



## The Elms Medical Practice Newsletter Summer 2019

### **Dr Cathy Argyle has retired after 27 years at The Elms Medical Practice**

Dr Cathy Argyle retired at the end of March 2019 after 27 years at The Elms Medical Practice.

“It has been a pleasure and delight to work at The Elms with such a dedicated, caring, experienced, forward thinking and friendly team. I have been privileged to meet and help so many lovely patients over the years, who I will miss greatly”.

We are all so very sad to lose Dr Argyle and we will miss her knowledge, passion and kindness and we wish her a long and happy retirement.

### **FLU SEASON 2019**

Please ensure you book your appointment at The Elms Medical Practice. Appointments will be available to book on-line and in surgery from 1<sup>st</sup> September 2019, so put in your diary to make sure you get a slot. If you can't make the Saturday clinics with the GP Partners you can also book with a nurse at any time from the 30<sup>th</sup> September. To ensure you benefit from the vaccination ensure you get it done before the nasty flu season starts, so the earlier the better!

**Saturday Flu Clinics: 28<sup>th</sup> September / 5<sup>th</sup> October / 19<sup>th</sup> October**

**Redbourn Flu clinic: Tuesday 8<sup>th</sup> October 2- 4.30pm**

The vaccine is **free** to all in the categories below:

- adults 65 and over
- people with certain medical conditions
- pregnant women
- carers
- children aged 2 and 3
- children in reception class and school years 1, 2, 3, 4 and 5

**There are 3 types of flu vaccine:**

- a live quadrivalent vaccine (which protects against 4 strains of flu) given as a nasal spray – this is for children and young people aged 2 to 17 years eligible for the flu vaccine
- a quadrivalent injected vaccine – this is for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long-term health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine

- an trivalent injected vaccine (FLUAD) – this is for people aged 65 and over as it has been shown to be more effective in this age group

If your child is aged between 6 months and 2 years old and is in at risk group, they will be offered an injected flu vaccine as the nasal spray is not licensed for children under 2.

### ONLINE SERVICES

If you haven't already registered for our online services to book appointments and order your repeat prescription please pop into reception with the below identification and the reception staff will sign you up:

- Photographic ID (Passport or Driving Licence Photocard)
- Address ID (e.g. Recent Utility bill or Bank statement)



**To ensure that your medical records are up to date, please advise the Receptionist if you:**

- are a **CURRENT SMOKER** and for how long?
- **USED TO SMOKE** but have now **GIVEN UP**
- have **NEVER SMOKED**

## **N**ebuliser Reminder



We have a supply of nebulisers at the practice and these are available to loan to patients with immediate need. Please note that this loan is temporary and nebulisers should be returned to us as soon as they are no longer required as other patients will be in need of them. They also need to be cleaned and serviced regularly. If you have no further need for one, or if you are moving out of the area, please return the nebuliser before you move. Thank you.

# Patient Engagement Network

The Herts Valley CCG would like to invite you to an evening patient engagement network session where the agenda will include updates and information on:



- Ear nose and throat services
- GP direct access ultrasound service
- Community services (to be confirmed)
- Development of Locality Delivery Plans

