



The LIMES

Surgery



Newsletter

Volume 4 issue 1
Apr 21

Summary:

- **Local COVID-19 Vaccination Hub has delivered in excess of 17,455 injections since mid-December.**
- Where to find advice regarding the Astra Zeneca vaccine.
- Surgery update on re-starting Minor Surgery & Injection Clinics with easing of lockdown.
- Staffing update.
- New telephone system in operation.
- Follow The Limes on Instagram.
- SMS text messaging service - ensure your mobile phone details are up to date or follow the "Opt Out" advice.
- Reminder that additional appointments are available in the evening and at weekends with the Extended Access service.
- A new service is being launched in the next few weeks targeting diabetes, obesity and gastro problems, being supported by a dietician and the Active Herts initiative.
- Save a GP appointment by visiting your local pharmacy for minor health ailments.



COVID Vaccination Update

The local vaccination centre at Barclay Hall continues to deliver Covid-19 vaccinations to patients of the Hoddesdon & Broxbourne Primary Care Network and is doing a great job. Since mid-December the centre has administered 12,218 1st doses and 5,237 2nd doses at w/c 19th April.

Week commencing 12 Apr has seen the successful delivery of all over 50's and high risk groups offered a first dose of the vaccine. Under 50's are expected to begin being invited for their jab in the coming days. Covid numbers have dropped significantly in the Broxbourne area over the last few weeks— in the latest week 11 Apr—17 Apr there were 12 positive cases per 100,000.

Astra Zeneca—Helping with Queries

We have received many calls regarding the Oxford Astra Zeneca vaccine following reports in the news about rare cases of blood clot problems. Please read the public information leaflet available at the following link <https://www.gov.uk/government/publications/covid-19-vaccination-and-blood-clotting/covid-19-vaccination-and-blood-clotting>

Surgery Update

The surgery has received its Covid Safe Certification from the CCG (Clinical Commissioning Group) so patients can be re-assured that if invited for a face to face appointment with a member of our Clinical team we are up to date with all the necessary Covid protocols.

We are pleased to announce that our minor surgery and injection clinics with Dr Brar will be re-starting on 19th April. Patients on the waiting list will be booked into clinics over the coming weeks. Please contact our reception team for more information.

Our Nurse Practitioner Karen departed for pastures new at the end of March. She will be missed by patients and staff alike and we wish her well.

New Surgery Telephone System

If you've rung the surgery recently you may have noticed we have updated our telephone system. You will now hear your queue position along with information relevant to the practice while you are waiting. We are hoping our patient community will enjoy a smoother experience when getting in contact with us, despite the huge demand often placed on the system.

The Limes on Social Media

Follow us on Instagram and always be up to date with the latest surgery information and news.

SMS Text Messages

The surgery has introduced the use of SMS text messaging as an alternative to letters and telephone calls to inform you of next steps relating to your health, ie blood results, letters for collection, reviews etc.

Please make sure that the surgery has your CORRECT MOBILE telephone number. If you would like to opt out of this service you must let us know in writing.

Extended Access

Do you need a routine GP or Nurse appointment in the evening or at the weekend? A reminder that our reception team can offer you this service as an alternative, at Hanscombe House in Hertford.

Your problem will be triaged with

a telephone call and a face to face consultation offered if required, the same system which already operates at The Limes.

New Health & Wellbeing Service

Watch this space for an exciting new service starting in the coming weeks involving Friday clinics with a Dietician and which is linked with the Active Herts programme, a successful initiative previously supported by Broxbourne County Council.

Proposed clinics, will be run by Julia Pentelow, the PCN Dietician. Interventions will include diabetes, weight management for obesity and nutritional support for gastro problems such as IBS/IBD and Coeliac disease.

Weight management groups will be linked to Active Herts and include physical activity at local sports facilities for free, such as swimming. Andy Rix who runs this programme also hopes to organize health walks in the Broxbourne area for patients referred to this service.

More details to follow...

Hay Fever & Other Minor Ailments

You may be able to save yourself time and a GP appointment by seeing your local pharmacist for a whole range of minor health concerns such as heartburn or indigestion, mild cystitis, mild/moderate hay fever, insect bites and stings. For more information visit the NHS website, [nhs.uk/OTCmedicines](https://www.nhs.uk/OTCmedicines).

