

Help us help you by keeping your details up to date

Following the Covid & Flu Vaccination drive we have noticed that a large number of patients did not have a mobile number registered or an incorrect telephone number in their medical records with us. . To be able to communicate with the patients quickly and efficiently we offer an SMS service to communicate various reminders, for example flu clinics, immunisation invitations and health advice. If you would like to be sent SMS reminders please contact the Surgery to let us know your up to date mobile number.

SGHC GP Trainees

Dr Sia Dorafshan

Dr Jay Mahendra

Dr Ishita Sahae



Symonds Green Health Centre is a Training Practice

There are many positive aspects of being registered with an Accredited Training Practice - trying to home grow our own future GPs; keeping the clinicians up to date; and ensuring that the practice maintains high standards by its regular accreditation as a training practice. However, there can be downsides in that patients can be disappointed when their 'usual' GP leaves at the end of their allocated time with the practice and it may appear that the practice has a significant changeover of clinicians. As stated above doctors in training also have an increased consultation time and it may appear that they are therefore more accommodating than the regular GPs. However, as their time at the surgery progresses it is anticipated that they will be working at the capacity of a fully qualified GP in their last two months.

Symonds Green Health Centre is proud of the fact that we are training Doctors and GPs for the future and we would like to take this opportunity to thank our patients for supporting the Doctors training programmes.

Join our Patient Participation Group (PPG)

What is a Patient Participation Group (PPG)?

A group of registered patients and practice staff who meet frequently to discuss and make decisions about the practice and how it is able to serve the community with improved healthcare services and facilities

What is our aim in forming a PPG?

We aim to have a very active Patient Participation Group which meets quarterly with representatives from the practice to discuss topical issues, express their views and to raise any issues which are of concern and/or will help to improve our standard of care

Together with our PPG we intend to:

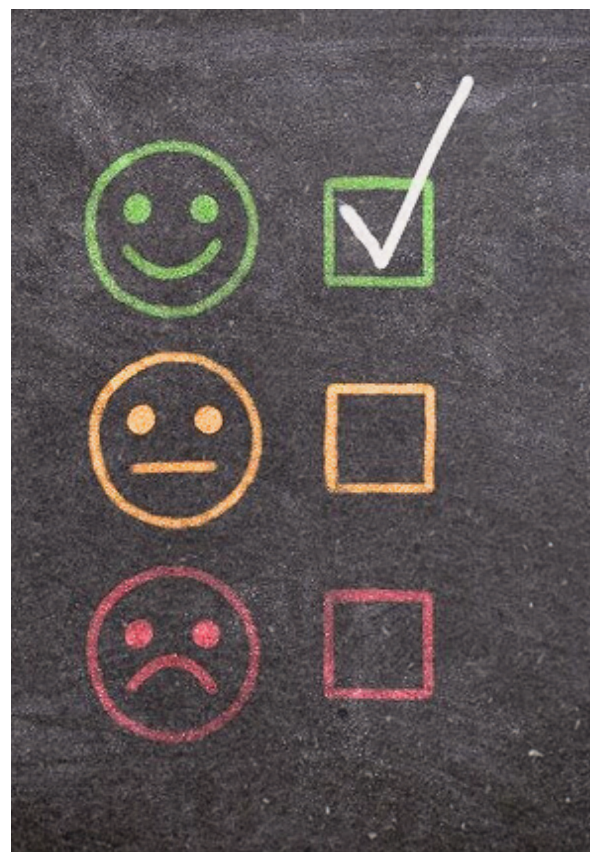
- provide resources and services for the patients which would not otherwise be provided by statutory services
- encourage a spirit of self help and support amongst patients to improve their health and well being
- improve communication between the service providers, the group and the wider population
- promote a patient perspective and enable patients to access and make the best use of available health care.

Symonds Green Health Centre , Filey Close, Stevenage,
e82111.symondsgreenhealthcentre@nhs.net

Patient Survey Feedback

We are extremely pleased to receive your kind and complimentary comments and feedback, So, thank you, your positive feedback really does help our staff morale

