

Dr C Ciobanu
Principal GP

Locum GPs:
Dr Hamdulay
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Haverfield Surgery

New Practice Manager.

We would like to take this opportunity of welcoming our new Practice Manager. Whom previously worked at Haverfield as a GP Assistant and took the role of Practice Manager at the end of October.

Flu Season.

With the flu season well under way we have now used our stock of the vaccine but would advise anyone over the age of 65 and anyone with an underlying health condition to contact a local pharmacy and book to have the vaccine asap.

General Advice During the Flu Season

Consult a pharmacist if you have flu like symptoms as they can provide advice on how best to treat the symptoms.

Ensure that you have plenty of rest, remain hydrated and take over the counter medications as required.

Seek help from a healthcare professional if symptoms worsen or do not improve after a week .

For more detailed information you can refer to the NHS and patient information websites.

NHS APP.

All patients are encourage to download and use the NHS app. Help and Support using the app can be found when you google '**contact the NHS App and account Team**'.

Once set up you will be able to order repeat prescriptions, view upcoming appointments. Your vaccination history and health records will also be viewable and other notifications will be sent as messages on the app.

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.

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.

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.



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.