



The LIMES Surgery



Newsletter

Volume 5 issue 1
Aug 22

Summary:

- **Additional appts available in the evening & at weekends with the Extended Access service.**
- PCN's—what they are & how they operate.
- Important Flu Season information.
- Staffing update for the surgery.
- Urgent GP appointment Booking.
- Become a member of our PPG and get involved in service improving projects.
- Face Mask request when visiting surgery.

Extended Access (EA)

Do you need a routine GP or Nurse appointment in the evening or at the weekend? A reminder that our reception team may be able to offer you this service as an alternative in the Extended Access Service (commonly known as "EA") which is an extension of Primary Care Services outside of the usual practice's opening hours.

The service has now moved from Hertford and is more conveniently being located in Hoddesdon for local patients. Appointments will be available 2 nights a week from 6.30-8.00pm and on a Saturday 9.00am-5.00pm. It is supported by staff and clinicians from all 4 local surgeries who will use Amwell Street surgery as its base.

The EA Service is being run by the Primary Care Network or PCN for short.

What is a PCN?

Primary Care Networks have been established across East and North Herts in a move designed to improve local NHS Services.

There are 12 PCN's in East and North Herts. The Limes is part of the Hoddesdon & Broxbourne PCN and works collaboratively in a group of four surgeries:

The Limes
Hailey View
Amwell Street
Park Lane

Flu Season 2022-23

This year we are asking patients to support The Limes by having seasonal Flu and Covid vaccines at the surgery.

By doing so you will be ensuring accuracy in your medical record.

Text invites to book into a clinic are starting to be sent out so please keep

an eye out for messages from the surgery.

Our first clinics will be Saturday 24th September and Saturday 1st October 9am to 1pm.

Covid boosters will also be offered to eligible patients, subject to availability. More details to follow on this.

Flu Eligibility:

Initially:

- Those aged 65 yrs & over
- Those aged 6m– under 65yrs in clinical risk groups
- All children aged 2-10 (ie up to school yr 6)
- Pregnant women
- Those in long-stay residential care homes
- Carers
- Close contacts of immunocompromised people

Additionally:

- 50-64yr olds not in clinical risk groups.
- Secondary school aged children, years 7,8,9, then 10 & 11, subject to availability.

Surgery Update

Dr O'Sullivan will be returning from Maternity Leave at the end of August. We are very pleased to be welcoming her back to the team.

Dr Silva is currently on Maternity Leave and the whole team would like to congratulate her on her new arrival.

Covid infections remain high in the local community and have at

times affected our staffing levels and capacity. We ask for your continued understanding, patience and tolerance at these times and would like to assure you that we are doing our utmost to maintain the service.

Urgent On The Day Appts

If you require an urgent OTD appointment with a GP please try to call between 8-9am.

For anything else please be mindful of the very busy phone lines during the first hour and call the surgery after 9am.

For result information please contact the surgery after 2pm.

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 group meet every 2 months with key members of the practice team (virtually at present). All age groups across the patient community would be welcome. If you would like to play a part within the group please let our reception team know or email:

limes.ppg@nhs.net

Face Coverings

Although face masks are no longer mandatory we are asking patients to continue to wear a face covering when visiting the surgery. The aim is to continue protecting vulnerable and sick patients along with staff members, enabling the service to operate as smoothly as possible.

