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Principal GP

Locum GPs:  
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Haverfield Surgery

#### COVID UPDATE:

Our waiting room is now open for patients to wait for their face to face clinical appointments and would ask everyone to check in on the digital screen after using the hand sanitiser provided. When the clinician is ready to see the next patient the information will appear on the TV screen.

Following the latest Government announcement, we want to remind our patients that the UK Security Agency's infection prevention control guidance remains in place for all staff and patients, in GP practices, dental practices, optometrists and pharmacies to ensure that everyone is protected, and we therefore duly request that all patients must continue to wear face coverings whilst in the surgery. In line with other GP surgeries we will continue to operate a telephone triage system and face to face appointments with a GP will be made directly by the physician. All other appointments can be booked directly with a member of the reception team.

#### Staffing news from Haverfield Surgery:

Haverfield Surgery works with other local GP Practices in a Primary care network which has just appointed a Podiatrist and mental health nurse. They will be starting work over the next few weeks and we will be able to offer appointments to our patients. As they start work more information will be provided.

We have a first contact Physiotherapist who is with us at the surgery every Thursday and is able to offer both telephone and face to face appointments for any concerns regarding muscles, bone and joint issues.

Amjid is our clinical pharmacist who will be contacting patients directly in order to discuss prescription reviews and offer advice and guidance regarding medications.

Now assisting our GP's is Saphria who is a physician Associate to deal with many routine illnesses/ concerns and she is able to offer telephone as well as face to face appointments and is with us every Friday.

Please bear with our reception team when you are asked for a brief description of the reason for your contact to the surgery as we will endeavour to direct your concern to the right person.

COVID Vaccines for 5 to 11 years are now available to book at a local vaccination centre or community pharmacies outside of school hours and are available to book through the online booking service or by calling 119.

A text message offering details of appointments through local surgeries will be sent out shortly direct from the surgery.

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.

#### 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.

If you need help communicating with us please let us know and we can discuss your needs.

#### 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.

#### 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.