



### Surgery Updates

#### Staff Updates

##### **Congratulations & Welcome**

We are an accredited Training Practice which means that we meet the high standards of clinical care set by the East of England Deanery to teach medical students and qualified doctors in their foundation and specialist years.

As a training practice, we would like you to join us in congratulating Dr S Patel on passing all his recent exams and becoming a fully qualified GP. We would also like to welcome him to the Lodge Surgery as a salaried GP.

We also welcome Dr T Ranjan, Dr K Kaur, Dr A Banu, Dr R Warraich and Dr G Baretto to our Training Practice.

##### **Goodbye to**

We would like to say farewell to our Medical Secretary Monica, who has retired this month. Monica worked with us at The Lodge Health Partnership for over 15 years. We would like you to join us in wishing Monica all the best with her future.



#### **Coding Team**

This month we would like to introduce you to our coding team.

##### **What is a coder?**

Our coders read every single letter and email that is sent to us. They then highlight any diagnosis and any tests that have been done by other services for a patient's medical records, this is known as coding. They then send the document on to the correct department to action. This may be the GP for medical diagnosis follow up or the SCA team for follow up blood tests or referrals.

Our coders work 7 days per week and on average they read/code 200 emails per day, 100 online uploaded documents and 50 postal documents. This totals to over 2000 documents per week that are read word by word and processed as necessary.

Depending on which department you have seen, depends on how quickly the letters are sent to our coders. Departments that are more urgent for example, Oncology. Letters are sent very quickly after appointments usually in a matter of days to ensure the continuity of care.

Cardiology/Diabetes/Respiratory etc. are usually sent to the coders within a few weeks of your appointment and other non-urgent clinic letters, for example, Orthopaedics can sometimes take a few months to be sent to the surgery.

The coding team work closely with the SCA team and Medical Secretary team to chase any outstanding urgent clinic letters to make sure we are up to date on any changes to medication/urgent blood tests.

The team also process all the DEXA and Mammogram scan results which arrive in the thousands into the surgery.

When you register at The Lodge Health Partnership, our coders download the electronic transfer of your records. If this download fails or incomplete data downloads, the coding team must summerise your paper documents after they arrive, this usually takes around 8 weeks to be received by the surgery. Summerising consists of checking the whole paper record against the electronic record to make sure nothing is missing. If any data is missing the team must code the missing data into your records. They summerise around 30 sets of notes each week.

#### **Blood Tests**

##### **How we contact you**

When you are due a blood test our admin team or a GP will contact you. This will either be by telephone to make you a surgery appointment or we will text/email you a link to your blood test form. This link will contact the word accurx and is a genuine message from the surgery. We ask that you attend for your bloods as soon as possible or when directed by the GP if a follow up blood test is required.

#### **Blood Tests**

##### **What you need to do**

If you are sent a link containing your form. Please print this form at home and take it with you to your local walk-in blood clinic. They are unable to print the form for you. If you are unable to print at home, please collect a copy of your form from the surgery. If you are housebound, we can organise for the community team to take your bloods.

#### **Blood Tests**

##### **Where you need to go**

The details of the local blood clinics and the times can be found on the bottom of your blood form. They will be unable to see you if you do not have a paper copy of your form.  
  
Children under 5 must be seen in a paediatric clinic with a booked appointment slot. We will send you the details of this clinic with your form.

## Know Yours Numbers! Week

Every September, blood pressure checks are taken by thousands to prevent heart attacks and strokes.

Previously, hundreds of organisations took part, setting up Pressure Stations in public places across the UK. From hospitals and health centres to offices, car parks and supermarkets. Even the Royal Albert Hall. Today, the Know Your Numbers! Week focus is on home blood pressure monitoring, as it's the easiest way to find out your blood pressure numbers.

The Lodge Health Partnership will be taking part in KYN Week and will be hosting Pressure Stations at all 3 surgeries from 4<sup>th</sup> – 8<sup>th</sup> September between 1pm-2pm.

We also have a blood pressure machine in every waiting room during our opening hours that can be used by our patients if they do not have a machine at home. (Please remember to sit quietly for 5 minutes before taking a reading)

We would also like our patients to prioritize taking their blood pressure throughout September and if you notice your blood pressure average is over 135/80, please submit your weeks readings to the surgery for review. We will contact you if you need a review with a GP.

- If your BP is under 120/80 this is considered a normal blood pressure. Please recheck every 5 years
- If your BP is between 121/81 – 139/89, you are at risk of a high blood pressure. Please submit 7 days readings, taking 1 in the morning and 1 in the evening and submit your readings to the surgery.
- If your BP is between 140/90 - 159/99, please book a routine GP appointment, purchase a BP machine for home and take 4 days readings twice daily before your appointment.
- If your BP is over 160/100, please contact the surgery for a same day/next day appointment for a review.

**MAKE THE TIME EASE YOUR PRESSURE**

**Blood Pressure UK**  
Helping you to lower your blood pressure

**Your blood pressure is important no matter your age.**  
Taking the time to know your numbers will help to stop stroke and heart disease and could save your life.

**Know Your Numbers!® Week 2023**  
**4-10 September**  
[bloodpressureuk.org](http://bloodpressureuk.org) #KnowYourNumbers

Blood Pressure UK is an operating name of the Blood Pressure Association.  
Charity Registration No: 1092044



**Planned roadworks around the surgeries.**

**A414**, from 9.30am September 4 to 3.30pm September 8, slight delays (under 10 minutes): A414 both directions, Park Street Roundabout to Breakspear Way Roundabout- mobile lane closure for horticulture (cutting and planting) on behalf of National Highways. May affect patients travelling from Hemel Hempstead to Highfield for appointments.

**Waverley Road**, Multi-way signals 10:00am August 29 to 11:59pm September 8. May cause minimal delays for appointments at The Lodge Surgery

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