

# The LIMES

## Surgery

## Newsletter

Volume 1, issue 2

### Summary:

- Lea Valley Health is now providing GP services at The Limes practice
- The practice workforce in increasing with more Doctors, Nurse Practitioners and Pharmacists.
- The surgery offers over 70 face to face doctor appts every day
- All routine appointments will be available to be booked online or by calling the practice up to 4 weeks ahead
- The surgery had 113 appointments in which patients failed to attend in February
- The practice is developing a new website which offers a lot of online functionality to best manage your needs. It is expected to be live in mid April

Lea Valley Health is delighted to be providing patients with their GP services at The Limes practice. Lea Valley Health took over the provision of services at The Limes surgery on 1st February 2018. The contract for GP services is slightly different from the historic 'Partners' type model and patients will benefit from a more diverse workforce with specified practice capacity for face to face appointment with doctors + nurses.

### New staff to the Practice

The practice is developing the clinical model which will better manage the urgent 'on-the-day' demand from important routine management of patients with Long Term Conditions. The practice team is expanding and we are taking on more Nurse Practitioners to better manage the minor illness and Pharmacists to help with medicines management.

Each day the practice will offer at least 70 face to face appointments with a doctor, 60% of which can be booked up to 4 weeks ahead. As

well as the daily face to face capacity the practice will also offer over 40 telephone calls to patients wishing to speak to a doctor and many more nurse and nurse practitioner appointments.

However, where as the practice wants to offer patients as much opportunity to book appointments ahead we must also be mindful



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sometimes appointments can be forgotten and the practice had 113 appointments in which patients failed to attend during February. This equates to almost 19 hours of lost clinical time.

### Easter Opening times

The practice will be operational as usual before and after the Easter period. The practice will close from 6:30pm on Thursday 29th

March and re-open 8am on Tuesday 3rd April. For all non urgent health related queries during the Easter period patients are advised to call 111.

### Nominate a local Pharmacy

for all your medication needs. Patients are asked to nominate a local pharmacy and sign up for EPS (electronic prescriptions services). This will enable you to make requests for repeat prescriptions and in future all your prescriptions can be automatically sent to your local pharmacy. This will mean there is no need for you to attend the surgery in-order to collect your prescription. For advice on how to register for 'EPS' please to speak to your pharmacist, doctor or receptionist who will add the nomination to your medical records

### Register for online services

Having the ability to access your medical records and book Dr appointments online will require a unique log-in for patients. To register for online service please speak to one of our reception team. Registration will require at least 1 form of personal identification and you will instantly be issued with your unique log-in details.

### New website

The Limes surgery website is having an upgrade! The new online platform will offer you the facility to access many of the practice services on online. These functions include: book and cancel appointments up to 4 weeks ahead, ask the clinical team a question, track test results and referrals, complete health and medications re-



views online, request repeat prescriptions and access trusted advice on wellbeing and self help.

We expect the new website to be live on 9th April and will send you further information on how to access the website and navigate round the site nearer the time.

### PPG

The Patient Participation Group continues to represent the needs of patients at The Limes surgery. It is working with the practice management to develop the clinical model. There are some interesting and exciting plans for the future which the PPG are keen to be actively involved in the development and implementation.

If you would like to be more involved in the PPG please ask the reception team for more information