



The LIMES

Surgery



Newsletter

Volume 2 issue 3
January 20

Summary:

- **CQC Inspection. The Limes rated as “Good” in all areas.**
- E-Consult—online service gives access to a GP within 24hrs.
- Extended Access - Routine appointments in the evening or at weekends.
- On The Day Appointments available at 8am and 1pm.
- Flu Vaccinations still available
- “You Said, We Did” listening to patients requests & taking action.
- Patient Participation Group - all new members welcome
- Compassionate Neighbours initiative - if you are lonely or want to help by visiting someone in need this might be for you.
- Living Well –Coffee morning in Hoddesdon on first Friday of every month.

CQC Inspection

On 3rd December 2019 the Care Quality Commission completed a comprehensive inspection at The Limes Surgery. The practice was rated as “good” overall and considered good in all 5 of the following criteria:

Safe

Effective

Caring

Responsive

Well-led

Look out for the full CQC report on the surgery website:

www.thelimesurgery.co.uk

Or follow the link below:

<https://www.cqc.org.uk/location/1-542516698>

The practice clinical team now consists of 5 salaried GP partners, two of which are female and three male.

There are two practice nurses, one health care assistant and a pharmacist.

E-Consult

Would you like to resolve a health issue without the stress of repeated phone calls to get through to a busy reception?

Our e-Consult system could help. Fill in an online form from the comfort of your own home and have your concerns addressed in a timely fashion.

The GP will respond to your query within 24 hours.

It is a quick and efficient service that could save you valuable time if a face to face appointment is not necessary to resolve your problem.

You can access the service via the website at

www.thelimesurgery.co.uk

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

Extended Access

Do you need a routine appointment with a GP, or a Nurse during the evening or at the weekend?

Our reception team can offer routine appointments within the “Extended Access” Service, based at Hanscombe House Surgery, in Hertford.

From April the Extended Access “Hub” will be moving to the Hoddesdon area.

On The Day Appts

We are trialling some changes to our “same day” appointment procedure. In addition to the urgent “on the day” slots given from 8am, some slots will be saved for patients calling later in the day from 1pm. All same day appointments remain on a first come first served basis.

Flu Vaccination

It’s not too late to get your flu vaccination. In fact, most flu activity typically peaks between December and February.

The criteria for free flu vaccination is as follows:

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

“You Said, We Did”

An important practice aim is to capture feedback from patients and make appropriate changes where possible. Look out for our

“You Said, We Did” board in reception.

We recently had two new larger chairs installed in the waiting room and provided a frame in the disabled toilet as a direct result of patient requests.

Patient Participation Group

Do you have some spare time and would like to support the surgery and wider local community by getting involved in service improving projects?

The core PPG meets with members of the practice every 3 months. If you would like to be part of our PPG please let our reception team know or e-mail limes.ppg@nhs.net.

Compassionate Neighbours

This fantastic initiative was set up by the Isabel Hospice team and is all about building a caring community. It offers friendship and a listening ear for anyone who is lonely, at risk of isolation, or nearing the end of life through age or illness.

Compassionate Neighbours pairs local people (volunteers are DBS checked) based on their shared likes, interests and experiences.

If you would like to make a difference or can spare an hour a week call -

01707 328500 for more information or access the service via the website at www.compassionateneighbours.org

Living Well with Isabel Hospice

Why not pop along to a newly organised coffee morning on the first Friday of every month 10am - midday.

All are welcome.

Hoddesdon Furniture & Electrical Shop, 25a High Street, Hoddesdon.

Call 01707 382500 for details.



Lea Valley Health