

**Welcome to our Autumn Edition**



**USEFUL INFORMATION**

**NHS Out of Hours  
111**

**Urgent Care  
Centre QE11  
01707 328111**

**HertsHelp  
0300 1234044**

**Carers in Herts  
01992 586969**

**Cruse  
Bereavement  
01707 278389**

**Potterell's  
Bereavement  
Booklet (Page 3)**

**Potterell's  
Directory  
(Page 3)**

**Local Pharmacies**

**Jhoots Pharmacy  
01707 652667**

**Kean Pharmacy  
01707 262644**

**Who are we and what do we do**

Potterells Participation Group are a group of patients interested in health and healthcare issues, who want to get involved with and support the running of our practice at Potterells.

The PPG act as a 'critical friend' to the Practice by helping it appreciate and understand what patients are thinking and wanting from the practice. They help to fill some of the gaps in services by signposting patients to available support or providing services such as patient libraries, volunteer transport, befriending and support groups.

If you are over 18yrs and wish to join the PPG please contact the Practice Manager Mrs Lilian Cross.

If you are happy for us to contact you occasionally by email please ask for the sign up form or: -

[Complete the Patient Group Sign-up Form Online](#)

If you prefer, you can download the sign up form as a pdf document, print it out, complete it and return it to the practice.



We will be in touch shortly after we receive your form. Please note that no medical information or questions will be responded to.

All information will comply with Data Protection and your details will not be passed to any third parties.

**Practice—latest update**

Potterells Medical Centre have said goodbye to our registrar—Dr Laura Wills—who will be moving onto pastures new. Joining the surgery will be Drs Haleemah Kazaz and Missagh Fini.

There is now a Physiotherapist assigned to the practice on a weekly basis. These appointments are for first presentation of problems with hips, knees, shoulders, backs etc. These are booked appointments where the physio will assess your needs and may refer you for x-ray, or hospital for further assessment/treatment. Exercise programmes will be given by the physio whilst you may be awaiting further advice/treatment.

**The Purple Star Strategy**



Health services for people with learning disabilities.

The Surgery is actively working towards this award to give the best help to people with learning disabilities.



# NEWSLETTER

## *Potterells Participation Group*

Autumn 2019

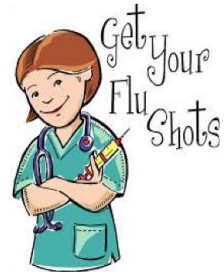
### The National Flu Immunisation Programme 2019/20

The surgery will be doing the over 65's flu jabs on Saturday 14th September - phone to arrange your appointment.

Under 65's at risk are not due until the 2nd week of October so clinics will be advertised in September.

The following are eligible for flu vaccination:

- all children aged two to ten (but not eleven years or older) on 31 August 2019
- those aged six months to under 65 years in clinical risk groups
- pregnant women
- those aged 65 years and over
- those in long-stay residential care homes
- Unpaid carers
- carers



### Potterells Health Walks.

***Why not join us for a weekly walk? Meet friends, get fitter and enjoy refreshments afterwards at the Brookmans.***

Starting at the Brookmans Hotel at 10.30 am every Thursday. The walks last around an hour and various routes are planned.

Wear appropriate footwear and clothing and bring a bottle of water.



Gobions Woods—bluebell walk

### PPG and Potterells' Carer Heroes



The Surgery regularly holds Carers' Afternoon Teas at the United Reform Church, Brookmans Park.

This is a forum where Carers can come together informally, have a chat, share information and generally have a break from their 'caring' role.

These events are advertised on the surgery Carers' Board and Carers are informed via text, email and letter.

The PPG provide refreshments and assist in the successful running of these events.

If you would like further information about Carers please contact the surgery and ask to speak to the Carer Champion Telephone No: 01707 278883.



# NEWSLETTER

*Potterells Participation Group*

Autumn 2019

## Welham Green Friendship Group

Helping to tackle loneliness and isolation this group was set up by Cllr Jaida Caliskan.

Meetings are held monthly on Tuesday mornings at 11am at the Sibthorpe Arms, Station Road, Welham Green. Admission is free of charge but a voluntary contribution of £2 is requested to cover the cost of tea and coffee.

For further information contact Cllr. Caliskan on 07517 991595

**PATIENT SURVEY**—to take part in our annual practice survey please log onto:

<https://www.surveymonkey.co.uk/r/patient-survey-2019>

## Primary Care Networks

As part of new initiative by NHS England the surgery is working together with the other practices in Hatfield to provide additional services to patients. A Clinical pharmacist will be starting at the surgery soon through this new initiative.

## DANCE for Parkinson's



Evidence suggests that dancing helps people with Parkinson's cope with their condition both physically and psychologically. They are fun and provide multiple benefits.

Friday morning dance classes are held at the University of Hertfordshire and are led by a qualified ballroom teacher experienced in working with people with Parkinson's. Complimentary tea and coffee are provided. The sessions cost £7.00 with a partner or carer going free.

First sessions are not charged.

For more information contact [danceforparkinsons@herts.ac.uk](mailto:danceforparkinsons@herts.ac.uk)

## PPG Information Booklets

The PPG have produced a directory of useful contacts and their numbers—for further information ask at reception.

In addition there is also a Bereavement guide that has been compiled to give help and guidance to patients—please ask at reception for further details.