



The LIMES

Surgery



Newsletter

Volume 2 issue 2
October 19

Summary:

- E-consult—new service from September 2019
- Patients on HRT and review dates
- Practice Website, it is easier to use and is full of information
- Friends and Family feedback about the practice is important to us
- Flu Vaccination—who should be vaccinated
- Patient Participation Group—all new members welcome
- Practice Activity—processes of the practice
- Extended Access—want to see a GP in the evening or at the weekend
- Chatter Table—if you are lonely this might be for you
- Compassionate Neighbours—would you like someone to visit just for a cuppa

E-Consult

This is a new service which allows patients to complete a questionnaire from our website and send to the GP.

The GP will respond to your question within 24 hours.

This service was presented to the PPG who felt it was a “step in the right direction”, it could save patients coming to surgery and it might save you an appointment.

You can access the service via the website at

www.thelimesurgery.co.uk

under the “e-consult” button which is bright yellow on the home page

Patients on HRT

Patients on HRT treatment will have a consultation every six months. Please remember that when you put your request in for a further supply, we might restrict you to two weeks medication if you have not had this consultation

Practice Website

Please use the surgery website where possible (www.thelimesurgery.co.uk). There is a lot of useful self help information on the website as well as a facility to “ask the GP, Nurse or practice an online question”, this is useful functionality if you do not want to make a telephone call and your question is not urgent. The practice will ensure all online questions are dealt with within 48 hours. You can also book and cancel appointment via the website. Looking forwards we are starting a pilot to increase the online functionality of self help and triage of your needs. The project is called E-consult and we will share more detail as we roll it out.

Friends and Family

If you visit the practice please do remember to complete a Friends and Family feedback form. We get lots of

feedback this way both suggestions for how we can improve the service we offer and many compliments about the staff and care we offer. The Friends and Family forms can be found either on the practice website or in reception area.

Flu Vaccination

With winter fast approaching, please make sure that if you fit the criteria you book an appointment for your flu vaccination.

The criteria is for the following patients

All pregnant women

Patients over the age of 65

Patients under the age of 65 who have a long term condition like diabetes, Heart Disease, COPD

Carers

Patients with a compromised immune system

Please ask the receptionist or check the website to see if you qualify for a flu vaccination.

Patient Participation Group (PPG)

If you would like to be part of our PPG please let the receptionist know or e-mail li-mes.ppg@nhs.net.

The core PPG meet with members of the practice every 3 months and provide feedback from patients in how to improve services offered by the practice. The PPG are also involved in other projects both within the surgery and wider community.

Practice Activity

Did you know that we process the following on a monthly basis

Over 5000 Prescriptions

Over 200 referrals

We offered over 3503 GP, Nurse and telephone call appointments

We process over 2800, incoming documents and e-mails

We answer over 3000 telephone calls

We make over 1500 phone calls to patients/hospitals etc

Extended Access

Do you need a routine appointment with a GP, or a Nurse during the evening or at the weekend? We can offer an 'Extended Access Service'

The local practices working together are offering routine evening and weekend pre-bookable appointments with GPs and Nurses. If you would like one of these appointments the service is available at Hanscombe House in Hertford which makes it easier for you to get a routine appointment at a time that suits you.

Chatter Table

The Chatter Table are a group of people who meet once a month at Hertford Theatre. There is free tea and coffee for those who attend. The group encourages people to mingle and talk to others following the widespread discovery that loneliness is a silent epidemic.

The next dates are:-

Wednesday 23rd October

Wednesday 20th November

Thursday 27th December

Compassionate Neighbours

This is a social movement of trained volunteers (DBS checked) that offer friendship or a listening ear to people who are lonely or struggling with life limiting or chronic illness

Call 01707 328500



Lea Valley Health