

Dr C Ciobanu  
Principal GP

Locum GPs:  
Dr Hamdulay  
Dr Wilson  
Dr Amad



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**Haverfield Surgery**

## **Haverfield Surgery – Number 1 in Hertfordshire.**

The recent results of the national GP survey released in July this year showed Haverfield Surgery to be the highest ranked surgery in Hertfordshire according to analysis by the Data Reach Unit. We were also ranked 137 out of 6418 practices across England. Of those surveyed, 95 per cent said their overall experience of the practice was good, with 92 per cent saying their experience of making an appointment was good and 95 per cent saying they had been treated with care and concern at their last appointment.

In line with other local GP practices, we are operating a telephone triage appointment with face to face appointments made directly with the clinician based on clinical need. For minor conditions, we are able to offer direct face to face appointments with our clinician associate who is in the surgery every Friday.

## **Autumn COVID & Flu Booster Campaign.**

We are now running in the middle of this years COVID and flu booster programme. All over 50's and clinically at risk patients are entitled to received both of these boosters. COVID jabs are being offered as part of the joint programme by our local GP surgeries and are currently being held at Lincoln House surgery in Apsley.

Flu clinics are being held here at Haverfield Surgery and we will contact patients either via text message or telephone call to offer an appointment. If you fall into these categories and wish to book into one of the offered vaccination clinics, please call the surgery after 12 noon at a less busy time to make your appointment.

## **Online Patient Access is Changing:**

**From 1<sup>st</sup> November 2022, all patients over the age of 16 can gain access to their personal medical records via the NHS app.**

**You will be able to view aspects of your medical records including consultations with clinicians dated after 1/11/22, blood test results, medications, referrals, immunisations and hospital letters.**

**For anyone who has already installed the App, the update will happen automatically, and therefore you will not have to take any action to gain this updated information.**

**WAITING TIMES** – We expect patients to be seen within 20 minutes of their appointment time and in the event of a delay we will offer an explanation.

Please be patient and polite to staff at all times.

### **ELECTRONIC PRESCRIPTION SERVICE (EPS)**

We are now able to offer patients the choice of using the Electronic Prescription Service. This is an NHS service which gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you would like further information about the service, please ask the staff in a pharmacy offering EPS or ask one of the practice reception team for further details.

### **Are you a carer?**

If you give unpaid help and support to a family member, friend or neighbour who would not be able to manage without you, then you are a carer. The person you look after might have a physical or learning difficulty, be ill or frail, have mental health problems or misuse drugs or alcohol. They may be your child, partner or parent, or a friend or neighbour, and they might live with you or live elsewhere. Whatever your situation, make sure you let us know you are a carer by completing one of our Carers Registration forms available from the Practice or downloaded from our website and hand it in to the Practice for the attention of Anne Denny, Carers Champion. Anne will then contact you to discuss how we can help and support you.

### **APPOINTMENT REMINDER TEXT MESSAGING SERVICE**

We offer a messaging service where we send you a reminder of your booked appointment.

It is essential that you let us know your **current mobile number** in order for you to use this service.

Please speak to a member of the reception team if you wish to opt out of this service.

### **Patients Participation Group**

The PPG is an effective way for patients and the surgery to work together. Here at Haverfield we have a group which comprises of patients and practice members. The group meets approx. 2/3 times a year.

We would very much welcome new members, so if anyone is interested in joining please contact the surgery or email [kim.church@nhs.net](mailto:kim.church@nhs.net).

You can also join the virtual group which is just a matter of giving your email address to reception.



### **Travel Immunisations -**

Please make a telephone appointment with our Nurse to discuss your requirements and allow plenty of time before you travel.

### **ACCESSIBLE INFORMATION STANDARD**

The practice normally communicates with patients via letter or telephone.

The Accessible Information Standard applies to patients who have information or communication needs relating to a disability, impairment or sensory loss. It also applies to parents and carers of patients who have such information or communication needs, where appropriate.

Individuals most likely to be affected by the Standard include people who are blind or deaf, who have some hearing or visual loss, people who are deafblind and people with a learning disability.

### **Self Care for Healthy Living**

Staying healthy is important for everyone, even if you are living with a long term condition. This means eating healthily, exercising regularly, quitting smoking & drinking in moderation.

The practice is able to refer to weight loss & exercise programmes where applicable and the **Hertfordshire Stop Smoking Service** can be contacted on 0800 389 3998 or Text Quit to 07800 001 337.

### **Online Appointment Booking and Access to Records –**

Some of you may be aware that we have an online booking system called Patient Access. If you would like login details for this please complete a registration form available from Reception or download from our website.

You can also apply to have online coded access to your medical records (aged 16yrs+). Please ask at Reception if you would like to make an application.

Is there anything you would like to see on the Haverfield Newsletter? Please contact Kim via email – [kim.church@nhs.net](mailto:kim.church@nhs.net) or ask at reception.  
Thank you.