

PATIENT NEWSLETTER

NHS

Summer 2026

Park Lane Surgery

www.parklanesurgerybroxbourne.nhs.uk



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

Clinical Triage - How It Is Working

Since 1 October 2025, Park Lane Surgery has used a clinical triage system. This is in line with changes introduced through the GP contract and is now used by many GP practices across England.

When you contact the surgery for an appointment, medical advice or an administrative request, the information you provide is reviewed first so we can direct you to the most appropriate person or service.

You can submit a request:

- through our online form, AccuRx
- by telephone
- in person at reception

A clinician or trained member of the team will review the request and decide the safest and most appropriate next step. This may include advice, a prescription, a referral, an administrative response, or an appointment with the right healthcare professional.

Patients will receive a response within one working day. Where an appointment is needed, you may be sent a booking link or contacted by the surgery.

Clinical triage helps us make sure patients are seen by the right person, in the right way, at the right time, while also supporting patients with the most urgent clinical needs.

Staff Updates

We are pleased to welcome Dr Will Down, who will join Park Lane Surgery on 3 June 2026 as a Salaried GP. Dr Down will work at the surgery on Wednesdays, Thursdays and Fridays.

We also say farewell to Paula Vernazza, Paramedic Physician, and thank her for her contribution to the practice. We wish Paula every success and happiness in her future endeavours.

Routine Appointments, Waiting Lists and Missed Appointments

We understand that some patients are waiting for a routine appointment. Thank you for your patience while we work through appointment requests as safely and fairly as possible.

When a routine appointment is needed, patients may be placed on a waiting list and contacted when a suitable appointment becomes available.

We continue to have missed appointments, also known as DNAs: "Did Not Attend". When an appointment is missed and has not been cancelled in advance, it cannot be offered to another patient who is waiting.

The following appointments were missed:

- March 2026: **53 patients**
- April 2026: **47 patients**
- May 2026: **39 patients**

These figures do not include blood tests or antenatal appointments.

Please help us by cancelling any appointment you no longer need or cannot attend. Even short notice may allow us to offer the appointment to another patient.

By cancelling unwanted appointments, you are helping us reduce waiting times and improve access for everyone.

A Reminder on 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 the identity checks to unlock full features.

Please ask us if you need guidance.

Enhanced Access (EA) Appointments

Park Lane Surgery patients can access additional appointments through the Enhanced Access Service, provided across the Hoddesdon and Broxbourne Primary Care Network.

Enhanced Access appointments are available outside normal GP surgery opening hours:

- Monday to Friday: 6.30pm to 8.00pm
- Saturday: 9.00am to 5.00pm

Appointments are held at Amwell Surgery in Hoddesdon town centre, often referred to as the PCN Hub.

Services include GP appointments, Practice Nurse appointments, ear micro-suction, family planning, physiotherapy and anxiety management counselling.

Dementia Friendly Practice



Park Lane Surgery is a Dementia Friendly registered practice. 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 where needed
- staff awareness and training
- reasonable adjustments, such as communication support or quieter times

Dementia Support Line: 0333 150 3456

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 let us know.

We can record your veteran status on your medical record so we can offer the right support and signposting where appropriate.

Please contact reception if you would like your veteran status added to your record.

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.

Please tell us if you need any reasonable adjustments when contacting or attending the surgery.

Patient Participation Group (PPG)

Our PPG is a group of patients who meet with the surgery every three months to share ideas and feedback.

The group helps us by:

- sharing patient views
- giving feedback
- helping improve services
- supporting surveys and patient engagement

Next meeting: Tuesday 8 September 2026 at 6.00pm.

To join, please email: parklaneppg@btinternet.com

Childhood Immunisations - MMRV Vaccine



MMRV protects children against measles, mumps, rubella and chickenpox (varicella). It is part of the routine NHS childhood vaccination schedule from 1 January 2026.

When will my child be offered MMRV?

- Dose 1: at 12 months
- Dose 2: at 18 months
- 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 and brain infection; mumps can cause meningitis and, rarely, hearing loss; rubella can be dangerous in pregnancy; and chickenpox can sometimes cause complications such as skin infection, pneumonia or hospital admission.

Is MMRV safe?

MMRV has been used internationally for many years. It is a live attenuated vaccine, which means it contains weakened viruses. It cannot cause the full diseases in healthy children.

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

COVID-19 Booster Criteria - Spring/Summer 2026

The NHS is offering a spring COVID-19 booster vaccination to people who are at higher risk of becoming seriously unwell from COVID-19.

You may be eligible for a spring booster if you are:

- aged 75 years or over
- living in a care home for older adults
- aged 6 months or over and have a weakened immune system because of a health condition or treatment

The final date to have the spring COVID-19 booster is 30 June 2026.

If you are eligible for the spring/summer booster, you will be contacted by the practice

Change to Our Prescription Processing Times

We would like to let patients know that our prescription processing time has changed from **48 hours** to **5 working days**.

This means that patients should now allow **5 full working days** for repeat prescription requests to be processed by the practice. This does not include weekends, bank holidays, or the time it may take for your nominated pharmacy to dispense the medication.

We have made this change to help improve patient safety and to allow our clinical and prescribing teams enough time to check prescription requests properly. Each request may need to be reviewed against your medical record, medication history, monitoring requirements, blood test results, hospital letters, or recent medication changes.

Allowing 5 working days helps us:

- process prescriptions safely and accurately
- complete necessary clinical checks
- reduce the risk of prescribing errors
- manage the high volume of daily prescription requests
- respond appropriately where medication reviews or blood tests are overdue
- support patients who may need urgent clinical review before medication can be issued

Please order your repeat medication in good time and avoid waiting until you have run out.

You can request repeat prescriptions through the **NHS App**, online services, or by following the prescription request process on our practice website.

Thank you for your understanding and support while we make this change to help keep prescribing safe for all patients.

Carers

If you are a carer, please let us know.

If you look after someone who could not manage without your help, you are a carer.

We can help by:

- recording you as a carer on your GP record
- offering flexible appointments where possible
- supporting your physical and mental wellbeing
- signposting you to local carers' support and social prescribing
- helping with NHS App or online access, including proxy access where appropriate

Please see our website for more information.

Protected Time for Learning (PTL) Dates

Protected Time for Learning is time for staff training to improve patient care. During PTL closures, please 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:

- Tuesday 16 June 2026
- Wednesday 15 July 2026
- Thursday 17 September 2026
- Tuesday 13 October 2026
- Thursday 19 November 2026
- Wednesday 17 March 2027

Care Quality Commission (CQC) Inspection Update

On 6 May 2026, Park Lane Surgery was inspected by the Care Quality Commission (CQC).

Following our previous rating of "Requires Improvement", the whole practice team has worked extremely hard to make meaningful and lasting improvements.

We acted promptly on the feedback received, putting changes in place quickly and strengthening our systems, governance arrangements and day-to-day processes.

Since November 2023, these improvements have been embedded across the practice. We have maintained a strong focus on patient safety, clinical governance, access to care, triage arrangements and practice oversight.

We are currently waiting to receive the outcome of the inspection and will share an update with patients once this has been confirmed.

We remain committed to providing safe, effective and responsive care for our patients.