

# PATIENT NEWSLETTER

NHS

Spring 2026

**Park Lane Surgery**

[www.parklanesurgerybroxbourne.nhs.uk](http://www.parklanesurgerybroxbourne.nhs.uk)



**Welcome to the first edition of your patient newsletter with important updates and news on your GP Practice.**

## **Clinical Triage Information**

On the 1st October 2025, Park Lane Surgery, along with many other GP surgeries in England transitioned to a Clinical Triage system as part of the new GP contract. This means all patient requests for appointments or administrative queries will first go through a clinician via a digital form (AccuRx), phone call or in person to determine the most appropriate next step, rather than directly booking an appointment, patients will receive a response within one working day with advice or a booking link for the right professional.

**For more information, please click on the 'Clinical Triage Information' link on the Patient Newsletter Page on our website**

## The NHS App

### Using the NHS App

The NHS App can help you manage parts of your healthcare quickly and securely.

- Order repeat prescriptions
- View messages from the practice
- Check parts of your record and test results (where enabled)
- Update your contact details

To get started: download the NHS App, create an NHS login, and complete identity checks to unlock full features.

Ask us if you need guidance.

Click [HERE](#) for more information



## Primary Care Network's (PCN)

### Primary Care Networks (PCN's) explained

A Primary Care Network (PCN) is a group of local GP practices that work together with community, pharmacy, mental health, and social care services. PCNs were set up across the NHS to help practices provide more joined-up care for patients and to improve access to additional services.

### Why do PCNs exist?

By working as a network, practices can share staff and resources, offer services at a larger scale, and make sure patients can access the right professional more quickly.

### What does our PCN do?

Our PCN helps GP practices locally to provide extra clinics and roles, such as:

- **Clinical pharmacists** (medication reviews, repeat prescriptions & support)
- **Mental Health Nurses** (to provide early intervention, assessment, and treatment for common mental health issues like anxiety and depression).
- **First Contact Physiotherapists** (muscle/joint problems)
- **Social prescribing link workers** (support with non-medical issues like loneliness, housing, benefits)

A vertical poster for the Hoddesdon &amp; Broxbourne PCN. At the top, it features the NHS logo and the H&amp;B PCN logo. The main heading is "Your GPs Working Together for Your Health". Below this, it states "The four local GP surgeries have formed Hoddesdon &amp; Broxbourne PCN." and "This is a Primary Care Network or 'group' of GP practices. We are sharing resources allowing us to offer a wider range of services and deliver better patient care than we could as individual surgeries." The poster lists services provided: Enhanced Access (More appointments to see GPs, Nurses, Physios, HCAs, and Mental Health workers in and out of normal hours and including Saturdays), COVID &amp; Flu Vaccination Clinics (Keeping you and your loved ones protected), Social Prescribing (Support for mental health, loneliness, and lifestyle changes), Respiratory Nurse Specialist (Reviewing and diagnosing Asthma / COPD patients), In House Clinical Pharmacists (Expert medication reviews and advice), and Care Coordination (Helping you navigate your healthcare journey). At the bottom, it says "Find out more! www.handbhealth.co.uk or point your camera at the code" and includes a QR code. The footer lists the member surgeries: Hoddesdon &amp; Broxbourne Primary Care Network: Ansell Surgery, Hailey View Surgery, Park Lane Surgery, The Limes Surgery.

- **Care Coordinators** (Work with practice staff to manage caseloads of identified patients who require additional medical support).
- **Respiratory Service** (provides expert care for patients with chronic lung conditions like asthma and COPD)
- **Health and wellbeing support** (prevention and long-term condition support)
- **Vaccination Service** (Providing Covid & Flu vaccinations)
- **Enhanced access appointments** (extra appointments outside core hours, where available)

### **What does this mean for you?**

- You are still registered as a patient at Park Lane Surgery, and we remain responsible for your care.
- You may be offered an appointment with a different healthcare professional (for example a pharmacist or physiotherapist) if that is the quickest and most appropriate option.
- Some appointments may take place at a different local site within our PCN (Usually at the HUB, which is located at Amwell Surgery).
- Your information is shared securely within NHS systems so the right clinicians can support your care.
- If you have any questions, please speak to our reception/care navigation team—we're happy to help.

