



Spring 2023 Newsletter

WHO CARES? WE CARE

If you are giving support with daily life to a friend or family member, you may be a carer.

There is support available to you. If you would like to know more, please contact the practice and speak to our Carer's Link -Catherine Jennings, who will be able to sign post you to the right services available locally.



Please remember if you cannot attend your appointment, please contact us to cancel it ASAP please.

Your appointment could be offered to another patient who urgently needs advice.

Practice News

We are very sad to announce that Dr O'Sullivan will be leaving the practice at the end of March. We wish her all the very best for the future.



In other news, we are delighted to announce that Dr Silva will be returning to the surgery in April, following her maternity leave.

We have recently welcomed several new staff to the surgery;

Catherine has joined us as Deputy Practice Manager

Debra has joined our Secretary Team

James has joined our Reception and Admin Team

We look forward to you meeting them when you visit the practice.

Travel



The summer months are approaching which may mean you are thinking about booking your summer holiday. Please remember that some foreign travel requires you to have vaccinations. Fill out a travel form on our website and we will get in contact with you with advice on what you need prior to you travelling.

The Limes Surgery is also a Yellow Fever Vaccination Centre.



April is Bowel Cancer Awareness Month..

Knowing the symptoms of bowel cancer could save your life

-  Bleeding from your bottom and/or blood in your poo
-  A persistent and unexplained change in bowel habit
-  Unexplained weight loss
-  Extreme tiredness for no obvious reason
-  A pain or lump in your tummy

If you have any concerns or if things just don't feel right, go and see your doctor.

Don't be embarrassed and don't ignore any symptoms. Doctors are used to seeing lots of people with bowel problems.

Thanks a bunch...

We continue to welcome positive feedback on our services, which we share with the whole team. It is heartening to know that the number of positive messages is much higher than the number of negative ones. The following is a selection received recently, some of which the authors themselves may recognise:

“Cannot recommend the Limes Surgery enough. All the doctors, especially Dr Rana and Dr Brar, are professional, efficient and provide the utmost care for me and my family. Nothing ever is a problem when I call or e-consult and I never feel like I’m wasting their time. Phone lines wait times have improved immensely, and I never have a problem getting through. The receptionists are always accommodating, even when I know how busy they are! Thank you for always taking the time to listen and for making us feel so comfortable at the surgery”

“I've been taking my Nan to this surgery for several years and on every occasion we have been supported with great access and care. All the doctors we have seen were considerate and gave us the time we needed. Considering the pressures on the NHS, the reception team have always done their best to accommodate us. Thank you Limes!”

“Great practice! My family have been coming here for many years. It has gone through some changes but in the last year it has been revolutionised since the new partnership took over. Thank you for your endless work.”

You may have become aware that practices across England are now working in Primary Care Networks (PCNs). PCNs are groups of practices who will work together to help focus services around the communities they serve. The Limes Surgery has joined with 3 other practices in the borough to form Hoddesdon and Broxbourne PCN run by H&B Health.

H&B Health will act as the coordinator for all PCN services which are delivered across the member doctor surgeries within our network. H&B Health will enable the member surgeries to work better together and share resource to ensure all our patients get a consistent high standard of services across the network. The company directly employ staff working collaboratively with the surgeries and will take on new services to support all our patients in the Hoddesdon & Broxbourne area. H&B Health will take the lead on the delivery of COVID and Flu vaccination programmes as well as the Out-of-Hours Primary Care services (Enhanced Access).

Through the PCN we now offer the following services:

- Pharmacy service
- Social prescriber service
- Respiratory service
- Health and Wellbeing service
- Enhanced access service
- Vaccination service

Covid Boosters

Vaccination is the best protection against getting seriously ill with Covid. If you're eligible for a spring booster the surgery will be in touch over the next few weeks. You will be able to book an appointment for the booster via a link sent to you or you can call the practice to arrange an appointment.



Are You Using The Right Service?

Help Us To Help You...

 Self Care Care for yourself at home	 Pharmacy Local expert advice	 NHS 111 Non-emergency help	 GP Advice Out of hours: Call 111	 UTCs Urgent Treatment Centres	 A&E or 999 For emergencies only
Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	Minor illnesses Headaches Stomach upsets Bites & stings	Feeling unwell? Unsure? Anxious? Need help?	Persistent symptoms Chronic pain Long term conditions New prescriptions	Breaks & sprains X-rays Cuts & grazes Fever & rashes	Choking Chest pain Blacking out Serious blood loss