

# BUNTINGFORD & PUCKERIDGE MEDICAL PRACTICE

## Spring Newsletter – April 2023

### In this edition.....

**Measles** – increase in cases, what to do to protect yourself and your family

Need an **appointment!**

Managing **Chronic Disease** - Book Recommendations

### SPRING HEADLINES!

**BANK HOLIDAYS** – Opening hours & medication requests

**COVID** - Spring Booster campaign

[buntingfordandpuckeridgepractice.co.uk](https://www.buntingfordandpuckeridgepractice.co.uk)

## Prescription Ordering – Bank Holiday

Please remember to check your medication supplies to ensure you have sufficient to last you during the upcoming bank holiday periods.

See below for the Surgery opening time and prescription ordering schedule.

All repeat medication requests should be processed through the Online Services portal which can be accessed via the surgery website.

<https://www.buntingfordandpuckeridgepractice.co.uk/>

The digital approach is designed to improve the audit trail and streamline the repeat prescription process

If you need to register for online services, or require assistance with registering, please contact the surgery.



**NHS**

Measles cases are on the rise. Find out more about the MMR vaccine to protect against becoming seriously unwell.

[www.nhs.uk/mmr](https://www.nhs.uk/mmr)

## Bank Holiday Opening Times and Prescription Requests

Date	Surgery Opening Hours	Who to Contact
Monday 6 <sup>th</sup> May	Closed	Phone 111 or 999 in case of a Life Theatening Emergency
Monday 27 <sup>th</sup> May	Closed	

### Prescription Schedule (3-5 working days)

<p><b>Drop Off</b>            Wednesday 1<sup>st</sup> May            Thursday 2<sup>nd</sup> May            Friday 3<sup>rd</sup> May  <b>Monday 6<sup>th</sup> May - Bank Holiday</b>            Tuesday 7<sup>th</sup> May            Wednesday 8<sup>th</sup> May</p>	<p><b>Pick Up</b>            Thursday 9<sup>th</sup> May            Friday 10<sup>th</sup> May            Monday 13<sup>th</sup> May            Monday 13<sup>th</sup> May            Tuesday 14<sup>th</sup> May            Wednesday 15<sup>th</sup> May</p>
<p><b>Drop Off</b>            Wednesday 22<sup>nd</sup> May            Thursday 23<sup>rd</sup> May            Friday 24<sup>th</sup> May  <b>Monday 27<sup>th</sup> May - Bank Holiday</b>            Tuesday 28<sup>th</sup> May            Wednesday 29<sup>th</sup> May</p>	<p><b>Pick Up</b>            Thursday 30<sup>th</sup> May            Friday 31<sup>st</sup> May            Monday 3<sup>rd</sup> June            Monday 3<sup>rd</sup> June            Tuesday 4<sup>th</sup> June            Wednesday 5<sup>th</sup> June</p>

The Buntingford & Puckeridge Medical are providing record numbers of appointments.

In the 12 weeks to 24<sup>th</sup> March 2024, we achieved:

29,981 face to face appointments

14,892 appointments with a GP

19,459 appointments on the same day

And our reception teams received 22,251 telephone calls

## Booking an appointment

Consultations with Doctors, Nurses and Health Care Assistants are by appointment only and are normally for ten minutes. Longer consultations may be arranged when appropriate.

Surgeries are normally between 08.30 and 11.30 and 15.00 to 17.00. There are also surgeries available in the evenings.

An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.

We encourage you to see the **same** doctor (**Usual GP**) for an on-going problem to get the best care.

**MEDICALLY URGENT** - PLEASE CALL BETWEEN 8.30 - 9.30 in the morning

Medically urgent problems will always be seen the same day. You will be asked for some details of your condition to clinically triage and direct you to the most appropriate clinician which may include a GP, Nurse Practitioner or Clinical Pharmacist. These can be face to face or telephone appointments.

**ROUTINE APPOINTMENTS** - PLEASE CALL AFTER 10.00

Routine appointments can be booked up to 6 weeks in advance and can be face to face or telephone.

**CANCELLATIONS**

If you cannot attend an appointment for any reason, please inform us as soon as possible in order for us to give the slot to someone else.

## PHARMACY FIRST

The new Pharmacy First service, launched 31 January 2024, adds to the existing consultation service and enables community pharmacies to complete episodes of care for 7 common conditions following defined clinical pathways.

The following table shows the 7 conditions pharmacists can manage across various age ranges.

<b>Clinical pathway</b>	<b>Age range</b>
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

\* Distance selling pharmacies will not complete consultations for acute otitis media.