### **Our PCN is Hoddesdon & Broxbourne PCN (H&B Health)**

There are 4 surgeries in our PCN:

- Park Lane Surgery
- The Limes Surgery
- Amwell Surgery
- Hailey View Surgery

## **Enhanced Access (EA)**

### **What is Enhanced Access Service (EA)**

The EA service provides out of hours Primary Care to all our registered patients within the Hoddesdon & Broxbourne PCN. The service is available Monday - Friday 18:30-20:00 and all day on Saturdays (09:00-17:00). The service is run from Amwell Surgery in Hoddesdon town centre. As well as the usual GP and Practice Nurse services you would expect from your doctor's surgery the service also offers: Ear Micro-suction, Family Planning services, Physiotherapy and Anxiety management counselling.

The EA appointments are for all four surgeries and are held at Amwell Surgery (we call this the HUB). If we do not have an appointment to offer you at the surgery and there is an appointment available at the HUB, then you will be offered this appointment

## Dementia Friendly Practice



Park Lane Surgery has become a Dementia Friendly registered practice. Dementia Friends learn about dementia so they can help their community. You can become a Dementia Friend by taking part in an online session and by watching an online video.

**Visit:** <https://www.dementiafriends.org.uk/>

**Dementia Support Line:** 0333 150 3456

**Contact:** [alheimers.org.uk/get-support/dementia-support-services](https://alheimers.org.uk/get-support/dementia-support-services) Being dementia friendly means we work to make care more accessible for people living with dementia and their carers.

- Clear information and signposting
- Flexible approaches to appointments when needed
- Staff awareness and training
- Reasonable adjustments (e.g., communication support, quieter times)

**Please tell reception if you would like a dementia-friendly adjustment.**

## Armed Forces Friendly Practice



If you are a military veteran – meaning you have served at least one day in any branch of the armed forces, please ensure that your veteran status is recorded on your medical record so we can offer the right support.

You can find a wide range of support information and guidance in the booklet linked below:

[Click HERE](#)

## Purple Star Award



The Purple Star Award recognises services that provide high-quality, reasonably adjusted care for adults with Learning disabilities.

Park Lane Surgery has been awarded the Purple Star Award.

## Patient Participation Group (PPG)

### What is our PPG?

It is a group of patients that meet at the surgery every 3 months with Senior Management.

### They help by:

- Sharing ideas
- Giving feedback
- Helping improve services
- Helping with surveys

Our next meeting will be held on: Tuesday 12<sup>th</sup> May 2026 at 6pm.

If you would like to become a PPG member, please email: [parklaneppg@btinternet.com](mailto:parklaneppg@btinternet.com)

## Measles Outbreak

### Measles: what you need to know (current outbreak)

Measles is spreading in England.

It can be serious, especially for babies, pregnant women, and anyone with a weakened immune system.

#### Symptoms to look out for:

- Measles often starts like a heavy cold, then a rash appears.
- High temperature (fever)
- Cough, runny nose, sore/red watery eyes.
- Small white spots in the mouth (may appear before the rash)
- A blotchy rash that usually starts on the face or behind the ears and spreads

NHS guidance on symptoms and when to seek help is here:

What to do if you think you (or your child) have measles

- ✓ Stay at home and avoid contact with others.
- ✓ Do not come to the GP surgery, pharmacy, or A&E without calling first (to protect babies and vulnerable patients).
- ✓ Call NHS 111 (or use 111 online) or contact the Practice for advice.

You are usually infectious from 4 days before the rash until 4 days after it starts, so staying away from others during this time is important.

#### When to get urgent help

Seek urgent advice (111/GP) if:

- Your child is **under 1 year old** and may have been exposed
- You are **pregnant** or **immunosuppressed** and may have been exposed
- Symptoms are worsening, dehydration, breathing difficulty, or your child is very drowsy

Think



Measles is highly infectious and can be spread easily.

