

Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

September 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.

Health Tips

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

Mental Health Carers Support Group



17th September 2026



10:30am – 12:30pm

South Hill Church, Cemetery Hill, Hemel Hempstead, Hertfordshire HP1 1JF, UK

Our monthly group for Carers who are supporting someone who is thinking about suicide or who has already tried to take their own life.



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 August 2026:

'Very prompt and very understanding from the physio, he explained things thoroughly and made the experience very calming'

'Friendly and helpful staff'

'Prior to appointment I received a reminder which was helpful, plus I found the conversation with the doctor very helpful and beneficial- Thank you. Making access to the GP easier'

'Very well organised & informative. Nothing comes to mind to improve service'

'Reception always greet you which is a good start. Surgery is always tidy. Dr discuss your problems and listens.'

'Seen on time and Physio was good'

'I was seen on time. Doctor Hawkes was very helpful and pleasant'

'Always get the help, advice and appointment when needed and staff are lovely especially Amanda and Emily nurses.'

Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

★ FAQ: What should I do if I'm worried about medication side effects?

Medication side effects are common, and most are mild — but as a carer, it can be hard to know what's normal and what needs medical attention. Here's a clear, practical guide you can include in your newsletter.

What counts as a “side effect”?

A side effect is any unwanted symptom that starts after a medication is taken. This can include things like nausea, dizziness, headaches, rashes, stomach upset, or feeling unusually tired.

Some side effects settle within a few days. Others may need a review.

Step 1: Check the common side effects

Look at the patient information leaflet or the NHS Medicines A–Z. This helps you see whether the symptom is expected or unusual.

If the symptom is listed as “common”, it often improves as the body adjusts.

Step 3: Speak to a pharmacist

Pharmacists can give fast, expert advice on:

Whether the symptom is likely to be a side effect

Whether it's safe to continue the medication

Possible alternatives

How to manage symptoms at home

They can also advise when a GP review is needed.

Use this link if you want to expand this section: [Pharmacy advice on side effects](#)

Step 4: Contact the GP surgery if...

The side effect is new and worrying

The person becomes drowsy, confused, or unsteady

The symptom is not improving after a few days

The medication is for a long-term condition and they can't tolerate it

You think the dose may be too strong

GPs can adjust doses, switch medicines, or check for interactions.

Step 5: Seek urgent help if you notice:

Breathing difficulties

Chest pain

Severe allergic reaction (swelling, rash, wheezing)

Sudden confusion

Park Lane Surgery
8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

September 2026 Carers Events

Organised by Carers in Hertfordshire

Ware Bereavement Group

 Tuesday 8th September 2026, 10am - 12pm noon

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

Carers' Group (Evening Session)

 Wednesday 9th September 2026, 7pm – 8pm

 Online Event

Carers' Group (Morning Session)

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

 Online Event

Men's Carers' Support Group

 Tuesday 15th September 2026, 10.30am - 11.30am

 Online Event

Dementia Carer's Support Group

 Friday 4th September, 1:30pm – 2:30pm

 Online Event

Hoddesdon Hub

 Friday 4th September, 10:30pm – 12:30pm

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

Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

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

Park Lane Surgery

8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

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