

Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

April 2026

Practice Updates

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

Welcome to our new GP – Dr Down – who will be starting in June.

Health Tips

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

Managing Stress and Anxiety for Dementia Carers

 8th April 2026  10:30am – 12:30pm

Gain understanding of how stress and anxiety can affect you as a carer of a person living with dementia. Explore evidence-based strategies to manage stress and anxiety.

 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 February & March 2026:

'Thank you so much. You're always so helpful. Have great day.'

'The receptionists Always go above and beyond to help.'

'Reception staff and the Dr was very helpful and answered all of my questions'

'Kind, courteous reception staff. Health issues dealt with in a timely manner'

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? What can I use the NHS App for?

The NHS App lets you manage many parts of your healthcare without needing to call the surgery. You can:

- **Order repeat prescriptions**
- **View test results once your GP has reviewed them**
- **Check your medical record, including allergies and medications**
 - **See and manage appointments**
 - **Receive messages from the surgery**
- **Access your COVID pass (if needed for travel)**

Do I need anything to set it up?

Yes — you'll need:

- A working email address
- A mobile phone number
- Some form of ID (passport, driving licence, or similar) to verify your identity

If you don't have photo ID, you can still set it up using details from your GP record.

What if I don't have a smartphone?

You can use the NHS website version instead — it has the same features and works on any computer or tablet.

Is the NHS App secure?

Yes. Your information is protected by NHS security standards.

You can also add extra security such as fingerprint or face recognition if your device supports it.

Tips to get the most out of the NHS App

- Keep your contact details up to date so you don't miss messages.
- Turn on notifications to be alerted when results or messages arrive.
- Check your repeat prescriptions list regularly to avoid running out.
 - Use the app to cancel appointments you no longer need.

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April 2026 Carers Events

Organised by Carers in Hertfordshire

Hoddesdon Hub

 Wednesday 24th April 2026, 10:30am – 12:30pm

 Hoddesdon Baptist Church, Burford Street, Hoddesdon, EN11 8HX.

Ware Bereavement Group

 Tuesday 14th April 2026, 10am - 12pm noon

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

Carers' Group (Evening Session)

 Wednesday 8th April 2026, 7pm – 8pm

 Online Event

Carers' Group (Morning Session)

 Friday 10th April 2026, 10:30am – 11:30am

 Online Event

Men's Carers' Support Group

 Tuesday 21st April 2026, 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.

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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

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

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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