**Date:** Tuesday 11 June 2019

**Time:** 6.45 - 9pm

**Venue:** South Hill Centre, Cemetery Hill, Hemel Hempstead

**Parking:** Limited on site - some on road parking and nearby Water Gardens car park

**Catering:** Tea/coffee on arrival

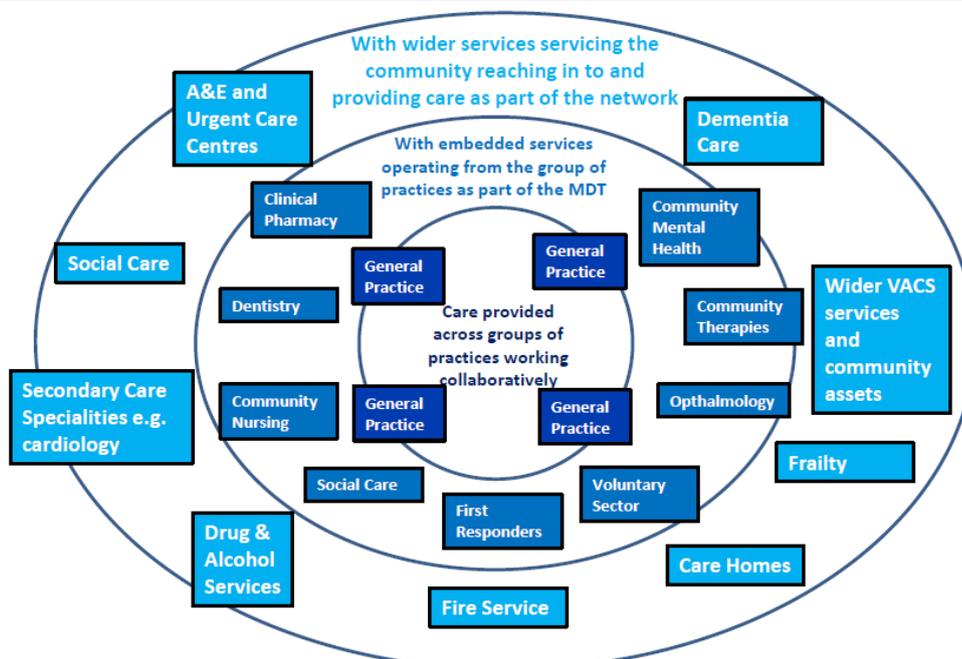
To book or for more information contact [heather.aylward@nhs.net](mailto:heather.aylward@nhs.net) Public Engagement Manager [www.hertsvalleysccg.nhs.uk](http://www.hertsvalleysccg.nhs.uk)

## PRIMARY CARE NETWORKS

Our population continues to grow and people are living very much longer. A lot of patients are living with long term conditions such as heart disease, mental health issues and diabetes, in turn may need to access local health services more often.

To meet these needs practices across the country are forming Primary Care Networks and working together with their local community services. PCNs enable greater provision of personalised, proactive, integrated health and social care. In this first year 2019/20 PCNs will be forming and dealing with the administration and governance arrangements but from 2020/21 services and care models will develop.

## Primary Care Networks



In Harpenden the 3 surgeries The Elms Medical Practice, The Village Surgery and Davenport House have formed a Primary Care Network serving a community of circa 46,000 patients.

The development of PCNs will mean that patient and the public will be able to access:

- Resilient high-quality care from local clinicians and health and care practitioners, with more services provided out of hospital and closer to home
- a more comprehensive and integrated set of services that anticipate rising demand and support higher levels of self-care
- appropriate referrals and more 'one-stop shop' services where all of a patients needs can be met at the same time
- different care models for different population groups (such as frail older persons, adults with complex needs, children) that are person-centred rather than disease centred

**The Harpenden Primary Care Network** is only in its infancy however we have already won a local CCG bid for a new Mental Health Counselling pilot service for under 18's in the community which we have called '**HASTY**'. Across the UK, and indeed in our own locality, there is increasing anxiety in teenagers and young people. As local GPs we recognise this on a daily basis but we have limited access to talking therapies, which tend to have long waiting times and are only available to those children with the most severe mental health problems.

**HASTY** is a local mental health service set up by the three Harpenden practices The Elms Medical Practice, The Village Surgery and Davenport House. It is a pilot running for 6 months from 25.2.2019. The aim is to provide help early on to try and avoid difficulties escalating and reduce the need for referral out of primary care.

All three surgeries are also currently working with a Community Pharmacist. Clinical Pharmacists are highly qualified in medicines. It is a patient facing role and taken on to help maintain and improve peoples health by providing information and advice on their medication, reviewing on-going health problems and improving the patients outcome. This means that the GP can focus their skills where that are most needed for example diagnosing and treating patients with more complex conditions. Currently at the Elms, Patients on 10 or more repeatable medications are being invited for an appointment with our Clinical Pharmacist. This will include reviewing their medications and to ensure all are still appropriate and that the patient understands the drug they are taking.

Looking forward, another area the PCN will be focusing on is community referring, or, using the new buzz words, '**Social Prescribing**'. This enables GPs, Nurses and other Primary Care professionals to address peoples needs in a more holistic way by referring the patient to a range of local, non-clinical services typically provided by voluntary and community organisations for example local walking groups, Parkrun, Hertshelp, Carers in Herts, healthy eating advice and the list goes on. Watch this space for further developments.

## Patient Confidentiality

**C**onfidentiality is crucial between

all practice staff and patients. It is imperative that this is strictly adhered to so that patients can feel that they can always seek medical advice and share the necessary information needed to provide excellent care. The Elms would like to remind all patients that we are unable to discuss any aspects of patient care with anyone other than the patient unless a 'Consent to Share Medical Information' form is completed and signed by the patient.



