



The Burvill House Surgery Patient Group Newsletter

Autumn 2025

Hello and welcome to the Autumn edition newsletter from the Burvill House Surgery Patient Group.

Our aim is to improve patient experience, share important health information and give you a voice on how services are run.

Winter Vaccination Clinics Now Open - Stay protected – get your vaccines!

This winter, our surgery is offering **flu, COVID-19 and RSV vaccines** to help keep you safe.

☒ **Flu** – People aged 65 and over, people with certain long-term health conditions pregnant women, children ages 2-3 years on August 31st 2025, long term care home resident, carers and front-line workers

☒ **COVID-19 booster** – for adults 75+ and patients who are immunosuppressed.

☒ **RSV** (Respiratory syncytial virus)– If you are pregnant or aged 75 to 79, or turned 80 after 1/9/24 **Eligible patients will be contacted with a text message and a booking link.** If you have not received a booking link text or phone call and you fall into the eligibility criteria, please contact the surgery

“Pharmacy First” Scheme:– Get the Right advise Faster

Got a cough, sore throat, or another minor illness? You don’t always need to book a GP appointment. With the **Pharmacy First** service, your local pharmacist can give advice and, where needed, provide treatment for a range of common conditions, including-ear infections (ages 1–17) Impetigo (a skin infection), Shingles, uncomplicated urinary tract infections (women aged 16–64) infected insect bites, Sinusitis and sore throats.

It’s quick, easy and you don’t need an appointment – just pop into a participating pharmacy and ask. This means quicker access to care, freeing up GP appointments for more complex needs. Jade pharmacy in Hatfield Town Centre and Robin Hood Lane, Asda Pharmacy Hatfield Town Centre and Tesco Extra Pharmacy Oldings Corner offer the Pharmacy First service. Alternatively, call NHS 111, for a consultation with the pharmacist. If needed, they can offer NHS medicine (NHS prescription charges apply). If they are unable to help, you will be directed to your GP surgery or A&E as appropriate.

NHS. Advice & Guidance (A&G) – getting specialist input faster.

Are you aware of this practice? You may have experienced yourself with your GP and the management of your care. “Advice and Guidance” process has been around for several years and is now standard NHS practice especially following from the Covid pressures.

“Advice and Guidance” is when your GP or other clinicians in the practice can discuss the most appropriate care for you with a specialist, most often a hospital-based consultant. They can through this process securely share your test results, medical history, or images with a consultant. The consultant or specialist then gives advice on diagnosis, treatment, or whether you really need to be seen in hospital. This helps your GP or clinician make more rapid informed decisions about your care. This process reduces unnecessary hospital referrals and waiting times for patients. Outpatient clinics are kept clearer, so hospital appointments go to those who most need them.


Examples of how this helps patients: A photo of a skin rash can be checked by a skin specialist (dermatologist), often avoiding a hospital trip. An ECG or heart scan can be reviewed by a heart specialist (cardiologist) to guide treatment. Blood test results can be discussed with a diabetic consultant and medications adjusted as advice.

Who works in your Surgery? A regular feature to help you get to know what everyone does in your surgery.

Care Coordinator - The care coordinator is a new non-clinical role within GP practices and is part of the enhanced team to support GPs to focus on clinical work. We are fortunate at Burvill House Surgery to have Sandra working as our full time Care Coordinator.

Sandra's role is to focus on being a single point of contact in the surgery working with those patients with long term health conditions or disabilities by supporting them and making things less confusing. Sandra helps join up their care between services such as the GP, hospital, community teams and social care. Sandra provides practical help such as requesting essential blood tests, following up on the test results, booking annual review appointments with clinicians and checking on referrals if needed. Sandra also checks in with patients who have had a complex hospital stay to ensure everything is in place. Providing support to people with a diagnosis of cancer is an important part of Sandra's job and again this single point of contact for a patient can make a real positive difference in a stressful time.

