

# Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

May 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.

**Dr Wood** has now retired.

## Health Tips

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

## Understanding depression

 13<sup>th</sup> May 2026  10:30am – 12pm

This session will introduce you to understanding what depression is and what might cause depression. We will explore how people communicate depression and identify interventions and support.

 Reserve your spot at [www.carersinherts.org.uk/events](http://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:

*'Appointment easy to make and was seen on time by nurse. Everything was fine'*

*'Felt very reassured after thorough examination and clear explanations during consultation'*

*'Very clear. Professional, friendly and cared about my results'*

*'Polite and helpful staff'*

*'Dr Hawkes was fantastic. She outlined everything clearly, gave me all the information and answered my questions, she is fantastic doctor!'*

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### ? FAQ: How can I prepare for a GP appointment as a carer?

Supporting someone at a GP appointment can make a huge difference to the care they receive. A little preparation helps you feel more confident and ensures the GP gets the full picture.

#### 1. Make a note of the main concerns

Before the appointment, jot down:

- Any new symptoms
- Changes in behaviour, mobility, appetite or mood
  - How long the issue has been happening
  - Anything that makes it better or worse

This helps you stay focused and ensures nothing important is forgotten.

#### 2. Think about daily impact

GPs often need to know how the issue affects everyday life. You might mention:

- Sleep
- Eating and drinking
- Personal care
- Mobility
- Memory or confusion
- Mood or anxiety

Real-life examples are especially helpful.

#### 3. Be clear about what you're hoping for

It's okay to say what you need from the appointment, such as:

- A diagnosis or explanation
- A medication review
  - A referral
- Advice on managing symptoms
- Support for you as a carer

**GPs expect questions. You might ask:**

- What does this diagnosis mean?
- What are the treatment options?
- Are there side effects to watch for?


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## **May 2026 Carers Events**


*Organised by Carers in Hertfordshire*

### **Hoddesdon Hub**

 Friday 29<sup>th</sup> May 2026, 10:30am – 12:30pm

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

### **Ware Bereavement Group**

 Tuesday 12<sup>th</sup> May 2026, 10am - 12pm noon


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

### **Carers' Group (Evening Session)**

 Wednesday 13<sup>th</sup> May 2026, 7pm – 8pm


 Online Event

### **Carers' Group (Morning Session)**

 Friday 8<sup>th</sup> May 2026, 10:30am – 11:30am

 Online Event

### **Men's Carers' Support Group**

 Tuesday 19<sup>th</sup> May 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](mailto: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](mailto: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](http://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