



Newsletter

The LIMES Surgery



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Summary:

- **Seasonal Flu Clinics are in full swing at the surgery with 1,200 approx. vaccinations so far.**
- COVID-19 boosters are being given at the local Hub which has moved to Bishop's College, Cheshunt..
- An increased number of face to face appointments are being offered daily.
- Latest GP changes announced.
- Zero tolerance towards verbal or aggressive behaviour directed at staff & clinical team.
- Useful mental health self-referral information.
- Details of latest Active Herts "Wellbeing Walk".

Flu Clinics

The surgery is just planning its 6th Saturday flu clinic of the season, with approx. 1,200 vaccines administered so far.

Eligible patients are encouraged to make an appointment:

- Those aged 50 years +
- Pregnant Women
- Carers/Health & Social Care Workers

People in a clinically at risk group
Close contacts of immunocompromised people

Covid-19 Booster

The COVID-19 booster programme is well under way, including two clinics held at the surgery alongside the weekend flu clinics. Unfortunately, booster vaccination clinics are no longer available locally at Barclay Hall, but will be down in Bishop's College, Cheshunt. When you are contacted and your appointment is booked you will be supplied with an information leaflet and guidance on parking etc.

The vaccination is available for eligible people 6 months after their 2nd dose.

Surgery Update

The Limes continues to offer telephone and video consultations with the number of face to face appointments with a GP substantially increasing over recent weeks. Nurse appointments remain face to face, as they have throughout the whole of the pandemic period.

COVID-19 remains a serious health risk, particularly as we move into the Winter months. Patients visiting the surgery are asked to continue to wear face coverings, use hand sanitizer and keep a 2m distance to protect both vulnerable people and staff.

GP Changes

Dr O'Sullivan began her Maternity Leave at the beginning of October. We await some exciting news very soon and wish her all the very best.

We are pleased to welcome Dr Patel back from her period of Maternity leave.

Zero Tolerance

The Practice takes it very seriously if a member of staff or one of the Clinical team is treated in an abusive way. All our staff aim to be polite, helpful and sensitive to all patients' individual needs and circumstances.

Patients are respectfully reminded, especially in these challenging times, that often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations all at the same time. Aggressive or abusive behaviour will not be tolerated. This includes verbal abuse in any form, using bad language or swearing at practice staff.

Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot.

Mental Health—self referral for help

This is a time of increased anxiety for many people. You do not need to see your GP first before accessing the following:

Herts Help—a signposting and advice service which can direct people to the right support—0300 123 4044 or email

info@hertshelp.net

Hertfordshire MIND Network crisis helpline—01923 256 391

NHS HPFTs Single Point of Access for Herts residents with a mental health problem: 0300 777 0707 or 01438 843 322 out of hours or email

Hpft.spa@nhs.net

Samaritans—116 123 (open 24/7)

The NHS "Every Mind Matters" website has expert advice and practical tips for people with anxiety, low mood and sleep problems

www.nhs.uk/oneyou/every-mind-matters

For young people aged 12-25 there is an excellent resource at

www.kooth.com

Active Herts Wellbeing Walk

Every Wednesday 9.30am-10.15am

(from Peace Cottage 55 Lord Street)

Looking to enjoy some fresh air whilst meeting new people? Why not take part in this lovely walk around Barclay Park.

Remember to wear comfortable footwear and take a bottle of water with you.

Afterwards walkers can enjoy tea or coffee back at Peace Cottage for a small contribution of £2.

Distance covered: 3km

Terrain: Flat & paved

Cost: FREE

(Dogs not allowed on this walk)