As Care Coordinator, Sandra has a major role in ensuring patients who are eligible for important immunisations are made aware and appointments booked, for example for new mums for their new-born baby checks and baby immunisations and other childhood immunisations such as measles.

 **Community hubs:** Our local community hubs provide a warm and welcoming place for older adults who may find it harder to get out and about. They offer friendly company, gentle activities, and a safe space to socialise. For many, these hubs are a lifeline – helping to build connections, reduce loneliness, and give people the chance to enjoy time with others in a considerate environment.

Jimmy Mac's. Jim McDonald Centre 3 McDonald Court, High View, Hatfield AL10 8HR – 01707270068 or on Facebook. For 55 years and over. Check out their face book page – Jimmy Macs (centre for retired and disabled).


Friendship House. Wellfield close, Hatfield AL10 0BU. 01727847264 Monday to Friday 10 am – 3pm and offers a range of services – Drop in lunch club 11.30 – 2pm no need to book. 10-2 club every Tuesday for fun, crafts activities, outings and lots more. There is also a wellbeing café just to pop into and on Mondays and Thursdays 11am group exercise classes. Friendship House also hosts The Willows, a memory support service for people with dementia or memory loss and provides daytime activities on Mondays, Wednesdays, and Fridays, 10am -2pm offering clients a chance to participate in a supportive environment without needing a loved one or carer.

The services are designed to meet the needs of people of 55 years and adults with physical disabilities Just pop in and see Victoria the manager - check out Friendship House's face book page - Friendship House-HILS

Roe Hill Community Hub, Roe hill Hall, Briars Lane Hatfield AL10 8EY. Open to all adults including mums and babies welcomed, good access for people with physical disabilities. Conversation, tea or coffee, Soup and a roll or light snacks available. Esther the coordinator would love to see you.

Warm Herts Club – Hollier Court, Old French Horn Lane, Hatfield AL10 8BX. For the over 55's. Conversation, Laughs, refreshments and light lunch and Stunning live entertainment, west end class singers. Cost £2. The second Tuesday of every month till end of this year. New programme in 2026 To book a place, just call - 01462 687065 warm Herts clubs see website www.fgch.co.uk

Something for all adults:

 **St John's Church Community café,** High view Bishops Rise. Open to **all** young and older people Just drop in, tea and biscuits and good company very warm welcome from Rev. Laura and Janette every Wednesday 10am -2.30pm. See website ([St John's Hatfield](#))

White Lion Square Library. Board games for all Adults. Every Wednesday 1- 3pm no booking, just drop in. Colouring Club for adults. Every Wednesday 1-3pm– mindful colouring, just drop in – materials supplied. Knit, natter and craft. Every Wednesday 10.30am -2.30pm, **no booking, just drop in.**

Active retired people:

University of the Third Age (U3A) : Stay Active, Keep Connected

Keep Learning, make friends, try something new. U3A offers a variety of activities, social events, and learning opportunities while meeting like-minded retired adults. **Email:** info@u3awelhat.org.uk

Website: www.u3awelhat.org.uk

Need help with transport?

If you are struggling to get out of your home, or feeling isolated or lack a bit of confidence to attend any of these community spaces/centres, need help to get to medical appointments, or a shopper bus to the shops you can get in touch with Communities 1st call 01727 649980—if you get an answer phone message, please leave your name and number and someone **will** call you back. There is a charge for the car service £5.00 for up to 8 miles, then 60p per mile after that. The shopper bus costs £6.00, however if you book 4 trips then there is a 20% discount. Day trips costs £6.00



Health walk: Looking to get a bit more active, meet people and enjoy the outdoors? **Hatfield Health Walks** are part of the free Hertfordshire Health Walks programme.

- **Open to all** – whether you're new to walking, getting back into exercise, or just want some fresh air and company.
- **Friendly and local** – walks are led by trained volunteer leaders and take place in and around Hatfield
- **No need to book** – just turn up 10 minutes early for your first walk to register
- **Graded walks** – from gentle “First Steps” of 20–30 minutes on flat paths, to longer, more challenging routes.

