

Dr C Ciobanu
Principal GP

Locum GPs:
Dr Hamdulay
Dr Wilson
Dr Ahmad



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Haverfield Surgery

Surgery Changes.

At Haverfield Surgery a broad range of healthcare professionals work together to support patients and provide the most appropriate care.

During initial contact with reception you will be sign posted to the most appropriate clinician to assess your medical needs, which include:

Physician Associate:

Minor illnesses including sore throats, chest infections, heartburn/indigestion & earaches.

First Contact Physiotherapy:

Arthritis, muscle problems (eg shoulder pain, tennis elbow), soft tissue injuries.

Clinical Pharmacist:

Will now complete all medication reviews.

Mental Health Nurse:

Support with a variety of mental health problems and anxiety.

Health & Wellbeing Coach:

Exercise, lifestyle, high blood pressure, low level stress management , sleep problems and weight management.

Social Prescriber:

Finance, helping to apply for blue badge permits, housing, local employment support project, loneliness, support at home.

Your **local Pharmacist** is also there as an expert in medicines and can offer advice for certain ailments.

Please remember when you contact the surgery you will be sign posted to the most appropriate clinician based on clinical need and therefore it may not be a GP.

You can use the Haverfield Surgery website to access additional information, and you also have the option to use an e consult on line.

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.

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 or ask at reception. Thank you.