



# Newsletter

# The LIMES Surgery



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## Summary:

- **The surgery continues to offer telephone & video consultations. Reviews for long term conditions & other services have re-started.**

- GP changes within the clinical team.
- Flu vaccinations—demand has increased due to COVID-19. Check your eligibility and protect yourself this Winter.
- Points to remember for urine testing and the surgery protocol.
- Nominating a pharmacy due to the new electronic prescription service.
- Useful websites for coronavirus advice and testing.

## Surgery Update

The Limes continues to operate in accordance with Government guidelines. The front door operates using a buzzer system and you may need to queue and/or socially distance outside for a short while to allow the receptionist time to deal with each patient in turn. This is to protect both patients and staff alike.

We continue to offer telephone and video consultations. Patients may be asked to attend the surgery if a GP has triaged them and considers a face to face consultation essential.

The nursing team are seeing patients for BP checks, dressings/wound care and essential injections and immunisations.

Reviews for long term conditions have re-started and the surgery has a respiratory nurse helping with asthma/COPD patients should they need to be contacted.

The surgery has welcomed back Nurse Practitioner, Karen Bentley, who will be helping with minor illness problems during the Winter pressure period.

Dr Brar's steroid injection clinics have now re-started. Patients on the waiting list can expect to be contacted over the coming weeks.

During the 3 months between July and September the surgery dealt with 16,251 incoming calls. This is before the winter season has arrived. We ask that you remember to request appointments wisely. Minor illness advice is available on our website:

[www.thelimesurgery.co.uk](http://www.thelimesurgery.co.uk)

## GP Changes

Dr Patel began her Maternity Leave at the beginning of October. We await some exciting news in a few weeks time and wish her all the very best.

Dr O'Sullivan (female) has joined the team. She will be covering Dr Patel

and hope she will remain as part of the team on a long term basis.

## Flu Clinics

Uptake for flu vaccinations has increased this year due to COVID-19 and the surgery has an expanded programme this Autumn to support the demand.

So far, the surgery has run three successful Saturday flu clinics for eligible patients with over 1,600 vaccines being administered!

The initial focus has been to prioritise those in at risk groups. From November the aim is to extend the programme to healthy people aged 50-64, subject to vaccine supply.

Don't forget if you are the main carer of an older or disabled person or if you are a household contact of someone on the NHS shielded patients list then you are advised to have a flu vaccine.

## Urine Test Protocol

Important points for patients to note when a urine test in necessary:

All samples must be supplied in a red top bottle issued by the surgery—all other bottles/containers will be rejected, including those obtained from the pharmacy.

All samples must be received with a completed form or the surgery will be forced to discard the sample.

All samples must be received by 2pm due to courier collection times and unfortunately will not be accepted after this time.

## E-Consult

Use our e-Consult system to submit symptoms or requests to a GP electronically. Complete an

online form to be triaged by the practice and expect to have your problem dealt with between 24-72 hours.

It is a quick and efficient service that could save you valuable time if a face to face appointment is not necessary to resolve your problem.

You can access the service via the website at [www.thelimesurgery.co.uk](http://www.thelimesurgery.co.uk)

Click on the "e-consult" button which is bright yellow on the home page.

## Electronic Prescription Process Reminder

The surgery is now operating a solely electronic prescription service.

**ALL** patients need to select a nominated pharmacy as prescriptions will now only be sent electronically. **Paper prescriptions will no longer be produced.**

If you do not have a nominated pharmacy you will be given a token instead of a paper prescription which you will need to take to a pharmacy of your choice. The Pharmacist will scan the bar code and download the prescription from the token and then issue the medication.

## Coronavirus Advice

A COVID-19 symptom checker for adults and children is available on this site: [www.nhs.uk/coronavirus/symptoms](http://www.nhs.uk/coronavirus/symptoms). The surgery does not have access to COVID testing. All requests for testing should be done through the Government website:

[www.gov.uk/guidance/coronavirus-](http://www.gov.uk/guidance/coronavirus-)

