

Dr C Ciobanu
Principal GP

Locum GPs:
Dr Hamdulay
Dr Wilson
Dr Ahmad



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

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Haverfield Surgery Newsletter.

Flu Season 2019

We have recently begun the vaccination programme for patients who are aged 65 & over and if you are yet to book an appointment and fall into this category, please call the surgery after 10.30am and speak to one of our receptionists who will be happy to assist you.

For anyone who is under 65 and falls into the 'at the risk' category which includes:

Pregnant women

Children & adults with underlying health conditions (e.g long term heart or respiratory disease)

Children & adults with weakened immune systems

The vaccine for this group is due for delivery from NHS England around 21st October and we will be offering clinics after that date. This year we will also be offering appointments during a weekend flu clinic on the morning of **Saturday 9th November** at the surgery.

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups including older people. It will not stop all flu viruses and the level of protection may vary but if you do get the flu vaccination it is likely to be milder and shorter lived than it would otherwise have been.

Over time protection from the injected flu vaccine gradually decreases and flu strains often change, hence new vaccines are produced each year and why people are advised to have the flu vaccine every year too.

Flu Vaccination for Children

The Flu vaccine is routinely given at the surgery as a nasal spray for children who are aged 2 and 3 years. For children who are in reception, years 1, 2, 3 and 4, they will be offered the vaccination at

SHINGLES VACCINATION

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to people in their 70s. Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed and is also fatal for around 1 in 1,000 over-70s who develop it.

The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. It can safely be given at the same time as the seasonal flu vaccine.

The shingles vaccine is not available on the NHS to anyone aged 80 or over because it seems to be less effective in this age group. However, if you are aged 70 to 79 years old and would like a shingles vaccination, please book an appointment with the Nurse.

Haverfield Surgery – New Website

Keep an eye out for our new surgery website that will be launching shortly. The updated version will be more user-friendly, contain useful and informative information and will offer patients the opportunity to contact a clinician or member of support staff with queries or questions.

More information will follow soon!

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.

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

TRAVEL VACCINATIONS

If you are travelling abroad please make sure you contact us in plenty of time to arrange any vaccinations that may be necessary, **at least 8 weeks before travelling**. You will need to complete a travel form questionnaire (available from our website) and book an initial telephone appointment with the Practice Nurse to discuss your travel arrangements.

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 or ask at reception.
Thank you.