

Surgery Services Update

You may be 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 consistently 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.

Please find details below of the services that are currently available within the PCN.

Care Coordinators

The Team of Care Coordinators work to support patients in preparing for or in following-up conversations they have with the GP or other primary care providers. The team work closely with the GPs and other primary care professionals within the PCN to identify and manage a caseload of identified patients, making sure that the appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed. The team work together to ensure health inequalities are addressed and managed.

Pharmacy service

The pharmacists working within the PCN are known as clinical pharmacists. The clinical pharmacists can clinically assess and treat patients using their expert knowledge of medicines to add value to and improve patient care, safety and outcomes. Some of the clinical pharmacists in the team are independent prescribers that can prescribe medications to patients when clinically necessary. The clinical pharmacists work closely with the doctors, nurses and other allied health care professionals within the PCN. Pharmacist help support GP's in providing medication reviews for certain patients as well as helping patients with medication queries.

Social Prescribers

The Social Prescriber Team are here to help patients with any social matters they might be facing. They listen to patients needs and help them to find the information or services they might need, they can help with any benefit or housing queries or questions, they can simply be there for patients to chat to.

The social prescriber team have set up a range of groups for patients to attend. If you are interested in joining one of the groups or feel you could benefit from social prescriber input, please talk to a member of reception.

Memory Cafe - Peace Cottage Lord Street - Wednesdays on alternate weeks (from week 22/2/23)
Cookery Group - Barclay Hall - Wednesdays on alternate weeks (1/3/23)

Thursday Group - Broxbourne Sports Club - Mill Lane one week / The Stanborough room The Conservative Club the other week.

Respiratory Service

The respiratory service within the PCN consists of a Respiratory Nurse. The respiratory nurse supports the surgeries within the PCN by undertaking spirometry procedures with the appropriate patients. She maintains and organises waiting lists, interprets Spirometry results, which can then lead to a diagnosis of Asthma and COPD where relevant.

The respiratory nurse will also provide education to patients and commence treatment of inhaled therapy in accordance with Local, GOLD and NICE guidelines.

She is able to provide follow ups to patients and then refer back to surgery when diagnosis is confirmed.

Health and Wellbeing Service

The role of the Health and Wellbeing Coach (HWBC) is to provide a non-judgemental support to patients to help them to self-identify existing issues and encourages proactive prevention of new and existing illnesses. HWBC supports inactive patients with lower levels of fitness, with motivational interviewing and behaviour change techniques. The HWBC can help patients increase their knowledge, skills, and confidence which in turn promotes accountability and encourages lifestyle change.

The HWBC also runs weekly walks for patients looking to increase their fitness. If you feel you could benefit from this service, please talk to a member of the reception team.

Mental Health wellbeing coach

The PCN have a mental health wellbeing coach who works with patients to address any anxieties and fears they may be facing. The mental health wellbeing coach offers Anxiety courses via group sessions to patients. If you feel you may benefit from this service, please speak to the GP.

Mental Health Nurse

The mental health nurse supports the surgery with patients with complex mental health needs. Once patients have seen a GP, the GP is then able to refer on to the mental health nurse who will then make contact with the patient to discuss their needs and offer any support that is available.

Vaccination service

The PCN Service works alongside the 4 member practices to ensure patients have easy, accessible access to receive COVID vaccines. The PCN has a task force available to contact eligible patients and invite them to a vaccination clinic in a timely manner.

Enhanced Access service

The Enhanced Access service provides out of hours Primary Care to all our registered patients within the Hoddesdon & Broxbourne PCN. The service is available Monday - Friday 18:30-20:00 and all day on Saturdays (09:00-17:00). The service is run from Amwell Surgery in Hoddesdon town centre. As well as the usual GP and Practice Nurse services you would expect from your doctors surgery the service also offers: Ear Micro-suction, Family Planning services and cervical screening.

If you would like any further information or support please speak to a member of the reception team.