

Spring Newsletter 2025



EASTER HOLIDAY

SURGERY OPENING HOURS

Friday 18th April 2025

Closed

Monday 21st April 2025

Closed

Tuesday 22nd April 2025

Usual Open Hours

PRESCRIPTIONS

Please order your medications in plenty of time to ensure you do not run out over the holiday period.

Prescription requests cannot be taken over the telephone.

Please allow at least 2 working days before collection.

You may request your prescription online, via your pharmacy or by post. If you enclose a stamped address envelope for your prescription to be posted back, please allow 5 working days.

Please note: We no longer accept medication requests by email.

Please ensure you always have sufficient tablets to last over the weekend and public holidays when the surgery is closed.

RETIREMENT

Dr Oates has retired from the Partnership after 34 years but remains with us for one day a week.

NEW STAFF

We would like to welcome our new receptionist, Greg, to the team.

APPOINTMENTS

DNAs (Did Not Attend)

During the months of January to March, **235 patients** did not attend for their appointment, this is equal to **2930 minutes**.

Every missed appointment costs the NHS money which could be put towards other useful services.

If you are unable to attend an appointment it is vital you contact the surgery to cancel the appointment to make it available for another patient.

Cancelling Your Appointment

To cancel your appointment, please contact the surgery and select **Option 2, 1** and leave your **name, date of birth and appointment date and time**.

PHARMACY EASTER OPENING HOURS

- **Good Friday and Easter Monday:**
Please visit www.nhs.uk and use 'Find a Pharmacy' to check for any updates on the availability of local pharmacies.
- **Easter Sunday:**
Crescent Pharmacy (Open 9am to 12pm)
2 Fleming Crescent, Hertford, SG14 2DJ
Jade Pharmacy (Open 2pm to 5pm)
29 Bircherley Green, Hertford, SG14 1BN



COVID VACCINATION UPDATE

The Practice will be vaccinating housebound and care home patients. For those who feel they are eligible for the COVID Spring Booster, please contact your local pharmacy or visit <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/>

DEMENTIA FRIENDLY HUB

The PCN (Primary Care Network) hold regular meetings for patients with dementia, memory difficulties and their family, friends and carers.

These meetings provide information, advice and support. Or you can just pop in for a chat and take part in art and craft activities, music or fun and games.

Please pop in and join us for free coffee, tea and cake at

St Andrew's Centre Church Hall, Hertford

12pm and 2pm

Wednesdays 16th and 30th April

Wednesdays 14th and 28th May

Wednesdays 11th and 25th June

Wednesdays 9th and 23rd July

CERVICAL SCREENING (SMEAR TEST) CAMPAIGN

Cervical screening is your choice, but it is one of the best ways to protect you from cancer.

NHS cervical screening can save thousands of lives from cervical cancer each year in the UK. In England, cervical screening currently prevents 70% of cervical cancer deaths. If everyone attended screening regularly, 83% could be prevented.

If you are aged between 24 and 64 years, please look out for an invite from either the NHS or the surgery and book your appointment.

PATIENT'S VOICE GROUP (PVG)

The PVG is a group of Hanscombe House patients and GP staff who meet regularly. The aim is to support the practice and influence local provision of health and social care. If you are interested in joining, please contact: Kristina Lawson, PVG Acting Chair at:

surgery.hanscombehouse@nhs.net

ARE YOU USING THE RIGHT SERVICE?

Self Care:

Care for yourself at home - minor cuts, grazes, bruises, sprains, coughs and colds

Pharmacy:

Minor illnesses, headaches, stomach upsets, bites and stings

GP:

For expert medical advice, medical examinations and prescriptions for illnesses

NHS 111:

Call NHS 111 if you need medical help and advice, but it is not a 999 emergency

A&E / 999:

These services should be used in an emergency critical or life-threatening situation.