



# The LIMEES

## Surgery



## Newsletter

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July 19

### Summary:

- Lisa Rolfe, Practice Nurse
- The practice performed very well for QOF last year
- Practice Website, it is easier to use and is full of information
- Friends and Family feedback about the practice is important to us
- Medication Reviews are an important part of the long term care we offer
- E-consult is a new project being rolled out in the practice in August time
- Patient Participation Group—all new members welcome
- The practice offered 2,224 appointments in June, although there was 7% missed appointments
- Extended Access service offers access to Primary Care outside of the usual practice hours
- Memory café is a great monthly drop in support for people or their carer's with memory health challenges

### Lisa Rolfe—practice Nurse

Lisa, our new practice nurse has settled well into her role and is enjoying meeting her patients. Lisa is able to perform smears, travel immunisations, children immunisations etc etc..

With the hot weather here it is essential that you keep well hydrated and drink plenty of water. Stay out of the sun between the hours of 11-3pm.

Along with the hot weather comes the risk of being bitten by an insect. For all your insect bites please visit your pharmacy where you will be able to purchase medication to deal with the bite.

### QOF

The Quality and Outcomes Framework (QOF) is part of the doctors duty for delivering enhanced 'quality care' to our patients. It helps to fund further improvements in the delivery of high quality clinical care within the surgery. At the end of the 18-19 QOF year the practice achieved 541.7 out of 545 points which equates to an achievement of 99.4%. This is a great reflection of all the hard work the surgery team is doing to deliver high quality best care to its patients.

### Practice Website

Please use the surgery website where possible ([www.thelimesurgery.co.uk](http://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.

### Medication Reviews

If you are on regular medication you will be asked to make 6 monthly appointments for your medication review. This is to check that you are still compliant with your medication and that the medication is still the right one for you. We understand that, in some cases, these appointments can appear to be a waste of your time, however they are an important part of the ongoing care we offer as it is essential the clinical team keep monitoring you to ensure your medication remains appropriate for you.

### 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](mailto: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.

### Appointments

Throughout June our GPs, Pharmacist and nurses saw a total of 2,224 patients and dealt with 553 telephone calls

The number of missed appointments for June was 159 making up approximately 27 hours of appointment time that could be used seeing other patients.

The overall the impact of missed appointments results in longer waiting times for our patients.

If you require help to remember your appointment or are aware you can not make a pre-booked appointment do please let us know in advance.

### 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.

### Memory cafe

A project called the Healthy Memory Café, supporting people with memory problems in Lower Lea Valley, has been growing in popularity since opening its doors this summer. It offers locals the chance to come along and meet up over a friendly cup of tea every month. It is supported by a wide range of organisations representing the health and social care sectors plus voluntary community, advice and statutory organisations. The Healthy Memory Café meets on the last Friday of every month at Tesco in Cheshunt's Brookfield Centre in the Community Room between 10.30am and 12 noon. Call Trish: 01992 622157 for more details.



Lea Valley Health