Patients will be able to access the 7 clinical pathways element via referrals from referring organisations including general practice, urgent and emergency care settings, and NHS 111 (online and via telephone). In addition, for the 7 common conditions clinical pathway consultations only, patients can access the service by attending or contacting the pharmacy directly without the need for referral.

## Premises Update

### Buntingford Medical Centre

**: Proposal for New Surgery and Approximately 200 homes on Land North of Hare Street Road**

The planning application is now live on the EHDC website, link below

[3/24/0294/OUT | a\) Outline approval for a residential development for around 200 new market and affordable homes, including self-build and custom build homes, new public open space, new ecological areas and other public realm, new pedestrian, cycle and vehicular networks within the site, potential pedestrian connections to The Causeway and Aldridge Way, and associated drainage and SuDs infrastructure. With all matters reserved for later approval. b\) Full planning approval for the construction of new Medical Centre, car parking area, related drainage and SuDs infrastructure, with associated access to Hare Street Road and enabling works to the existing highway, as defined on the Land Use Parameter and Detailed Access Plans | Land North Of Hare Street Road Buntingford Hertfordshire \(eastherts.gov.uk\)](#)

**Calling us on 0808 1688 296**

**Sending us an email**

[\*\*contact@harestreetroadconsultation.co.uk\*\*](mailto:contact@harestreetroadconsultation.co.uk)

**How we care....**

Our catchment area

Family Support

24 Hour Advice Line

Compassionate Communities

In-Patient Unit

Living Well with Isabel

Community Palliative Care

Hospice at Home

Learning and Education

Website: <https://www.isabelhospice.org.uk/>

Email: [enquiries@isabelhospice.org.uk](mailto:enquiries@isabelhospice.org.uk)

Social Channels: @isabelhospice

**Connect**

**Are you living with a life limiting illness?**

- Heart failure
- Respiratory illnesses
- Neurological conditions
- Frailty
- Cancer

Contact us to find out more about how we can support you

**Contact**

**CALL OUR ADVICE LINE**  
open to all, anytime

9:00am - 4:30pm      out of hours

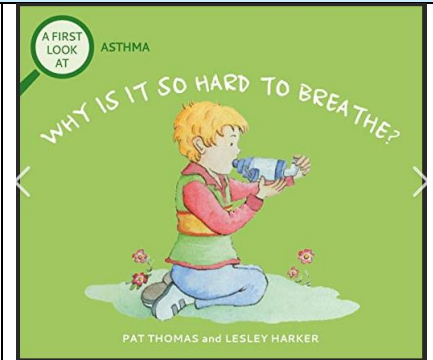
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## Managing Chronic Disease – Book recommendations

### Childhood Asthma

#### Why is it so hard to breathe?

This title gently introduces what asthma is, what the symptoms are, and what can be done to control it. It's for children who have asthma or who want to understand about other people who have it. Written by trained psychotherapist, journalist and parent, and illustrated by an experienced children's book artist, the superb 'A First Look At' series consists of a number of reassuring books that give advice and promote interaction between children, parents, and teachers on a wide variety of personal, social and emotional issues. Notes for parents and teachers at the back of the book provide valuable advice for how to share this book with your child or class.



#### Asthma Attack

There are all kinds of emergencies, and for some people, being ready for an emergency is part of their everyday life. In this series, you will see a day in the life of a child who lives with a potential emergency. Learn about the condition, the warning signs and what you can do to help in an emergency.



# What is the Shingles National Immunisation Programme?

Vaccination to help protect against shingles is available for free to eligible individuals on the NHS. This programme is referred to as the Shingles National Immunisation Programme.

## The Shingles National Immunisation Programme has Changed

On the 1st of September 2023, the Shingles National Immunisation Programme changed, and more individuals are now eligible for a free shingles vaccination on the NHS.

You are now eligible if you're:

- 50 years and over with a severely weakened immune system (severely immunocompromised)
  - Those aged 18-49 receiving a stem cell transplant may also be eligible. Speak to your specialist.
- Turning 65 years old - You'll be eligible from your 65th birthday
- 70 - 79 years of age

### Eligibility for the free NHS shingles vaccination

#### How old are you?

<b>Eligible</b>	<b>50+</b> with a severely weakened immune system* (severely immunocompromised)  You're eligible now  ✓	Turning <b>65</b>  You'll be eligible from your 65th birthday  ✓	<b>70 to 79</b>  You're eligible now  ✓
<b>Not eligible</b>	Under 50 with a severely weakened immune system	Under 64, turned 65 before 1st Sept or currently 66 to 69	Over 80

\*Those aged 18-49 receiving a stem cell transplant may also be eligible. Speak to your specialist.

