

# Parkbury House Surgery Patient Reference Group (PRG) Newsletter

## In this issue:

- RETIREMENT
- TEXT MESSAGING SERVICE
- ASTHMA
- BLOOD PRESSURE
- CHOLESTEROL
- DIABETES AND FOOT EXAMINATION
- YOU SAID—WE DID.
- STAFFING
- PRG
- WEST HERTS HOSPITAL TRUST

Welcome to the Spring edition of our newsletter. Our hope is to produce the newsletter four times a year, in line with the seasons. We aim to keep you up to date with news from the PRG and the surgery.

## Retirement

Dr Mainwaring, a senior partner, is winding down her work commitments from April 7<sup>th</sup>, although working fewer hours patients will still be able to see her.

## **BLOOD PRESSURE MONITORING**

- If you suffer from chronic heart disease; mental health issues; Diabetes, it is crucial that your GP surgery is up-to-date with your recent blood pressure readings. There is a blood pressure monitoring machine in reception for patients' use.
- Parkbury House is currently updating your Blood Pressure (BP) readings by asking patients through letters or text messages. Please help the surgery to monitor your health by responding. You could also use the following methods to send your BP readings:
  - Website: <https://www.parkburyhouse.nhs.uk/blood-pressure-monitoring/>
  - Email: [Parkburyhouse.info@nhs.net](mailto:Parkburyhouse.info@nhs.net)
  - At reception

## **Text Messaging Service**

- Parkbury House surgery has a text messaging service to contact patients.
- In order to receive text messages from our surgery please ensure the GP surgery has your correct mobile number.
- If the surgery does not have your email or phone details please contact reception to update your records.

These are some of the comments received by the practice from our patients:

What a fantastic practice!

Without equal....  
marvellous caring staff

The same day service is unbelievable and unique in my experience.

# 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 regards to update their asthma status, please make some time to send your response.

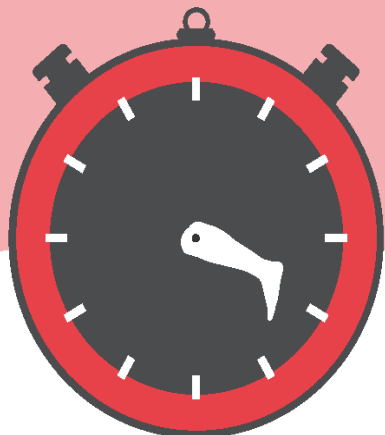
## Stay well!

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.

## Blood Cholesterol or lipid level monitoring

- If you are suffering from chronic heart disease, diabetes, hypertension it is very important for you have your blood cholesterol /lipid level check annually. The practice will contact you about this.

If you suffer from Diabetes make sure you have your annual foot examination completed.



**EVERY 20 SECONDS  
A LIMB IS LOST**

AS A RESULT OF UNCONTROLLED DIABETES

Uncontrolled diabetes causes many complications.  
Find out more at [www.diabetes.co.uk](http://www.diabetes.co.uk)



# You said; we did;

- ◆ “Please provide a handrail along the passageway from the car park to the pharmacy to assist whilst walking”. The handrail is in place;
- ◆ “Please do something about the number of ‘casual parkers’ in the Parkbury House car park!” We are initiating a new car park monitoring system.. (See the item on this later in the newsletter).

## NEW STAFF APPOINTMENTS

We are delighted to announce the following staff appointments which we learnt about at our recent PRG meeting from Dr. Covell.

He reflected on staff changes. Our interim Practice manager, Lynn Delaney has been instrumental in providing help regarding the re-structuring of roles in the practice. The practice has appointed a new Business manager, Claire Brown, who will take up her post on the 28th March, 2022. It has been evident for some time that different aspects of the this post need to be shared between a number of people. In addition to the appointment of a strategic business manager (BM), the restructure will involve a new post, (a compliance lead), dealing with those related matters including CQC and HR; Karen Duncan, who is extremely capable, will become the new operations' manager. In respect of doctors he said that we are very lucky, experiencing no trouble in recruiting. Nicola Phillips will become a partner and the practice is appointing three more salaried doctors, one joining in April which brings the practice up to full strength. Finally Dr Freedman is enjoying a sabbatical, he will return in June.

## PATIENT REFERENCE GROUP

Our Patient Reference Group, (PRG) continues to be a valuable source of information and support for the Practice team. We have a group of 38 patients who receive the minutes of each meeting, by email. Attendance at the meetings is generally 18% of the group. We are very keen for more patients to join our PRG, particularly those who work or are at school (16yrs and over), so that we can hear views about the Practice and our services from across the whole Practice population. Please do give this some thought. The last meeting of our PRG was held virtually, as all our meetings have been since March 2020, on 2nd March when a number of priorities were agreed to focus on and we will continue to progress the actions. Our next meeting will be on Wednesday 11th May 2022 at 18.00. IF YOU ARE INTERESTED IN JOINING THE GROUP TO PLAY AN ACTIVE PART IN YOUR SURGERY CONTACT:

**[paulmcnally@email.com](mailto:paulmcnally@email.com)**

## **Car Park**

From 28th March a new system for our patients' car park will be introduced. An independent company will take over the control of it. In practice this will require uses of the car park to register their vehicle registration number in the practice on the machine provided. Failure to do this may result in a fine being levied. This has been introduced to deter 'non-patient' use of the car park, leaving appropriate space for our patients.

**Find out how West Hertfordshire Hospitals NHS Trust is transforming!**

On 10 March, the team at West Herts Hospitals NHS Trust hosted a presentation and Q+A to give an update on progress towards new and better hospital buildings as part of the hospital redevelopment programme. The session provoked some lively and interesting questions.

If you're interested in learning more about how the trust is transforming its buildings and services, there are sessions planned over the coming months on key topics including;

- Same Day Emergency Care, 6 April at 6-7.15pm
- Virtual Healthcare, 8 April at 12-1.30pm

Both sessions will be interactive, and participants will have the chance to share their experiences and ideas.

Anyone is welcome to join by emailing: [westherts.redevelopment@nhs.net](mailto:westherts.redevelopment@nhs.net).

The National Institute for Health Research (NIHR) is looking for members of the public who have a broad interest in and knowledge of health, social care and/or actions to improve public health and address health inequalities, to join one of their national and regional committees.

Membership is open to people from across the United Kingdom and applications from all sections of the community are welcome. Further information can be found here: [Public Committee Member Opportunities - NIHR Programmes](#) The closing date for applications is 24 April.

If you require any further information then please contact [haydee.a.garcia@nihr.ac.uk](mailto:haydee.a.garcia@nihr.ac.uk) who would be happy to answer any questions about these opportunities and provide guidance and support on the application process.

# Любов. Співчуття. Мир.

A community space to talk @HertsMindNetwork

Love. Compassion. Peace.



**If you're feeling affected by the war in Ukraine, and would like to talk and share your feelings in a supportive group environment, you are warmly welcome to join us.**

Herts Mind Network  
Watford Wellbeing Centre  
501 St Albans Road  
WD24 7RZ

**Thursdays**  
**5.30pm - 7pm**  
**(Parking available)**

**Please email**

**[joanna.marovitch@hertsmindnetwork.org](mailto:joanna.marovitch@hertsmindnetwork.org)**  
**or call 0203 727 3600 to confirm your place.**

 **mind Hertfordshire Network**

We welcome any feedback about any matters raised in this newsletter; if you wish to do so please contact **[Paul McNally](mailto:Paul McNally)** via email:

**[paulmcnally@email.com](mailto:paulmcnally@email.com)**