

Dr C Ciobanu  
Principal GP

Locum GPs:  
Dr Hamdulay  
Dr Wilson



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

Issue 2019 /77 – Winter 2019  
**Haverfield Surgery**



Dacorum Extended Access service launched last year and enables you to book GP appointments for evenings and weekends via the Haverfield reception team. It is staffed by local GPs at West Herts Medical Centre, The New Surgery in Tring, Highfield Surgery in Hemel Hempstead and The Nap Surgery in Kings Langley. GPs have full access to your medical notes and will update them appropriately following your consultation.

An early morning phlebotomy clinic also operates at The Nap Surgery every Wednesday from 07:00 – 08:00 for pre-booked blood tests.

Ring 01923 262514 to book an appointment for either.

If you need to cancel an Extended Access appointment, please call Haverfield Surgery in hours (08:00 to 18:30 Mon to Fri) or out of hours, the cancellation number is: 07864 652026.

For more information please speak to a member of the practice team.

#### **WINTER HEALTH ADVICE**

With winter now here, we are advising our patients to be prepared and look after themselves. If you get a cold, there is normally no need to see the GP, antibiotics don't work for viruses and you will get better by looking after yourself with paracetamol, drinking plenty of fluids and resting. Make sure you use disposable tissues and wash your hands and surfaces regularly. Remember to stay warm at home, aiming to keep your main living area at 18 - 21°C and the rest of the house at approx 16°C. Looking after yourself through winter and at all times of the year by eating healthily, getting enough sleep, avoiding smoking and excessive drinking and keep social contact going.

**Remember you can always get advice and guidance from your local pharmacist or by calling NHS 111**

**FLU VACCINATIONS ARE STILL CURRENTLY AVAILABLE FOR THOSE ELIGIBLE**

**Please ring the surgery if you think you are due one**

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

### **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.