## THE ELMS MEDICAL PRACTICE IS NOW A TEACHING PRACTICE!!

We are delighted to be soon hosting and teaching Cambridge Medical Students. They are in their last year of study about to become qualified doctors. You may be asked by one of the Reception team when booking your appointment if you are happy to either have a student sitting in with the GP or if you are happy to consult with a Medical Student. If you have an appointment with a Medical Student you will be given a 20 minute appointment with them at which they will take a full assessment with any necessary examinations and then this will be followed by a joint appointment with one of the GP Partners. They will discuss the students findings and ensure the patient receives the appropriate treatment.

## AT THE REQUEST OF THE GP PARTNERS AT THE ELMS MEDICAL PRACTICE, UPON BOOKING AN APPOINTMENT, YOU WILL BE ASKED TO GIVE AN IDEA OF THE REASON FOR MAKING THE APPOINTMENT

This information will assist our specially trained receptionists in booking your appointment with the most appropriate doctor or nurse and to allocate the correct amount of time for the appointment. We appreciate that some patients may not wish to disclose what type of problem they have and it is perfectly acceptable to refuse to offer this information at that time. However, we would urge you to co-operate as far as you feel able to, as it is in your best interests that this information is requested. We would add that this information is very helpful to all clinicians and also in preventing appointments being booked inappropriately.

*Thank you for your co-operation*

### Cervical Smears

Uptake for booking and attending appointments for Cervical Smears is at an all-time national low yet there are thousands of women diagnosed with cervical cancer every year in the UK and many die annually. All women aged 25 to 49 are invited for a screening test every 3 years and those aged 50-64 are invited every 5 years.

If all eligible women attended cervical screening regularly 83% of cervical cancer deaths could be prevented. A big National Campaign was launched in March this year to encourage all ages to respond to their screening invitation and we at The Elms are asking all those that have been invited and have not attended yet to please book in with one of our Practice Nurses. For more information please visit the NHS UK website page:

<https://www.nhs.uk/conditions/cervical-screening/>



## Change of Clinical Computer System 2019/20

As a Practice we are contractually allowed to choose the clinical system of our choice which best suits our needs from the 4 nationally approved options - TPP SystemOne, EMIS Web, Vision and Microtest Evolution. At this practice for over 10 years we have used Vision. It is windows based with excellent functionality and an easy interface. However with the new contract and Primary Care Networks being established it now makes sense for all surgeries in our locality to be on the same system. There are interoperability solutions to this allowing

us to continue to use Vision but that is not wanted by the CCG or indeed the local surgeries as it would bring its own complex issues to a lot of practices.

Sadly, as the majority of practices in our locality are now EMIS, we are being asked to move to the EMIS clinical system. For you as a patient it will only have 2 major factors. The positive is that it will give the surgery access to all the locality extended access appointments which means more access for you, the negative is that everyone who is logged onto our on-line services will have to do it all again on a brand new system. There is however even an upside to that as the new NHS app is now available for EMIS practices which is a handy easy access tool on your electronic devices.

It has a major impact on the surgery and brings with it a lot of stress to everyone across the practice. There is a lot of down time for the practice for training and IT always brings with it complications such as electronic prescribing working correctly, N3 connections failing, the list can be long!

We are only in the very early stages of negotiating this move with the Herts Valley Commissioning Group and we are reliant on their IT team Egton to engage and support the practice through this huge change.

It is not something we want to do but we no longer have a choice. So, we have decided to be positive about the move to keep the staff lifted and our patients positive and we hope to ensure (as much as IT will allow) a smooth transition for all our patients.

We are not expecting this to move forward until the end of the year but watch out for the posters and details on our website. All I ask is that you are patient with us through this difficult time. Many thanks in advance 😊



## Hayfever

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

### How to treat hay fever yourself

DO'S	DON'T'S
put Vaseline around your nostrils to trap pollen	do not cut grass or walk on grass
wear wraparound sunglasses to stop pollen getting into your eyes	do not spend too much time outside
shower and change your clothes after you've been outside to wash pollen off	do not keep fresh flowers in the house
stay indoors whenever possible	do not smoke or be around smoke - it makes your symptoms worse
keep windows and doors shut as much as possible	do not dry clothes outside - they can catch pollen
vacuum regularly and dust with a damp cloth	do not let pets into the house if possible - they can carry pollen indoors
buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter	



## HERTBEATS IS A SELF-HELP GROUP OF PEOPLE WITH HEART PROBLEMS

You may have seen a 'Hertbeats' representative (Gareth) here at The Elms in the waiting room over the last 2 months. Gareth has been giving out information about the group, promoting good health and care and to provide support to cardiac patients. I always find his enthusiasm for life and fitness so infectious and we have been delighted and grateful to the group for their time and energy.

