



# The LIMES Surgery



## Newsletter

Volume 4 issue 2  
Jul 21

### Summary:

- **COVID restrictions at the surgery after 19th July.**
- Find out about GDPR, making an informed choice and opt-out forms.
- The Social Prescribing Service - help and support on offer.
- Text messaging service - ensure your contact details are up to date.
- Reminder that additional appointments are available in the evening and at weekends with the Extended Access service.
- New clinics run by a Dietician have begun.
- Organised health walks along the New River with the Active Herts initiative.
- Become a member of our PPG and get involved in service improving projects.

### COVID Restrictions after 19th July

You will be aware that COVID-19 restrictions will be ending on July 19th. However, at the surgery we will still require patients to:

- Wear a face mask
- Use hand gel/sanitizer
- Keep a 2m social distance

COVID-19 cases are rising rapidly nationally and we need to keep our patients (especially the vulnerable) safe, along with our staffing team, to ensure there are no disruptions to the medical services offered at the surgery.

Thank you to everyone for your continued co-operation.

### General Practice Data for Planning & Research

The data held in your GP medical records is shared with other healthcare professionals for the purposes of your individual care. It is also shared with other organisations to support health and care planning and research.

If you do not want your anonymised patient data to be shared outside of your GP practice for purposes except your own care, you can register to opt-out with your GP practice. This is known as a Type 1 Opt-out. You can find the form on the surgery website, obtain a hard copy from the reception team or opt-out online on the NHS website:

[www.nhs.uk/your-nhs-data-matters/](http://www.nhs.uk/your-nhs-data-matters/)

### Hospital & Community Navigation Service

The Hospital and Community Navigation Service is a free countywide Social Prescribing Service for Hertfordshire, designed to support individuals to improve and maintain health and wellbeing. The service

can offer support for the following:

- Vulnerable adults & older people
- People discharged from hospital
- People in need of support in their home
- People who are lonely or isolated
- Issues in relation to frailty or falls
- People with mild depression or anxiety

The service can also act as a signpost to help individuals access local services.

For more information contact Herts Help on:

Tel. 0300 123 4044

Email. [info@hertshelp.net](mailto:info@hertshelp.net)

### SMS Text Messages

The surgery has introduced the use of SMS text messaging as an alternative to letters and telephone calls to inform you of next steps relating to your health, ie blood results, letters for collection, reviews etc.

Please make sure that the surgery has your CORRECT MOBILE telephone number. If you would like to opt out of this service you must let us know in writing.

### Extended Access

Do you need a routine GP or Nurse appointment in the evening or at the weekend? A reminder that our reception team can offer you this service as an alternative, at Hanscombe House in Hertford.

Your problem will be triaged with a telephone call and a face to face consultation offered if required, the same system which already operates at The Limes.

### New Health & Wellbeing Service

Successful clinics with a Dietician are now being run on a Friday and are linked with the Active Herts programme.

The clinics, which are run by Julia Pentelow, the PCN Dietician, include interventions for diabetes, weight management for obesity and nutritional support for gastro problems such as IBS/IBD and Coeliac disease.

Weight management groups will be linked to Active Herts and include physical activity at local sports facilities for free, such as swimming. Andy Rix who runs this programme has organised a health walk on Saturday 14th Aug along the New River with a stop off for refreshments along the way.

For more details go to:

[www.activeherts.org.uk](http://www.activeherts.org.uk)

### Patient Participation Group

Do you have some spare time and would like to support the surgery and wider local community by getting involved in service improving projects?

The Core PPG group meet every 2 months with key members of the practice team (virtually at present). All age groups across the patient community would be welcome. If you would like to play a part within the group please let our reception team know or email

[limes.ppg@nhs.net](mailto:limes.ppg@nhs.net)

