

Burvill House Surgery Patient Group Newsletter

Spring 2026

Welcome to the **Spring Newsletter** from the Burvill House Surgery Patient Group.

In this issue we share practice updates, useful health advice and ways to get the best from our GP service.

Spring COVID-19 Booster Programme

April – June 2026

Burvill House Surgery will be delivering the **Spring COVID-19 Booster Programme** which starts on **13 April** and runs until **30 June 2026**. Clinics are currently being planned.

The booster will be offered to:

- Adults aged **75 and over** (including those turning 75 by 30 June 2026)
- **Residents in older adult care homes**
- **People who are immunosuppressed.** (18 years +)

Invitations will be sent by **text or letter during March**, so please look out for your invitation and book your appointment when contacted. If you fall into the above category and have not received an invite, please contact us.

Do you know about Pharmacy First?

Before requesting a GP appointment, your **local pharmacist may be able to help**. Pharmacists can now assess and treat several common conditions **without a GP appointment**, including:

- Earache (for age 1–17yrs)
- Impetigo (for age 1+)
- Infected insect bites (for age 1+)
- Shingles (for age 18+)
- Sinusitis (for age 12+)
- Sore throat (for age 5+)
- Urinary tract infections (women aged 16–64)

If treatment isn't suitable, the pharmacist will advise what to do next.

More [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst) information:

Missed GP Appointments (DNAs)

A **DNA (Did Not Attend)** happens when a patient does not attend a booked appointment and does not cancel it in advance.

This can happen for many reasons:

- simply forgetting
- transport or parking difficulties
- work or childcare commitments
- symptoms improving

However, missed appointments have a real impact.

Over the last **three months**, Burvill House Surgery had **420 missed appointments**. These were appointments that could have been used by other patients needing care.

If you cannot attend, **please cancel your appointment** so it can be offered to someone else.

Can't attend? Cancel — it helps another patient.

Meet the Team – Mental Health Practitioners

Burvill House Surgery has access to two **Mental Health Practitioners**:

- **Jane Bozier – Mental Health Nurse**
- **Melissa Chieza – Occupational Therapist**

They provide **30-minute consultations**, either **face-to-face or by telephone**, to assess mental health concerns and help guide patients to the most appropriate support.

This may include:

- NHS Talking Therapies
- Enhanced Primary Mental Health Services
- Local voluntary organisations
- Social prescribing and wellbeing services

The service is available for **patients aged 18 and over** who have had recent contact with a GP or clinician.

Understanding Anxiety

(Summary from Jane Bozier)

Anxiety is a **natural response to feeling threatened or under pressure**. It prepares the body for “fight or flight” in response to from what is frightening or threatening us.

People experience anxiety differently, but common symptoms can include:

- Racing heartbeat
- Shortness of breath

- Dizziness or shakiness
- Poor concentration
- Difficulty sleeping
- Stomach problems
- Irritability

Helpful ways to manage anxiety

Distract your mind

Focus on an activity you enjoy – walking, puzzles, crafts, cooking, or anything that helps shift your attention away from anxious thoughts.

Write down your worries

Setting aside a short time each day to write down worries can stop them building up and affecting sleep.

Try mindfulness

Mindful breathing, walking, or short meditations can help bring attention back to the present moment.

Understand your triggers

Keeping a simple diary of when anxiety occurs may help identify patterns and coping strategies.

If anxiety is becoming difficult to manage, please contact your GP to discuss support.

Helpful Links

[Anxiety - Every Mind Matters - NHS](#)
[Guided Self-Help | Mental Health Resources | HPFT Talking Therapies](#)
[Try progressive muscle relaxation | Psychologies](#)

Order Repeat Prescriptions on the NHS App

You can order your repeat prescriptions quickly using the **NHS App**.

Benefits include:

- Ordering only the medicines you need
- Reducing wasted medication
- Tracking your prescription requests

- Receiving useful updates from the surgery

Don't forget to **turn on notifications** in the app so you receive important messages from your surgery.

Dates for Your Diary

Look out for more information and texts from the surgery

Health & Wellbeing Event

- Tuesday 19 May 2026 | 6:30–8:30pm -Free event Hatfield Social Club, 76 Great North Road
- **Activities:** Mindfulness, chair yoga, healthy eating, Hertfordshire Health Walks

Join Your Patient Group!

Help improve services at Burvill House Surgery:

- Share patient feedback
- Suggest improvements
- Work with staff to enhance care

No qualifications needed — just interest in local healthcare.

Contact: secretaryhatfield@outlook.com
Or Patient Group Notice Board opposite reception

Facebook: Burvill House Surgery Patients Group

Computers and a Cuppa

Confused by technology and living in Hatfield?

Come along to our FREE drop-in sessions to learn new IT skills. These sessions are your chance to ask all the questions you have about technology in a friendly, supportive environment.

Our patient volunteers can help you set up an email address, order your shopping online, assist with online banking, and much, much more!

10am – 12pm

at the White Lion House,
Hatfield Town Centre, AL10 0JL

Sessions are held on the
1st and 3rd Thursday of
every month.



 www.communities1st.org.uk/digital-inclusion
 volunteer@communities1st.org.uk
 01727 649980

Hatfield Community Hubs

Warm, welcoming spaces for older adults & 18+.

- Social activities, safe environment, make friends
- Information on: **Burvill House Surgery website → Patient Group → Warm Hubs.**

Paper copies of community hubs available in Surgery foyer, and on Burvill House surgery Patient's Group notice board and on Facebook-*Burvill House Surgery Patients Group*