**St Albans and District Cardiac Support Group** [www.hertbeats.org.uk](http://www.hertbeats.org.uk)

Affiliated to the British Heart Foundation and Arrhythmia Alliance

Heart disease has a tremendous impact on the whole family and **Hertbeats** includes carers, relatives and friends. Most members have experienced a range of heart problems and have a mutual understanding of the healing and psychological processes. They are in a unique position to help patients and carers worried about surgery or anxious about living with the various effects of heart disease. **Hertbeats** covers St Albans, Harpenden, Redbourn, Wheathampstead, Hatfield and Welwyn Garden City.

### HERTBEATS AIMS TO

- increase public awareness of heart disease, its causes, treatments, implications and help available
- promote the welfare and care of cardiac patients
- provide support when resuming home and social life
- make contact with others who share and understand your needs and problems
- provide facility to continue the exercise started in hospital rehabilitation
- make life as active as possible and definitely fun!

Our meetings are social occasions with speakers on a variety of subjects and anyone with a cardiac condition, carer, relative or friend will be welcome. The meetings are held at St. Mary's Church Hall, 1 Sherwood Avenue, Marshalswick, St. Albans, AL4 9QA starting at 8 pm on the third Tuesday of each month.

### HERTBEATS

- Does not give medical advice
- Is an informal group of **friends**
- Supports patients and carers
- Assists patients towards a life of **quality**, activity and **fun**
- Helps patients to exercise (and **laugh** at the same time)
- Has many booklets to help understand the illness and terms used

### MEMBERS

- Meet once a month for talks and entertainment (including a **Strawberry Evening** in the summer and a **Christmas Party**)
- Play **Golf** and attend **Exercise Classes**
- Go to **Concerts** & other entertainment
- Visit places of interest such as the **Eden Project** and the **London Eye**
- Take day trips to **National Trust** and **historic sites**
- **Travel Abroad** for long weekends (for example to Monet's Garden in France, the Bulb fields in Holland, Bruges and Chateaux of the Loire Valley)
- **Enjoy Life wherever we go** accompanied by angioplasty, stents, valves, bypass grafts, various bits of metal and a medley of medicines

### DONT JUST SIT THERE - PHONE AND JOIN IN

Take a look at [www.hertbeats.org.uk](http://www.hertbeats.org.uk)  
Pick up the phone and have a word with.  
Roger Miller on **01727 766278**

**CARPE DIEM**

## Home Visits

If you need a doctor and are too ill to travel to the practice and feel a home visit is **essential**, please telephone the surgery **BEFORE 10AM** and a doctor will ring you back to discuss whether a visit is required.



## DIABETIC SERVICES AT THE ELMS

### Diabetic Week 10<sup>th</sup> - 16<sup>th</sup> June 2019

This is an annual UK wide initiative to help people to know more about diabetes. The Elms understand the importance of this and as always wanted to be involved.

So on **Friday 14<sup>th</sup> June** in honour of Diabetes Week we will have a diabetes dietitian from the Hertfordshire Integrated Diabetes Service (HIDS) running an interactive stand **from 13:30 - 17:00** in our waiting room. This stand will have information about what diabetes is, an interactive carbohydrate game and information about how HIDS can help service users to manage their diabetes.

Hertfordshire Integrated Diabetes Service is a consultant led diabetes service aimed at providing high quality specialist diabetes care in the community. The service offers specialist diabetes multidisciplinary clinics in Herts Valley, structured diabetes education courses and aims to support GP practices in providing enhanced diabetes care to their patients in their practices.

The Diabetes Dietitians work alongside the Diabetes Specialist Nurses running specialist dietetic clinics and diabetes structured education courses.

**SO PLEASE JUST POP IN ANYTIME ON FRIDAY 14<sup>TH</sup> JUNE BETWEEN 13:30 - 17:00 FOR SOME USEFUL DIETICIAN ADVICE AND LATEST DIABETES INFO - WE LOOK FORWARD TO SEEING YOU!**

### Harpenden Hub for Carers

Carers in Hertfordshire have been successfully running hubs across the county for a number of years. Now there is a Harpenden hub running. They meet at Batford Memorial Hall (16 Tallents Crescent) on the **third Thursday** of every month 10am - 12noon. Run by carers for carers so please pop along. For more information please visit the Carers in Herts website.



As always we welcome your feedback and thank you for your continued support.



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