#### Isolate

Patients with suspected measles must be isolated to protect vulnerable people.

#### Check MMR vaccine status

Has the patient had both doses?

#### Notify

If measles is suspected, notify the Public Health Agency on 0300 555 0119. Out of hours, contact public health on-call.

Symptoms of measles are:



Temperature



Runny nose



Cough



Feeling unwell



Conjunctivitis



Rash

## Childhood Immunisations

### What is the MMRV vaccine?

MMRV protects your child against Measles, Mumps, Rubella and Chickenpox (Varicella).

It is a routine NHS childhood vaccination (it has replaced MMR in the routine schedule).

When will my child be offered MMRV?

- Dose 1: at 12 months
- Dose 2: at 18 months (routine appointment)
- Older children may be offered MMRV as part of catch-up, depending on age and previous vaccines.

### Why is it important?

These infections can be serious:

- Measles can cause pneumonia, brain infection (encephalitis) and can be fatal.
- Mumps can cause meningitis and (rarely) hearing loss.
- Rubella is usually mild but is very dangerous in pregnancy.
- Chickenpox is usually mild but can cause serious complications (e.g., skin infections, pneumonia, and hospital admission).

### Is MMRV safe?

MMRV has been used internationally for many years and is part of the UK routine programme from 1 January 2026.

The vaccine is live attenuated (weakened virus). It cannot cause the full diseases in healthy children.

**If your child has not been vaccinated, please contact the surgery to make an appointment**



# MMRV Vaccine

From 1st January 2026 MMRV will be offered as part of the routine immunisation schedule to protect children from:

- ✓ measles
- ✓ mumps
- ✓ rubella
- ✓ chickenpox (varicella)



✓ Read the leaflet here



If your child was born on or after 1 January 2026 your child needs to have their MMRV at:

- ✓ first dose 12 months
- ✓ second dose at 18 months of age

to have the best protection from all four diseases. Speak to your GP practice and have your Red Book ready.

Or enter this shortlink <https://qrco.de/ukmmrv> if you cannot scan.

## Carers

### If you are a carer, let us know.

If you look after someone who couldn't manage without your help, you are a carer.

#### We can help by:

- Recording you as a carer on your GP record
- Offering flexible appointments when possible
- Supporting your physical and mental wellbeing
- Signposting you to local carers' support and social prescribing
- Helping with NHS App/online access (including proxy access where appropriate)

**See our website for more information**

## Staff Updates

Welcome to Dr Tim Forster who joined the surgery on the 16<sup>th</sup> February 2025 as a Salaried G.P.

Dr Will Down will be joining the surgery in June 2026 as a Salaried GP.

Dr Alasdair Wood will be retiring from the surgery on the 31<sup>st</sup> March 2026.

Dr Wood has been a GP Partner at the surgery for over 30 years.

We wish him the very best in his well-deserved retirement.

## Protected Time for Learning (PTL) Dates

PLT is time for staff training to improve patient care. During PLT, use NHS 111 for urgent advice and 999 for emergencies.

The surgery, along with all surgeries in Hertfordshire, will be closed from 1.30pm to 5.30pm on the following dates.

- Thursday 19th March 2026
- Wednesday 26<sup>th</sup> April 2026
- Thursday 26<sup>th</sup> May 2026

## Care Quality Commission (CQC)

In October 2023, Park Lane Surgery was inspected by the CQC and rated as "Requires Improvement."

We acted immediately on the feedback, putting changes in place straight away and strengthening our systems and day-to-day processes.

Since November 2023, we have been operating with these improvements embedded, with a strong focus on patient safety, clinical governance, access and triage arrangements, and practice oversight.

We continuously monitor our performance, review learning, and make further improvements where needed.

We are confident in the quality of the service we provide now, and we welcome a CQC re-inspection, which we look forward to as an opportunity for the rating to reflect the progress made.