

NEWSLETTER

Manor Street Surgery



WINTER
2023

News from The Surgery

Results of our recent satisfaction survey:-

Thank you to all of our patients who have taken the time to give us feedback. We welcome all forms of feedback to help us improve our services, and the very many compliments that help to make our day.

Friends & Family Feedback from June 2023 to 14th November 2023

937 replies in total:-

EXCELLENT	69%
VERY GOOD	23%
GOOD	4%
FAIR	2%
POOR	2%

We submit information to NHS England every year on our complaints.

This is our submission for the year 1st April 2022 - 31st March 2023:-

Number of complaints	19
Complaints upheld	10
Partially upheld	2
Not upheld	7

Patient compliments received:-
1st July 2022 - 30th June 2023. 224



Contents

- Results of Practice Survey
- New members of staff
- Patient Participation Group
- Local news - Open Door and Herts Health Walks

Contact Details

Manor Street Surgery

Manor Street

Berkhamsted

Hertfordshire

HP4 2DL

Tel: 01442 875935

www.manorstreesurgery.org

Introducing a new staff member....

We are excited to announce that Dr Sharma joined as a GP Partner in August.

Dr Sharma attended medical school at Cardiff University and intercalated in Management at Imperial College London. He completed his GP training at West Hertfordshire NHS Trust and worked at the practice as a trainee.



Dr Sharma works at the surgery on Mondays, Thursdays and Fridays. He also works for the Urgent Community Response Team on Wednesdays and occasional Sundays.

When not at work he enjoys travelling, going to the gym and socialising.

"I am excited to be a GP Partner at Manor Street Surgery. I am passionate about general practice and enjoy working here. There is a great team dynamic at the practice. I strive to make improvements and continue to provide excellent care to our patients"



Patient Participation Group (PPG)

We have an active group of patients who form the PPG, and meet at the surgery every three months.

The next meeting is Wednesday 24th January 2024 from 1 -2.30 pm. We can also arrange for a virtual attendance via Zoom if preferred.

Another New Addition



The Health and Wellbeing Coach (HWBC) offers you reliable support to create lasting and helpful change for improving physical health and mental wellbeing.

In a series of 45-minute personalised sessions, usually six in total, you can access the skills, confidence, and consistency to take control of your health.

Potentially anyone can be referred to the HWBC. For instance, if you want to lose weight to reduce pain in the knees and enjoy walks with the family; if you are a woman struggling with high blood pressure and sugar levels and wants to get them under control before conceiving; if you have sleep apnoea and high blood pressure but cannot seem to stick to the healthy lifestyle advice you have been given, then this could be for you.

The HWBC acts as a laser through a maze of information or thoughts, providing non-judgmental listening, encouragement, accountability, and motivation on your way to success! If you have lost trust in your own ability to create and maintain helpful habits, or are simply curious if the HWBC could help you, it is worth asking for a referral to find out. Some people I have worked with in the past have lost a significant amount of weight, reduced high blood pressure and sugars, reduced the medication they are taking, came to love exercise (to their surprise!), felt proud of themselves, and gained a lot of confidence.

Qualifications

Masters by Research in Applied Wellness and Rehabilitation 2022

Health Coach Certification 2015

Cultural Safety in Healthcare 2011

Bachelors with Honours, Applied Biological Sciences 2003

Various wellbeing qualifications including mental health first aid, functional breathing assessment, exercise prescription, and meditation.

Experience - In my early career I worked on the human genome project and in pharmaceutical sales. For fifteen years I have worked in various wellbeing settings with people living with chronic diseases from cardiovascular disease, stress, obesity, ME/CFS and fibrosis, severe mental illness, diabetes, endometriosis and on.

NB: the HWBC helps you to prevent and manage physical and mental wellbeing concerns. Some people find that symptoms reduce but coaching cannot promise cure.

Claire Winzar, September 2023

Open Door Berkhamsted's Community and art space. . .

Looking for a new interest? Need a warm space to meet friends over a coffee and homemade cake? Are you a parent with a neurodiverse child? Do you enjoy gardening but would like to do some with a friendly group? Or maybe you would like to try some Pottery or Art classes? All these opportunities, and more are available at the Open Door.



www.opendoorberkhamsted.co.uk

With Christmas not too far away, there will be a Christmas Lunch Club available on Tuesdays 5th, 12th and 19th December 1 - 3pm. There is no charge for this event, however you will need to book:

- in person at Open Door, 360 -364 High Street, Berkhamsted, or
- www.bookwhen.com/opendoor
- or email: info@opendoor.co.uk

Hertfordshire



Health Walks

In Berkhamsted, Health Walks start at the Millennium Garden, Canal Fields car park, Broadwater, off Lower Kings Road, where you will be met by trained volunteer guides.

Grade 1 (First steps) - approx. 30 minutes duration. This friendly group walk on alternate Thursdays finishes at Open Door for tea/coffee/cake and light lunches. First steps is perfect for those who want some gentle exercise in the beautiful outdoors.

Information about the walks is available in the surgery, or can be found at:

<https://www.hertfordshire.gov.uk/doc/env/hhw/2023-09/dacorum-health-walks-programme-sept-dec-2023.pdf>