Hatfield First Steps Walks

- **When:** Wednesdays at 2.00 pm or
- **Where:** Meet outside Erol's Café, White Lion Square, Hatfield (AL10 0JJ)
- **Duration:** Around 30 minutes
- **When:** Friday at 11am – Wheelchair and buggy friendly
- **Where:** Friendship House , Wellfield Close, Hatfield AL10 0BU
- **Duration :** Around 25 minutes

It's a great way to boost your health, build confidence and connect with others. For more details and the full timetable of walks, visit: www.hertfordshire.gov.uk/healthwalks or Contact us: E: healthwalks.cms@hertfordshire.gov.uk, or call T: 01992 555888 (they do answer the phone)



Hatfield Health matters events

The Burvill Patient Group, together in collaboration with the patient groups in our patch from Potterells, Wrafton and Lister surgeries organised and ran a very successful event that covered Parkinson's Disease.

There's a great deal of research effort going into Parkinson's now, and we were given an informative overview at the 10th Hatfield Health Matters event on May 13th by academics working on Parkinson's at Herts University. The event was a great opportunity to learn more about Parkinson's and ask questions of the experts. A new researcher-patient networking group - Pronet - has been set up. For more information contact Julie Wilson jmwilson@parkinsons.org.uk

Activities for people with Parkinson's - <https://hertfordshire.parkinsonsuk.group/about-us>

- Music24 Singing Cafe in the Mill Green Golf Club 2.00-3.30 2nd & 4th Monday of each month

- Badminton for Parkinson's patients at Herts Uni Hatfield Mondays 10-11
- Walking football Birchwood Tuesdays 10am

We Are People Living Well With Parkinson's

This is a local group in Hertfordshire. We are generally of a working age or lead an active lifestyle, balancing the needs of family and work. We meet every six weeks online and in person three times a year. The group is informal and independent offering a chance to chat freely, share learnings and provide support. Call 0808 800 0303.

👉 **The next Hatfield Health Matters event is Living with the Menopause on October 6th, 7pm to 9.30 pm at Hatfield Social Club. To Book a place visit- [Eventbrite](#) and search for Hatfield Health Matters- Living the Menopause. To join Health Matters mailing list email chris@goward.com or call Chris Goward on 07768867953.**

🧘 **The Hatfield Health Day**, organised by Hatfield's 4 patient groups and Hatfield Primary Care Network held on **Friday 11 July at Hatfield Leisure Centre Traveller's Lane**. This free event brought residents together to celebrate health, movement and wellbeing. The event proved to be a resounding success, drawing a large and enthusiastic crowd of all ages eager to explore new ways to lead healthier lives. Throughout the day, visitors took part in a wide arrange of taster sessions and educational sessions focused on healthier living. Popular events included:

Judo for Safer Falling, 5-week beginner classes start on: Sept 29th, Nov 3rd, Jan 12th, Feb 16th, May 11th. At Sports Hall 1, Herts Sports Village, de Havilland Campus. Beginners start at 16:30. Intermediate session starts at 17:00., 30-minute classes. Free of charge. Dress as you would for an exercise class. No need to book, just come along. bring a friend.



Judo for falls prevention



Yoga



Patient Group Leads

Chair Yoga: Involves practising various poses, stretches, and breathing techniques while sitting on a chair or using it for support, making it accessible to those with difficulty standing or getting up from the floor. Check out website. There is a charge for this class <https://birchwoodleisure.co.uk/Class/chair-yoga/>

😊 **Want to get involved with your patient group:** Want to help promote a positive experience for both patients and staff. The patient group is not about making complaints but about making change. To contact the group, you can email the group's secretary on secretaryhatfield@outlook.com with your contact details. Otherwise, you can leave your contact details with one of the reception team for the attention of the practice manager.

Patient group notice board: Please do check out our notice board opposite the reception desk for any new on local activities or updates on what is happening in the surgery.

See us on Facebook- [Burvill House Surgery Patients Group](#)