- I was very appreciative that I was able to be seen by a GP to arrange my medication, very quick and efficient procedure
- Many thanks SGHC! felt very comfortable and understood
- My Appointment with the Health Care Professional, was a very good MOT. A very pleasant person who answered all my queries. Very helpful indeed.
- I have nothing but positive comments to make about the Surgery, the staff are always friendly and appear to go out of their way to help you. I never have any issues with getting advice, appointments or support. Communication is always good be it face to face, over the phone, text or email. I consistently praise the surgery to friends and family so much so my parents have made a request to transfer over. I would like to take this opportunity to thank everyone at the surgery!
- Since moving over to this surgery it has been like a breath of fresh air. The receptionists are always helpful, and I have managed to get an appointment with a doctor in a very good time frame when I have phoned. I do not visit the doctors unless I really need to, and it makes all the difference and alleviates stress when you are able to get an appointment. Thank you for your fabulous service. 👍😊
- The doctor was very polite and kind. The reception staff have always been amazing and helpful and understanding. Highly rate the surgery. Our family have been linked with Dr Masood and the surgery for well over twenty years from when it was based at The Hyde.
- This surgery is fantastic, the staff always ask relevant questions and seek to get an appointment as quickly as they can. The doctors and nurses are amazing. I feel very lucky to be a patient at this surgery
- The booking was very easy and the appointment was very quick in a few hours I was most impressed
- I was very appreciative that I was able to be seen by a GP to arrange my medication, very quick and efficient procedure
- Good experience, Doctor excellent as are the staff. Would recommend this practice to family and friends



Injured or unwell? Use the right service

Are you using the right service?

<p>SELF-CARE</p> <p>What's in your medicine cabinet?</p> <p>What NHS checks at www.nhs.uk</p> <p>Minor cuts and grazes, lumps or sores, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p>NHS 111 (24/7)</p> <p>Get advice and want more advice than dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
<p>GP ADVICE</p> <p>Self-care not working or persistent symptoms</p> <p>Chest pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p> <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p> <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>

We have listened to feedback from our patients who sometimes experience long waiting times when phoning the Practice. We are pleased to advise that we have a new cloud based, integrated telephone system installed. The new system includes features such as call recording, call queue position, patient call-back that holds patient's place in the queue after they have called in and hung up. They receive a call back instead of waiting on the line

New Staff updates

Dr M Arif - GP Partner
works on Wednesday & Friday

Lysandro Mandoza - Advanced
care Practitioner
Works on Friday

William Cushen - Practice Nurse
works on Tuesday & Wednesday

Saira Hassan - Practice Manager

Ronnie Mcneill - HCA/Care
Coordinator

Clare Kehoe - Practice Nurse
works on Monday

Shazeb Khan - Finance Manager

Toni Miller - HCA/Care Coordinator



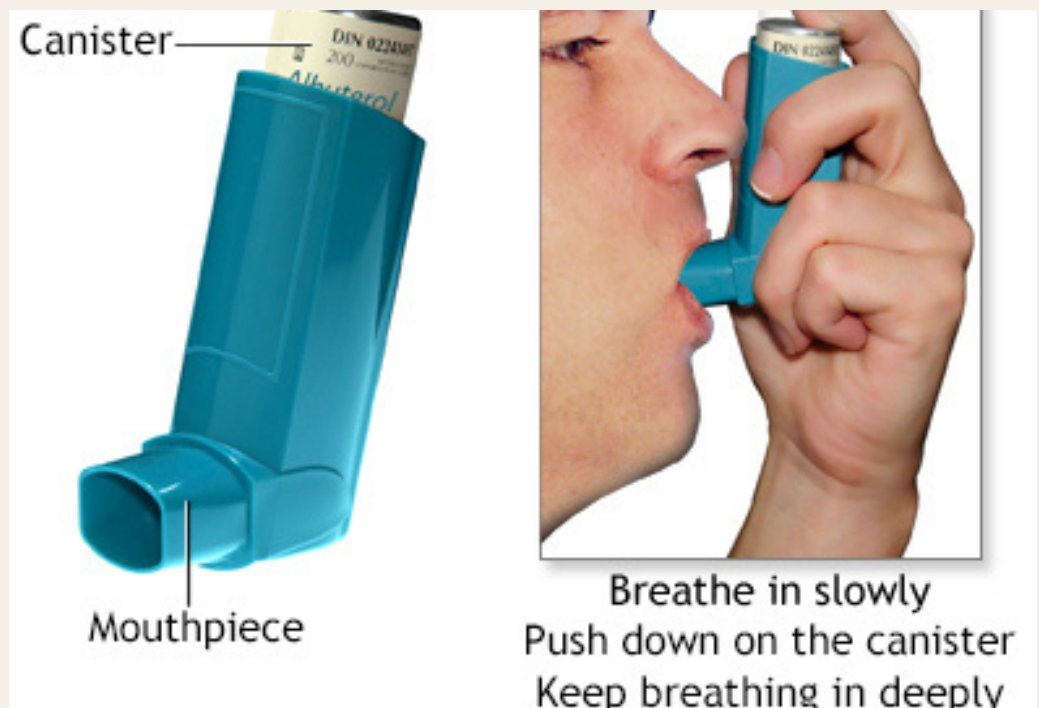
UK Disability History Month 2023 - 16th Nov - 16th Dec

People living with disabilities face difficulties and discrimination in their lives which provide additional challenges for them to overcome. Understanding the difficulties faced and taking positive steps to ensure equity are important so that disabled people have the opportunities enjoyed by others.

