

Parkbury House Newsletter

Summer 2025

NEWS

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Welcome Message: Paul McNally, chair of Parkbury House Patient Participation Group, (PPG) welcomes you to the Summer issue of our newsletter, I hope you'll find it useful and interesting. The PPG meets four times a year, our next meeting is on Thursday 3rd July in the library at Parkbury House at 18.00. This group gives patients like you the chance to stay informed about what's happening at our surgery. We meet with senior partners from the practice and the practice manager to discuss how the GP practice works, changes in the NHS, and their impact on our patients and carers. We welcome new faces to the group; if you'd like to join the PPG, you can do so by coming to our next meeting or by emailing our chair:

paulmcnally@email.com



Social Prescribing

Many things that affect our health cannot be treated by doctors or medicine alone, like loneliness, isolation or stress due to problems with debt or housing. Social prescribing connects people to non-medical support to address these issues and other unmet needs. This could involve making an appointment to see one of the volunteers at Parkbury House. We can help someone who is isolated to join a befriending group, an art class or a community gardening project, based on what matters to them. Connecting someone struggling with financial stress to a service that helps with managing debt or claiming benefits. Working with someone with high blood pressure to take up a form of exercise that they're comfortable with. Social prescribing involves understanding the complexities of people's lives and the inequalities they may face. It can help change the circumstances that make people unwell, and empower people to manage existing health problems. It can help people to connect and to grow in confidence. Our trained and experienced team of social prescribers are available every Wednesday.

Appointments can be booked at Parkbury House through reception. Appointments (45 minutes long) are every Wednesday from 09.30 -12.30

Reception & Administrative Team

Our reception and administrative team play a crucial role in ensuring the smooth operation of the Parkbury House surgery, working tirelessly behind the scenes to keep things running efficiently for patients. From managing appointment bookings and processing referrals to handling patient inquiries and coordinating with clinical staff, their attention to detail and dedication helps ensure that patients receive timely care. They also work on important administrative tasks, such as updating patient records, liaising with external healthcare providers, and maintaining confidentiality, all while providing a friendly and helpful first point of contact for everyone who walks through the door. Their efforts are the backbone of the surgery, ensuring everything runs seamlessly for both patients and staff.

Resuscitation Course

Every year the clinical team at Parkbury House needs to update their knowledge and skills about basic life support. Until recently this training was outsourced, but now it is provided in-house by GP partner Dr Jonathan Freedman and Physician's Associate Zara Allardyce. Here are some the recent course attendees honing their skills in the surgery meeting room:



Whilst this is a mandatory requirement for doctors and nurses, resuscitation training can be undertaken by anyone and everyone. St John's Ambulance offers free online learning modules that anyone can sign up to. There are also several very useful resus apps for mobile phones. We recommend iResus to our delegates. Also remember that there are many defibrillators in varying locations locally and if you need to access one you will be told the location by the 999 operator, and they will also talk you through how to use it. Please remember, it is impossible to do any harm to a person who has suffered a cardiac arrest.

Parkbury House update.

We realise that the malfunctioning of the 'arrival/check in screen' caused much frustration. A new one has been installed and clearly patients are using it successfully. 😊.

We welcome Dr Hemal Gandhi on board as a Partner, he will be the Lead in looking after Operational areas. He will work closely with our capacity planning manager and the practice manager on a range of issues, including the functionality of our website.

Please note the we have a zero tolerance policy regarding abuse towards any member of the staff at Parkbury House.

In the future the partners have agreed that the newsletter can go out to registered patients/families as a link, and will, as always be on our website.

Dr. Covell to retire.

At the end of July, Dr. Bruce Covell will be retiring after 39yrs as a partner. During this time he has made an immense contribution to multiple generations of patients and families and will be hugely missed. He has also played a big role in promoting and developing innovative and pragmatic solutions to delivery of healthcare both at Parkbury House and in the locality. In addition, his contribution to GP training for over 30yrs has helped to ensure a new generation of excellent GPs, many of whom have remained at Parkbury House! If you wish to show your appreciation in writing for Dr. Covell, please email Mr Tushar Shah, practice manager - parkburyhouse.info@nhs.net - and he will collate all feedback and ensure it is appropriately conveyed. Many thanks

A note from a former patient:

Dr. Covell is an absolutely outstanding family doctor. When our four children were young he also had a young family himself so he knew how tough it could be with small children. He was especially jolly and kind to the little ones and was always able to fit us in to his very busy appointment schedule, looking back now I realise how lucky we were to have found such a wonderful doctor.

My enduring memory (and my husband and I will be forever grateful), was of Bruce answering an emergency call in the early hours of a Sunday morning, I had had a few episodes of severe stomach pain and previous doctors had put it down to bugs/viruses. Bruce sat on a stool in our bedroom, nodding off occasionally as he waited to see how my symptoms progressed. After an hour or so he diagnosed acute appendicitis and called an ambulance. I recall him saying that some of his colleagues didn't think there was such a thing as a 'grumbling appendix' but he believed otherwise! And thank goodness he did we eventually moved away from Saint Albans after 20 very happy years but still miss our brilliant family doctor. Happy retirement Dr. Covell!

