

Dr C Ciobanu
Principal GP

Locum GPs:
Dr Hamdulay
Dr Wilson



Extended opening hours available on:

- Monday evening
- Tuesday evening
- Thursday evening

Issue 2020 /78 – Winter 2020

Haverfield Surgery

Exciting News!..... Haverfield Surgery are moving.....

You may be aware the surgery will be moving premises this year to a new, purpose-built surgery in the grounds of St Lauras care home. We anticipate the move taking place during May/June depending on the building progress. Our dedication to patient care will remain the same with all doctors, nursing staff and admin team continuing to provide a high standard of service for all our patients. Easy access to appointments, both face-to-face and via telephone, will not change. We will keep you updated over the next few months but if you have any concerns please do not hesitate to contact the Practice Manager or a member of the reception team.

Website

Haverfield Surgery Website

Our new surgery website has now been operating a few months and gives patients the opportunity of accessing different areas for advice and information. Patients are also able to request medication, register for online service access and ask the Doctor, Nurse or Reception team a non urgent question.

If you are over 65 or in an 'at risk' category and are yet to have your flu jab, please contact the surgery to make an appointment.

Winter Pressures on the N-HS

As you will no doubt have seen or heard with the media coverage, this time of year puts increasing pressure on the N-HS, especially A&E departments. Please remember that A&E is for critical illnesses or accidents.

Please also be aware that your local pharmacy is able to give general medical advice that may mean you do not need to see a GP. For out of hours advice call 111.

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.