura Brennan**, a Child and Educational Psychologist spoke about how children deal with loss. Laura talked about signs to look for in children, and how these differ for every child. She talked at great length, that loss encompasses many scenarios, not just death, but loss of a pet, a parent who is usually at home taking on a job, a separation/divorce etc



Grief can be an immediate response or can come several weeks/months later. The help and guidance varies depending on the age of the child. We are lucky with the number of books available that incorporate loss and talk about grief and Dr Brennan gave a few recommendations.

She spoke about the importance of being available and answering questions. That it's ok to say 'I don't know' rather than trying to fill in the gaps with false information. She suggested using the appropriate language and the Goldilocks Principle (*not too much information and not too little creating more questions*). The most important piece of advice she gave was that of self care. Through loss of a spouse, be it death or divorce, we as adults need space to grieve, show emotion and a safe space to talk. It was an interesting and sensitive topic that Laura navigated with care and empathy.



### Tablet Blister Pack Recycling

There is now a container in the entrance lobby at Furzefield Leisure Centre to recycle empty tablet foil blister packs. We have been asking our local council to provide such a facility for a long time to avoid this waste going to landfill as it cannot be put in your recycling bin at home.

To help patients who cannot easily get to Furzefield themselves there is a box under the PPG table in the surgery waiting room and if you put your empty blister packs in there we will take them for you. Empties only please and no cardboard boxes.

Any unused tablets must be returned to the pharmacy for safe disposal.

### Surgery Flu Vaccinations

The Surgery will be providing Flu Vaccinations at Parkfield from the 1st October. Patients can make appointments for their vaccination once they have received their email from the surgery, but please wait until you hear from them first.

There will be plenty of vaccinations for all our patients and appointments for you all.

**Please Support your Surgery**

### Guide to the NHS APP

Have you downloaded the NHS App? If you have access to Facebook then you can log in to a 6 min quick guide on how to register with the NHS App. This will make it easy for you to get involved, and then you can:

- Order repeat prescriptions
- Book and manage appointments
- View your GP health record to see information like your allergies and medicines (*if your GP has given you access to your detailed medical record, you can also see information like test results*).
- Book and manage COVID-19 vaccinations
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you.

**QUICK GUIDE TO REGISTER WITH THE NHS APP**

YOUTUBE.COM  
Register with the NHS app: Quick guide  
Watch this 5 min quick guide to registering with the NHS app. Subscribe: <https://www.youtube.com/watch?v=...>

#parkfieldppg



# Chatter Tables Group Annual Outing



This year the annual coach trip organised for the Chatter Tables attendees was to Herne Bay, a lesser known traditional seaside resort on the North Kent coast, which we visited in the first week of June.

On the only dry day that week 47 of us boarded the coach at Furzelefield Leisure Centre for the short and easy drive to the coast. By 11am we were by the sea and ready for a coffee and a stroll along the pier or promenade. Several people opted for the ever popular Wetherspoons whilst others chose one of the many cafés along the promenade.

The promenade and town were very clean, with beautiful flowerbeds between the promenade and the road, and surprisingly quiet, almost as though we had reserved the town for our sole use!!

The day passed quickly with the usual fish & chips lunch, available from a good choice of restaurants, followed by, for some, a visit to the small but interesting Seaside Museum. An ice cream by the sea or tea and cake in one of the many tearooms before boarding the coach for the journey home rounded off a very enjoyable day.

## 2025 POTTERS BAR HEALTH & WELLBEING EVENT

**Friday 12 September**  
**10am to 3pm**

**Wyllotts Theatre,**  
**Darkes Lane,**  
**EN6 2HN**

**Join us for the  
Annual  
Community  
Health Fair!**

**Make your health a priority  
at this free event, no need to  
book!**

Working in partnership with:

*Visit over 25 Stalls  
Listen to health talks  
Take part in taster  
sessions  
Have a mini health  
check*

*Wyllotts café will be  
serving a variety of  
lunchtime specials*

## Don't miss this FREE event!

**Market Place: 10.00-15.00**  
Come and browse over 25 stalls offering well-being  
information services and advice to the Potters Bar community

**Health Talks:**

<b>10.45-11.15:</b>	<i>Trading Standards Herts County Council - How to keep safe from scams &amp; fraud</i>
<b>11.30-12.15:</b>	<i>Moorfields at PB Hospital - Medical Retina &amp; Glaucoma</i>
<b>12.30-13.00:</b>	<i>Highview - Gut health: risk factors &amp; how to reduce them</i>
<b>13.15-13.45:</b>	<i>Parkfield - Hypertension</i>
<b>14.00-14.30:</b>	<i>Annandale - Lifestyle changes to improve health</i>

**Taster Sessions:**

<b>10.30-11.00:</b>	<i>Laughter Yoga</i>
<b>11.15-11.45:</b>	<i>Bollywood Dancing</i>
<b>12.00-12.30:</b>	<i>Chair Based Exercise</i>
<b>12.45-13.15:</b>	<i>Musical Memories</i>
<b>13.30-14.00:</b>	<i>Solo Latin Dance</i>

**Everyone is welcome, tell your friends and family! For more  
information please email [friendsofparkfieldppg@gmail.com](mailto:friendsofparkfieldppg@gmail.com)**

Working in partnership with: