

Parkbury House Surgery Patient Reference Group (PRG) Newsletter

Welcome to a special edition of our newsletter.

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STAFFING

FAREWELL

PRG

A PATIENT'S
EXPERIENCE

CCG UPDATE

I was fortunate enough recently to visit the Odyssey cinema in St. Albans. At the end of the film the credits rolled, and rolled and rolled, of course the reason being that so many people are involved behind the scenes in the making of a film. The same is true at Parkbury House surgery where there are some 86 people are employed at the practice, the majority of those working very hard behind the scenes. There are 20 GPs at the practice, 8 of whom are partners, the other 12 are salaried GPs.

Parkbury House is also a training practice and there are currently 9 trainees. We have 10 nurses or health care assistants and 4 clinical pharmacists. (In our next issue there will be more detail about the work of the clinical pharmacists). The practice has one paid social prescriber who also works with two other surgeries in the PCN, and there are 9 volunteer social prescribers. Patients will normally only come into face to face contact with these members of staff.

Now these are the staff you won't normally see!

The practice has recently undergone some internal re-organisation and now has a business manager, formerly referred to as the practice manager; other staff include: an operations' manager; a capacity planning lead; a reception supervisor; a compliance/HR lead; a finance team an Admin Team; a smoking cessation nurse and finally 19, yes that's right, 19 receptionist/call handlers.



FAREWELL EVENT



Wendy Murphy

Wendy has been at the practice for 16 years, initially starting in reception. In 2010 Wendy became the reception manager and then in 2014 the office manager. In 2019 she decided to change her role and became the capacity planning manager, this involves, amongst other things, looking after the appointment book, arranging rooms for everyone, each day of the week and organising the clinical team rotas. Wendy says that she has greatly enjoyed her time working at Parkbury House; saying how lucky she was to form great relationships with both staff and patients. (Yes, some can be challenging but are still part of the role). Amongst her happiest memories is working with the reception team which has gone on to form lifelong friendships.

In working on the appointment book she has had to work more closely with the GPs and the clinical team. To quote her: "I can honestly say that the team at Parkbury must be one of the best, which is why we often refer to ourselves as a 'family'".

Wendy is moving to Suffolk to enjoy life in the country. She says she will look back on her time at Parkbury with very fond memories.

We too will remember Wendy with very fond memories. She has been tireless in her work and support for staff and patients. Everyone here at the practice is hugely grateful for her commitment and hard work and wish her well for the future. Thank you for your hard work; we will miss you.

Do you suffer from Asthma?

- Make sure you have your annual Asthma check completed.
- Keep your asthma status updated with your GP surgery.

Currently Parkbury House surgery has initiated sending text messages to patients suffering from Asthma in order to update their asthma status, please make some time to send your response.

Stay well!

If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. Seek advice from your pharmacist who could help you or signpost you to appropriate care. There are also lots of self-help tips online.

P.R.G.

Parkbury House **P**atient **R**eference **G**roup meets approximately 4 times a year and we work closely with Parkbury House surgery and represents patients' views and suggestions so that the surgery can provide an effective and efficient service. We are a small group at the moment and would welcome any member of our practice to join us at our next meeting which will be a virtual one on Thursday 23rd June, 2022 at 18.30.

(for the Zoom link please contact:
paul.mcnally1@nhs.net),



Life Saving Advice

I recently received the following letter from a patient, whose permission I sought to publish and share via our newsletter.

In December last year my mother-in-law was seriously ill in hospital. While this event was not great for my mother-in-law, it turned out to be a live saver for me. My wife went to stay with her sister who is a nurse and lives near the hospital. By sheer chance, my sister-in-law mentioned to my wife that she recommends that all men over the age of 50 should get the tested for prostate cancer. My wife called me and passed on the information, and I decided to ask the surgery for the test. Since I had not had any symptoms, I was totally shocked to learn that I had prostate cancer and after several follow up scans it became apparent that the cancer had spread from the prostate into the lymph nodes.

I consider myself to be very lucky that I had a diagnosis when I did. Had my cancer not been detected for another couple of years my outlook would have been very different. For the last few months, I have been going through a course of chemotherapy, which will be followed by about a month of radiotherapy and the cancer specialist is confident that I will be cured. Had the cancer been detected earlier I might not have needed such intensive treatment. Like many medical situations, the earlier it is detected the easier it is to cure.

I am now passing on this information and to encourage all men over 50 to actively consider a prostate cancer screening test via the surgery. It could literally save your life.

Parkbury House adds:

The charity Prostrate Cancer UK is a great resource and has specific information to help men determine their risk and suitability for screening <https://prostatecanceruk.org/prostate-information/are-you-at-risk>. The doctors at Parkbury House also recommend reading a PSA decision aid prior to proceeding with a test based on age as the sole risk factor: <https://www.nhs.uk/ipgmedia/National/Macmillan%20Cancer%20Support/assets/ConsideringhavingthePSAtestMCS2pages.pdf>. Once you are fully informed we will always happy to request a PSA along with other relevant health bloods in men screening over 50.



If you or any one you know is a renal (kidney) patient who uses NHS-funded transport, we're running a short survey to help us improve the service. Please complete the anonymous survey here:

<https://www.smartsurvey.co.uk/s/AP2IQC/>

Calling People At Risk Of Diabetes FREE Monthly Webinars

given by diabetes specialists across the Herts Valleys area for
Type 1, Type 2, At Risk Diabetics & Parents / Carers

Next Subject

Are You At Risk Of Diabetes

Wed 29 June 2022 7-8pm

<https://www.eventbrite.co.uk/e/are-you-at-risk-of-diabetes-tickets-344121034277>

This programme has been developed by the new Hertfordshire Diabetes Support Group ("HDSG") supported by Herts Valleys CCG and Healthcare Professionals within our area in order to maximise patients' ability to better understand and manage their condition.



Calling People With Diabetes FREE Monthly Webinars

given by diabetes specialists across the Herts Valleys area for
Type 1, Type 2, At Risk Diabetics & Parents / Carers

Next Subject

Love Your Feet

Wed 15 June 2022 7-8pm

<https://www.eventbrite.co.uk/e/love-your-feet-tickets-348687201807>

This programme has been developed by the new Hertfordshire Diabetes Support Group ("HDSG") supported by Herts Valleys CCG and Healthcare Professionals within our area in order to maximise patients' ability to better understand and manage their condition.



We're your independent health and social care champion.

To access the latest edition of the

[May Healthwatch Hertfordshire Newsletter](#)

just type the underlined text into your web browser.