If you've ever wondered about the challenges faced by disabled people and what you can do to help make their lives easier, this illustration neatly outlines the difference between equality and equity. Equality makes sure everyone has the same; equity makes sure everyone has what they need to access the same opportunities.

<https://shorturl.at/EPZ57>

Use of inhalers



Inhalers for Asthma and COPD have been around for several decades and are excellent treatments for these conditions. The production of metered dose inhalers (MDI) uses up vast amounts of energy and leads to increased green house gas production and have a carbon footprint of 28kg per inhaler. That's the same carbon footprint as the tailpipe greenhouse gas emissions of driving 175miles (or from London to Sheffield) in a small car. Most inhalers we use are MDIs.

There is however an alternative in the form of dry powder inhalers (DPI) which can be produced at a fraction of the cost of a MDI. Please do ask our asthma nurses when you have your asthma review whether you can be changed over to a more environmentally friendly inhaler. You can read more here: <http://greeninhaler.org/>

Stevenage Parkrun

The event takes place every Saturday at Six Hills Way, Stevenage, SG2 0BL. The meeting point is the bandstand area to the west of the start point



Hydration - Drinking Water

It is so important to stay hydrated at all times of the year so, Drink Plenty of Water. The recommended daily intake is 6 – 8 glasses per day. Water is a healthy and cheap choice for quenching your thirst at any time. It has no calories and contains no sugars that can damage teeth. Plain tea, fruit tea and coffee (without added sugar) can also be healthy and count towards your daily water intake. If you do not like the taste of plain water, try sparkling water or add a slice of lemon, lime mint or even cucumber. You could also heat the water and infuse a tea bag, some coffee or a slice of lemon. You could also add some no-added-sugar squash or fruit juice for flavour

Healthy Hydration
Adults should drink about 6 – 8 glasses of fluid each day. This can be from a variety of drinks...

DRINK PLENTY
Drinking water is a good choice, especially between meals. It hydrates you without providing extra calories or risking harm to your teeth.

DRINK TEA AND COFFEE REGULARLY
Tea and coffee provide water and some nutrients if drunk with milk. Drink without sugar to limit calorie intake. You could try decaffeinated, herbal and other hot drinks too.

HAVE REGULARLY BUT CHOOSE LOWER CALORIE
Milk provides water and is a useful source of nutrients. It is best for adults and older children to choose lower fat varieties.

DRINK IN MODERATION
Low-calorie soft drinks provide water without extra calories, but can be acidic making them less tooth enamel.

DRINK IN MODERATION
Fruit juices provide water and some vitamins and minerals. One serving even counts towards your 5-a-day. However they also contain sugar (and calories) and can be acidic, making them less tooth enamel.

DRINK IN SMALL AMOUNTS
Soft drinks that contain sugar provide water, but they also provide calories, usually without extra nutrients, and can be acidic. Having these frequently may risk harm to teeth.

Designed by the National Hydration Council & advised by the British Nutrition Foundation. *It is best to have no more than 200mg of caffeine a day when you are pregnant. This is equivalent to about two cups of instant coffee, about two and a half mugs of tea or up to 5 cans of cans.

Community Transport Herts
Providing a reliable and friendly car service for less able residents. To book or for more details contact 01462 689402 or email transport@nhcvs.org.uk

Staying Connected Stevenage
This is for people in need, to help with accessing health appointments and information as well as staying connected with their friends, families, and communities. The equipment also helps people apply for work and continue with their education, volunteering, and interests stayingconnected@nhcvs.org.uk 01462 689408

Reach Out Hertfordshire
Helping People at Home
Reach Out Provides companionship and practical support to older people who are medically vulnerable and at risk of hospital admission, or have recently been discharged from hospital. Reach Out can assist people by linking them up with a volunteer in their neighbourhood who can offer support in their own home - helping to adjust to and recover from illness, whilst also reducing social isolation & loneliness. 01462 689403 or reachout@nhcvs.org.uk

Social Prescribers at Symonds Green Health Centre every Thursday 9 - 5pm or email smg.socialprescribers@nhs.net

Social prescribing – addressing people’s needs in a holistic way
GPs and other health care professionals can refer people to a range of local, non-clinical services, supported by a link worker or connector

Mental Health Nurse Clinic
Symonds Green Health Centre
Every Wednesday and Thursday
1 - 4pm
Contact us on 01438364488