

Dr C Ciobanu  
Principal GP

Locum GPs:  
Dr Hamdulay  
Dr Wilson  
Dr Ahmad



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**Haverfield Surgery**

### **Staff Changes:**

Chris Stanley who was Practice Manager at Haverfield Surgery for over 10 years has recently left to take on a new role.

We would like to welcome her replacement **Julie Doherty** who comes to us with a vast amount of NHS experience, and wish her well in her new role.

### **GP National Surgery Results:**

Full GP survey results can be viewed on line at <http://gp-patientsurvey.co.uk>.

Haverfield Surgery again ranked 1<sup>st</sup> in Dacorum in the overall satisfaction survey, and scored well above the national average in all areas of patient satisfaction.

**92%** of patients find it easy to get through to this practice – National Average 50%.

**95%** of patients said the healthcare professional they saw or spoke to was good at treating them with care and concern during their last consultation National Average 84%

**93%** of patients described their overall experience of Haverfield surgery as good – National Average 71%.

### **CQC Inspection results:**

The CQC inspectors have now resumed post COVID and we had an inspection team visit the surgery on 6/7/23.

The full report is available to view on the CQC website.

We are pleased to confirm that our overall score was **GOOD**, which was the same as the last inspection that was completed in July 2016.

The surgery performed at an overall GOOD score in being effective, caring, responsive and well led.

### **2023 National NHS Flu Campaign:**

We will shortly be contacting eligible patients and inviting them to book for their annual flu vaccinations.

This year the criteria is anyone aged 65 or over, or patients with an underlying health condition.

You will receive a text message that will include a link to book directly into the available clinic. Should you have any queries, please call the surgery after midday only.

### **Shingles Vaccination:**

Patients who are aged 65, or between 70 – 79 are now invited to book a shingles vaccine.

Anyone who is aged 50 or over with a severely weakened immune system are also asked to contact the surgery and book an appointment.

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 Linda Wallis, 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.