

Dr C Ciobanu
Principal GP

Locum GPs:
Dr Hamdulay
Dr Wilson
Dr Ahmad



Extended opening
hours available on:
- Monday evening
- Tuesday evening
- Thursday evening

Issue 2020 /80 – Christmas 2020

Haverfield Surgery

Free flu vaccination is now available for people aged 50 to 64 as part of the expanded vaccination programme this winter. If you are eligible for a vaccination, please contact the surgery after Christmas for our next available flu clinic or contact a local pharmacy.



CHRISTMAS OPENING HOURS

Monday 21st Dec – Normal Hours. **LAST DAY TO ORDER REPEAT PRESCRIPTIONS**
Tuesday 22nd Dec – 8am – 6.30pm
Wednesday 23rd Dec – 8am – 6.30pm
Thursday 24th Dec - 8am - 6.30pm
Christmas Day- **CLOSED**
Boxing Day - **CLOSED**
Sunday 27th Dec - **CLOSED**
Monday 28th Dec- **CLOSED**
Tuesday 29th Dec- Normal Hours. **LAST DAY TO ORDER REPEAT PRESCRIPTIONS**
Wednesday 30th Dec- 8am - 6.30pm
Thursday 31st Dec- 8am – 6.30pm
New Years Day - **CLOSED**
Saturday 2nd Jan - **CLOSED**
Sunday 3rd Jan- **CLOSED**
Monday 4th Jan - **NORMAL HOURS RESUME**

From everyone at Haverfield Surgery, we would like to wish you a merry Christmas and a happy and healthy New Year.

The COVID pandemic has created some changes in the way that General Practice now operates across the country. All appointments are conducted on a telephone triage system, with face to face appointments being given on their clinical judgements. If you are asked to attend the surgery to see either a Dr or nurse, please ensure that you arrive at your designated appointment time as the waiting room is currently closed, except to those who are particularly vulnerable or frail. Please wear a face covering and **DO NOT ATTEND IF THERE ARE ANY SYMPTOMS OF COVID IN THE HOUSEHOLD.**

The COVID vaccination programme in Dacorum will begin rollout in early January 2021 and will be held at purpose built premises in the industrial area of Hemel Hempstead. Priority will be given to residents in care homes and patients aged 80 years and over. Further information on priority grouping is available from the Joint Committee on Vaccination and Immunisation (JCVI) on the GOV.UK website. **PLEASE DO NOT CONTACT THE SURGERY** as you will be contacted direct from the NHS direct when it is your turn to attend.

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.

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.

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.

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.

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 or ask at reception.
Thank you.