



The LIMES Surgery



Newsletter

Volume 1 issue 5
2nd April 2019

Summary:

- Travel vaccines— always give the nurse enough time to administer any vaccines required for travel
- Practice Website, it is easier to use and is full of information
- Friends and Family Test feedback
- Practice GP’s
- Research Active
- Community Navigator and the services offered
- Community Psychiatric Nurse - new service
- MyCognition App — improve your cognition
- Patient Participation Group

Travel vaccines

Patients travel around the world at all different times of the year. If you are planning a holiday to far and distant countries and think that you might require travel immunisations, please ask the nurse, or contact the surgery via the website www.thelimesurgery.co.uk in plenty of time before you go. It is best to give three month notice in case you require a full set of

Immunisations

Practice Website

Please use the surgery website where possible at www.thelimesurgery.co.uk. There is a lot of information on the website including “ask the GP, Nurse or practice a question”, this is useful if you do not want to make a telephone call and your question is not urgent. Responses are dealt with within 48 hours.

Friends and Family

The practice receives over 30 responses per month in relation to the Friends and Family feedback and acts upon responses from this feedback. Regarding appointments, the practice offers over 510 GP appointments, plus 210 Nurse appointments each week. The practice performed an audit during March 2019 and found that 159 patients failed to attend their booked appointments. This equates to 26 hours in wasted GP and Nurse time and £2470 in wasted NHS resources over the month

If you are unable to attend your appointment please kindly let us know and please keep completing

the Friends and Family forms either on the website or in reception.

Practice GPs

The practice has a stable workforce of GPs, their photos are in reception and will be on the website soon. We would like to wish Dr Khan all the best as he goes on his Paternity leave on 11th April 2019

The regular GPs are:-

- Dr Aneela Sattar
- Dr Shimali Silva
- Dr Karishma Patel
- Dr Mark Andrews
- Dr Ravi Brar
- Dr Munayem Khan
- Dr Shakib Khamkar
- Dr Abir Shaikh

You can make an appointment with any of these GPs and you can request to see the same GP each time you visit the surgery. The only time we will allocate you a GP is when you request an “On the Day” appointment.

Research Active

We are delighted to be research active again. We are working with the NIHR (National Institute for Health Research) on new healthcare and medicines opportunities before they are rolled out nationally. Current research that we are involved with are:-

- METNA RA
- Discover Me

Clasp 5 - Cancer

For further information on these studies please access the NIHR Website.

Community Navigator

The practice has access to a Care Navigator. Sylvia will be in the surgery every 8 weeks. Her role is to support any patients that do not necessarily need to see the GP but would like further information on other community services. There are leaflets in reception and the telephone number for Herts Help is **0300 123 40 44**

Community Psychiatric Nurse

We now have a Community Psychiatric Nurse attached to this surgery. Christina works at The Limes every Tuesday morning and will see patients referred by the GPs. This in-house service and reduces the amount of time waiting for an appointment within the local mental health team.

MyCognition Pro App

The practice is taking part in a digital project called MyCognition. This is a one year free access to the app based programme. The projects aims to determine if regular use of a smart brain training game can improve the cognition and to determine if it has an impact on their wellbeing.

Patient Participation Group



Lea Valley Health