## Eligibility Q&A

### I'm 65 already – will I be eligible for vaccination?

If you turned 65 before 1st September 2023, you'll be eligible for your free vaccination when you turn 70.

### How do I get my shingles vaccination?

Once you become eligible your GP surgery should reach out to you and invite you for vaccination. If you are eligible and worried that you may have missed your shingles vaccination, contact your GP surgery to arrange an appointment.

### I'm 80 years (or older) – am I eligible for vaccination?

If you're 80 years or older you should have already received your shingles vaccination. If you haven't received your vaccination, you are no longer eligible. If you're unsure about your vaccination status, contact your GP surgery to check.

### My 65th birthday is next year (2024), when will I be eligible?

You will become eligible on your 65th birthday. Your GP surgery should have systems in place to identify patients when they become eligible for shingles vaccination and should reach out to you.

### How do I know if I have a medical condition or if I'm taking medication which might cause a severely weakened immune system (severely immunocompromised)?

You can learn more about eligibility for individuals with a severely weakened immune system [here](#).

You can also check this with your nurse, GP surgery or specialist doctor.



## Worried about Cervical Screening?

Cervical screening tests for human papillomavirus (HPV).

HPV is very common. Most people will get the virus at some point in their life. It is spread through close skin to skin contact during any type of sexual contact. There are many different types of HPV, some types can cause abnormal cell changes, but only some types can lead to cancer, these types do not cause any symptoms. In most cases, your immune system can get rid of the virus without you ever knowing you had it.

Sometimes HPV can stay in the body for many years at undetectable levels without causing any problems. This is called 'dormant' HPV.

Dormant HPV can become active and is then found at screening. This means the HPV infection can become active again years after you have it. HPV can cause abnormal cell changes in your cervix.

Your cervix is the lowest part of your uterus (or womb), and it is found at the top of your vagina.

Your body can usually get rid of the abnormal cells and your cervix returns to normal. But sometimes this doesn't happen, and the abnormal cells can go on to develop into cancer. This is usually a slow process taking over 10 years.

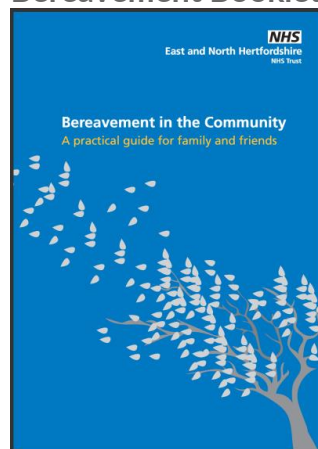
Going for cervical screening when invited is the best way to protect yourself against cervical cancer. It is your choice whether to have a cervical screening test or not. Please read the leaflet about cervical screening available at: [Cervical screening: leaflet for women considering screening - GOV.UK \(www.gov.uk\)](http://www.gov.uk). This leaflet will help you decide whether to have the test and provide more information about HPV and cervical cancer.

**If you have any concerns regarding Cervical Screening, have a chat with our friendly nurses who will be able to help and reassure you.**

## Recently Bereaved?



### East and North Hertfordshire NHS Trust Community Bereavement Booklet



<https://www.rns.uk/east-and-north-hertfordshire-nhs-trust-community>

## The work of the Community Assembly: Our Year in Review

Launched in September 2021 the Community Assembly for the **East and North Herts Health and Care Partnership** has grown from strength to strength with a strong cohort of patient, voluntary and community, NHS and social care representatives working together to jointly set the agenda so that issues of concern to patients can be heard.

Chaired and managed by **Healthwatch Hertfordshire** as an independent patient champion the assembly is involved with the partnership's strategic direction and provides a collaborative forum for a broad range of voices within communities who want to help shape and improve local health and care services.

As the NHS continues to transform, the Assembly has explored some key issues and heard about some exciting initiatives all aimed at improving patient experience, including:

An insightful overview of some exciting district level **partnership initiatives** targeted at improving health in their local areas. Focussed on place-based health inequalities they gave examples of their work including a **Homelessness Project in East Herts** and a **Mental Health in Young People Project in Stevenage**. You can listen to some young people talking about their **5 Ways to Well-being framework** [here](#).

**Hospital at Home** - where using a Lived Experience Advisory Panel helped the partnership to find ways of looking after patients safely in their own home by avoiding hospital admission or allowing for quicker hospital discharge. The model helps to speed up recovery whilst freeing up hospital beds. Read more about it [here](#).

"I don't know anyone who likes being in hospital, so the sooner you get in and out, the better."



