



Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ



December 2025

Practice Updates

Opening Hours Reminder: We will be closed on Christmas Day and Boxing Day.

Carers Questionnaire: Please complete the carers questionnaires sent out in text messages so we can provide the right support to you as a carer.

Health Tips

Feeling stressed? You're not alone. Caring for others can be rewarding but also overwhelming at times

Dealing with Stress Workshop



Wednesday 10th December 2025



12.30pm – 2.30pm

This workshop is designed to help you gain clarity about stress and learn effective strategies to navigate it. In today's fast-paced world, many of us feel overwhelmed by stress—but with the right tools, we can build resilience and find calm in the chaos.



Reserve your spot at www.carersinherts.org.uk/events

Mental Health Matters: Feeling low? Our team can help. Ask about our mental health support options.



Patient Feedback from November 2025:

'We're really impressed with the clinic triage system. 10/10 for Park Lane as it's really easy now to get sorted. Great improvement.'

'I am giving a five-star review for nurse Gemma whom I had an appointment with yesterday. The wait was under 10 minutes, and Gemma was thorough while being very warm and friendly. She is an asset to the surgery'

'I am very satisfied with the practice and enjoy coming here.'

'Nurse Emily is so kind and cheerful.'

'Very cheerful, excellent service.'



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FAQ:

Can carers act on behalf of the person they care for?

- Consent is essential - GP surgeries will not allow someone to manage another person's records without their permission. For this, a '**Consent to Share**' form will need to be completed by both parties, and this can be collected from reception. The patient must agree to give access, unless they lack capacity, in which case decisions follow legal frameworks (like power of attorney).
- **Proxy access** - This is the official system that lets carers log in to GP online services/NHS app on behalf of the person they care for. You will need to fill in a Proxy Access form that you can get at the front desk. The carer gets their own login, rather than using the patient's details. With proxy access, carers can:
 - Book appointments
 - Order repeat prescriptions
 - View test results or vaccination records
 - Sometimes see parts of the medical record

December 2025 Carers Events

Organised by Carers in Hertfordshire

Festive Quiz

 Wednesday 17th December 2025, 7pm to 8:30pm

 Online Event

Mental Health Carers Support Group

 Tuesday 16th December 2025, 7:30pm – 9pm

 Online Event

Ware Bereavement Group

 Tuesday 9th December 2025, 10am - 12pm noon

 The King's Mead, Hertford Road, Ware, SG12 9LE



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Carers Information Café

 Wednesday 10th December 2025, 10:30am – 12pm

 Laura Trott Leisure Centre, Cheshunt, EN8 9AJ

Carers' Group (Evening Session)

 Wednesday 10th December, 7pm – 8pm

 Online Event

Carers' Group (Morning Session)

 Friday 12th December 2025, 10:30am – 11:30am

 Online Event

Men's Carers' Support Group

 Tuesday 16th December 2025, 10.30am - 11.30am

 Online Event

Information from Alzheimer's Society:

Together group

10:00 - 12:00, every Thursday at Royal British Legion, 37 Crossbrook Street,
Cheshunt, Broxbourne, Hertfordshire, England, EN8 8LY, United Kingdom.
Chat to people with dementia, their carers, family and friends at our friendly and
relaxed dementia café. You can ask questions, share your
experiences and get the help, advice and information you need.
Contact central.herts@alzheimers.org.uk or 01279 427522 for more information.

Information from Memory Support Hertfordshire:

Cheshunt Memory Hub

Are you forgetful? Are you worried about memory loss? Are you living with
dementia or caring for a loved one who is? We offer companionship and support at
the Cheshunt Memory Hub.

Location: Upstairs in the bar area, Laura Trott Leisure Centre - the last Friday of the
month from 10.30am - 12pm



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Some local support details:

HertsHelp –

A county-wide service offering advice, emotional support, and practical help for carers. They can connect people with local groups and funding options.

0300 123 4044

info@hertshelp.net

Carers in Hertfordshire –

A charity that supports unpaid carers with training, advocacy, and peer support groups. They often run events and workshops in the Broxbourne area.

01992 586969

<https://www.carersinherts.org.uk/about-us/>

Citizens Advice Broxbourne

Provides free, confidential advice on benefits, housing, debt, and legal matters — all of which can be especially helpful for carers.

0300 303 4417

www.citizensadvice.org.uk

Carers UK and Carers Trust

Both provide expert advice, advocacy, and online resources for carers across the UK. They often collaborate with local services.

Carers UK: 020 7378 4999 Carers Trust: 0300 772 9600