

Dr C Ciobanu
Principal GP

Locum GPs:
Dr Hamdulay
Dr Wilson
Dr Shah
Dr De Silva



Issue 2025 /89 – Spring / Summer
Haverfield Surgery

Haverfield Surgery Website

From the beginning of April our new website went live. It is now in line with most other local surgeries and offers a wealth of information and guidance for patients.

As our phone lines can be extremely busy we would encourage patients to take a look and use the online services as the preferred method of contact.

Patient Participation Group

We are actively looking to recruit new members to the patient participation group (PPG).

The PPG is a group of people who are patients at the surgery and want to help it work as well as it can for patients, Doctors and staff. Your feedback and experiences are invaluable and important to us.

The PPG meets maybe once or twice a year at the surgery and we appreciate that everyone has busy lives so they are not long meetings. If you can not commit to being involved in the meetings , we would still appreciate your involvement via our virtual group.

If you feel you would like to participate , please speak to a member of the reception team who will take your details or email us on:

haverfieldsurgery@nhs.net

kim.church@nhs.net

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, Linda 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 face to face 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.

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**.

Access to medical records:

Every patient can now view their medical records via the NHS app from October 2023.

This includes test results and consultation notes.

If you require full historic access, please request this via the Haverfield Surgery website.

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.