



# NEWSLETTER

*Potterells' Patient Group*

Spring 2020

SPRING  
Edition  
2020

## QUICK REFERENCE

999

*Emergency*

112

*Emergency  
number.  
112 will work on  
any mobile phone  
anywhere in the  
world*

111

*National non  
emergency  
Medical  
number*

101

*Non emergency  
number for the  
police*

**\*\*\* STOP PRESS \*\*\***

Welcome to:



What is eConsult?

eConsult is an online system that prompts patients to provide information that describes their current medical concern. Patients will be asked questions about their symptoms. Requests made on eConsult may be clinical or administrative in nature. In many cases the condition may not generate the need for a face to face appointment.

eConsult can be completed at any time and from any device. The review of the health questionnaire by a clinician takes place during normal surgery hours and the practice will aim to respond to requests within 24hrs..

The eConsult service can be trusted and is completely confidential. Our entire website runs within a secured connection so any information you enter into the system is transmitted in encrypted form.

How does this service work?

- 1 Complete a simple form about your problem or request
- 2 Your GPs decide on the best treatment for you
- 3 The practice calls you or emails you with advice, a prescription or an appointment

You can still make an appointment in the usual way and come in to see your GP if you wish, in addition you can still telephone the surgery for advice during practice opening hours

For more detailed information and how to access eConsult visit our main website - [www.potterells.net](http://www.potterells.net)

## Primary Care Networking

From July 2019 Potterells has been working with the other practices in Hatfield as the Hatfield Primary Care Network (PCN). There are many such networks all over England The plan is for PCNs to provide more care in a joined up way across the local area by practices working more closely together and with other local services such as the community trust and the voluntary sector.

We are able to provide new staff members through the network and you may already be aware that we now have pharmacists, a social prescriber and a physiotherapist working with our patients.

In future it may mean that some services are delivered from another location other than your own surgery, but we are hopeful that the extended range of services will improve the care for all our patients..

Dr Mark Steward



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## September 2019 – 31 August 2020

People in their 70's born on or after 2 September 1942 and those aged 78 or 79 years are eligible for shingles vaccination



## Combating Social Isolation—Wylllyotts Centre CHATTER TABLE



If you're feeling lonely pop along to the Wylllyotts Theatre in Potters Bar. Picture: HBC/Gell Anderson.

A Potters Bar theatre is inviting residents for a cup of tea and a chat to tackle social isolation.

From Wednesday, January 29 the Wylllyotts Theatre will hold chatter table days during a Wednesday each month in order to combat loneliness.

Research has shown there is a link between loneliness and increased risk of dementia, heart disease and depression, so sometimes just getting out and having a friendly chat can make a big difference.

For more information contact Pam Cousins on 0208 297 7801, email: [pamcousins@hertsmere.gov.uk](mailto:pamcousins@hertsmere.gov.uk) or pick up a leaflet at the Wylllyotts Centre or the library



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## Free NHS App

Use the NHS App to:

book appointments

- order repeat prescriptions
- check your symptoms
- view your medical record
- register your organ donation



## Who can use the NHS App

To use the NHS App you must be aged 13 and over and registered with a GP surgery in England.

### Keeping your data secure

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

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## Potterells' Afternoon Teas for our 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.

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

## Welham Green Friendship Group

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. J Caliskan on 07517 991595



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## Practice news—Social Prescriber

Fiona Brown is the new Social Prescriber within the Hatfield area. This new service was set up by NHS England who fund the Primary Care Networks. The service is focused around the health and wellbeing of individual patients for both practical and emotional support and is always person centred for the individual.

She can offer help and advice with:-

- ◆ Patients in need of support in their home
- ◆ Patients who are lonely or isolated
- ◆ Refer to meals on wheels
- ◆ Applying for grants , Blue Badges and pendant alarms
- ◆ Look at benefits that patients may be entitled to
- ◆ Support patients to stay safe by referring for fire Safety Checks and referring onto Adult Care Services
- ◆ Support families with dementia

Appointments with Fiona can be made through reception or by GP referral.

## Coronavirus - message from the PPG Chairman

On behalf of the Potterells' Patient Group I would like to take this opportunity to thank all NHS staff, including our Potterells GPs for their outstanding services during these unprecedented times .

We ask that you follow the government guidelines to halt the spread of this disease not only to protect our NHS but to ultimately save lives.

Do help to support the most vulnerable in our community, if you can, and those in self isolation. We are all in this together and we will come through this together.

### PPG Membership

IF YOU WOULD LIKE TO JOIN OUR ACTIVE POTTERELLS PATIENT GROUP (PPG) PLEASE ASK AT RECEPTION OR SEE UNDER "HAVE YOUR SAY" - PATIENT GROUP, WHICH WILL EXPLAIN MORE ABOUT THE PPG AND WHAT WE DO.

**NB: Friendship Group/Chatter Table and Carers Events suspended until further notice.**