

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

COVID-19 Vaccination

We have now started vaccinating 'at risk group' of patients (cohort 6). The patients within this group are invited judged on their clinical priority, and will receive notification direct from the surgery when appointments are available for booking at the Maxted Road vaccination centre in Hemel Hempstead. This will then be followed by the age related groupings as detailed on the Government website.

NHS England will also notify patients directly via letter when their appropriate age cohort is eligible to book at a number of local venues .

As patients become eligible for their 2nd dose of vaccine , we will again invite them via text message or direct telephone contact to book their next appointment as to ensure everyone is seen again within the 12 week period.

Further advice and guidance can be found on both the Haverfield Surgery and Government websites.

Surgery Appointments:

Throughout the COVID pandemic, our goal has been to keep our patients and staff safe while still seeing and treating as many people as possible. To achieve this, we have had to change the way we do things, and this has also meant changes for you. Since we have to keep people socially distanced, we have had to limit the number of people coming to the practice each day. Subsequently we are doing all initial consultations by phone, so that face to face appointments are available for those that really need them.

If you are asked by a clinician to attend the surgery, please follow all Government advice around face coverings and social distancing, arrive at your appointment time (no earlier) as our waiting room remains closed . You will be asked to wait outside under the covered car port area from where the clinician will collect you.

Please Do Not Attend The Surgery If There Are Any Symptoms Of Covid In Your Household.

We are still continuing to offer routine smear tests, baby immunisations and 8 week check, blood tests, as well as ear syringing and dressing changes were required.

Organ Donation.

From Spring 2020 the rules regarding organ donation changed and those over the age of 18 (with some exceptions) will need to opt out of the register.

Please see www.organdonation.nhs.uk for further information.

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.

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.

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

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.