Hospital at Home patient feedback

The **Outpatient Transformation Programme** including the introduction of **Patient Initiated Follow-up Pathways (PIFU)** for some patients to initiate appointments if and when needed and the new **Patient Engagement Portal (PEP)** which is a new way for patients to receive information about appointments and treatment with re-designed pathways and streamlined contact centre processes.

The new **Heart Failure Service** enables patients with heart failure to be monitored closer to home and benefit from earlier identification, diagnosis and management of their condition. Patients have access to a consultant cardiologist and specialist nurses working alongside community nurses, care providers and hospices and the new direct access echocardiogram pathway.



"I'm pleased to be one of the first to be part of a **virtual ward for heart failure**. The programme provides the reassurance of being closely monitored with the **convenience of being at home**, not having to travel for hospital appointments."

Virtual ward heart failure service patient feedback

Developments in **Primary Care** covering GP Access, pharmacy, optometry and dentistry. Examples include empowerment through GP self-referral and access to records, telephony upgrades and the new wider role of '**Pharmacy First**' launched on 31<sup>st</sup> January 2024. New clinical pathways for this service include sinusitis, insect bites, shingles, UTIs, impetigo, sore throats and acute otitis media.

### Patient Engagement Forum (PEF)

September 2023 saw the launch of a new Patient Engagement Forum for the Herts and West Essex Integrated Care Board and the Chair of PEF, Alan Bellinger provides regular updates to the Assembly about their work, with contributions from patient reps Mike Carn and Claire Uwins.

Having an advisory role, networking is key to the group and bringing the patient voice to the Integrated Care Board. **PEF and the Board** have together identified a programme of **14** key issues and will be focussing on some 'deep dive' areas including GP practices, patient choice and urgent and emergency care.

### Way Forward

#### Health and Care Partnerships – April 2024

One of four partnerships across the system, the East and North Herts Health and Care Partnership (ENHHCP) will have a clear plan of action to enable the delivery of a future operating model. This will be overseen by the Integrated Care System (ICS) and monitored by the Integrated Care Board (ICB). The plan has four work streams:

- delivering system priority programmes of work
- developing financial arrangements and reporting
- reviewing governance arrangements and
- defining a longer-term vision and ambition.

*There is a huge opportunity for the Community Assembly to influence and inform priorities of the partnership. As we move towards the Health and Care Partnership model in April it is so important to have the patient voice at all levels.*

**Community Assembly Attendance** is now well established with a core and growing group who attend on a regular basis. Our PPG representatives have a powerful impact on the group as will the new Patient Engagement Forum, but we still want to broaden our reach in terms of diversity and representation to include, for example, more community and faith groups, people from seldom heard communities and more Council representation.

PPG representative  
commenting on  
Community Assembly



**"As NHS patients, our thoughts and suggestions are listened to **and fed into the new ways the NHS is working"****

#### How to join us

If you would like to find out more or get involved with Community Assembly, please email your details to: [info@healthwatchhertfordshire.co.uk](mailto:info@healthwatchhertfordshire.co.uk)

We meet every quarter on a Friday from 9.30am – 11.30am, with our next meeting on 17<sup>th</sup> May 2024.



**Click or scan to find out more about our next meeting**



# MALE 65+

## AAA SCREENING IN HERTFORDSHIRE!

The Hertfordshire AAA Screening Programme started in 2013.

10 Minute ultrasound scan that can save your life!

Scanning in 15 venues across the county

**Hertfordshire offer Abdominal Aortic Aneurysm (AAA) screening free of charge for men aged 65 and over**

The aorta which carries your blood supply from the heart can expand and become weak. This can be fatal!

80,000 men scanned

An AAA has no signs or symptoms.

Over 330 men on our surveillance programme

**To find out more information about this scan or to book an appointment call 01727 897719**

## My Planned Care

Helpful information for patients waiting for clinical opinion, treatment, or surgery.

My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.

This site is updated weekly and can be viewed by anyone, which means you, your family or carer as well as your NHS team can all see the latest information.

Your hospital team will be in touch with you as soon as they can. If you are looking for an update, please check this website before contacting your hospital or GP.

### Region

Please select the region where your hospital is located using the list below, or the interactive map.

- [→ East of England](#)
- [→ London](#)
- [→ Midlands](#)
- [→ North East and Yorkshire](#)
- [→ North West](#)
- [→ South East](#)
- [→ South West](#)

### A-Z search

You can also find your hospital or treatment centre using the [A-Z Search](#) or a [Postcode Search](#). In addition, you can compare average waiting times for your local hospitals.



<https://www.myplannedcare.nhs.uk/>



For enquiries about any of our courses and workshops, please email [learning@carersinherts.org.uk](mailto:learning@carersinherts.org.uk) or call us on 01992 58 69 69.