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Principal GP

Locum GPs:
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Haverfield Surgery

General Practice is constantly evolving and now in partnership with other local surgeries we can offer a wide range of clinician staff to our patients.

Your first point of contact via the reception team will involve a triage whereby they can best assess the most appropriate person for you to speak to, including referrals to a local pharmacy who can now prescribe antibiotics if clinically indicated.

MSK Specialist:

For patients suffering with back or neck pain, sprains or strains – ankle, shoulder, wrist. Sports injuries, hamstrings, Achilles tendon or knee ligament injury. Joint or muscle pain – shoulder, knee, hip, ankle elbow, wrist.

Primary Care Mental Health Nurse:

Having a specialist mental Health clinician can offer timelier triage, assessment and treatment pathways for people experiencing difficulties with their mental health. They will see adults over 18 and can help with anxiety, depression, mood disorders, eating disorders, ADHD screening, perinatal mental health, drug & alcohol use.

Health & Wellbeing Coach:

Health & Wellbeing coaches will predominately use health coaching skills to support people to develop the knowledge, skills, and confidence to become more active participants in their own self-care. They may also provide access to self-management, education, peer support and social prescribing.

Social Prescribing:

Social prescribing involves helping patients to improve their health, wellbeing, and social welfare. They do this by connecting the patient to community services which might be run by the council or a local charity. They may signpost people who have been diagnosed with Dementia to local support groups or providing advice and signposting patients who need care and support at home for such things as mobility aids and care alarms.

Podiatrist:

A podiatrist's primary aim is to improve the mobility, independence, and quality of life for their patients. Podiatrists deal with the assessment, diagnosis and treatment of foot and lower limb disorders. Treatments range from the mechanical correction of gait and posture to more complex surgical techniques. They can also assist with cracked heels, painful feet, growths, thickened or discoloured toe nails, or any other foot problems.

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 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.

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.

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.

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.