



### Surgery Updates

#### Redbourn Update

We are shortly due to have building works carried out at Redbourn Health Centre to replace the stolen roof which unfortunately caused a large leak into our upstairs offices and through to our reception waiting room. We are sorry for any inconvenience this may cause to our patients with reduced seating and building work noise. We aim to have this finished as quickly as possible.

#### Wellness Walk for Charity

A big Congratulations to our SCA's Lyn and Renay on completing their fundraising Trek 24 for East Anglian Air Ambulance. They walked the 26km on 1<sup>st</sup> July in 5 hours with lots of photo stops along the way to keep us updated on their progress and the lovely Suffolk views.

#### Parkrun for the NHS

A big well done to all our staff who participated in supporting the St Albans Parkrun for NHS 75 on Saturday 8<sup>th</sup> July. A lot of fun was had with a lovely atmosphere and collaboration with neighbouring practices. We would like to wish a well done to those who took part in the run. We hope you had as much fun as we did.



### Senior Clinical Administrators

We would like to introduce you to some of our teams behind the scenes and what they do.

Our SCA team was a new introduction to the Lodge Health Partnership in early 2022. The aim of the new team was to reduce the GP admin time to allow our GPs to see more patients.

The team consists of 5 members of staff: Kate, Katie, Carol, Renay & Lyn. Here's what they do...

**Online enquires:** They manage all the prescription requests, feedback forms, test result requests and cancellations that are received through our website.

**System Tasks:** They receive between 50-70 tasks a day from the admin teams, reception, nurses, and GPs. These tasks range from referrals to local services and community nursing teams to raising and sending out the blood forms that the GPs have requested. They also manage all the admin for our fit note requests from patients.

**Future Tasks:** The team manage all the future tasks that are set for patients. From follow up referrals for repeat scans to regular blood tests for medication monitoring.

**Lab Tests:** The SCAs liaise with all the GPs to ensure that lab results are received by the correct clinician and moved to another clinician if the named GP is on holiday. This is to ensure the continuity of care for our patients.

**Documents:** The team are sent any documents that are received in the surgery that have any actions like onward referrals or blood tests.

**Bereavement Documents:** They support and liaise with the loved ones of our patients who have passed. They assist the GP's in completing the required documents and work closely with the coroner's office to ensure that the continuity of care continues even after life.

**Blood Pressures:** The team average all blood pressures that are sent into the surgery by patients and alert the GPs when these fall out of expected ranges.

**Group Clinics:** You will see the team facilitating our video group clinics that are currently being offered for menopause and soon they will be offered for more areas to help you get more understanding of your health and wellbeing.

### 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.

## Are you up to date with your MMR?

### General

- Measles cases are rising in England and across Europe
- Measles can make children seriously unwell with one in five needing a hospital visit.
- One in 15 children develop serious complications from a measles infection, which can include meningitis and blindness.
- There is no medical treatment for measles; vaccination is the best protection against becoming seriously unwell.
- The Measles, Mumps and Rubella (MMR) vaccine is safe and has been used since the early 1980s.
- Over 20 million cases of measles have been prevented since the start of measles vaccination in the UK. Over 4,500 lives have been saved as a result (81 lives per year) \*source is UKHSA blog.
- MMR vaccination is free on the NHS with the first dose being offered when a child is one and the second at 3 years and 4 months old. This provides long lasting protection against measles, mumps and rubella which can cause long term health conditions such as blindness and asthma.
- Vaccination is the best way to protect a child from becoming seriously unwell from preventable diseases such as measles.
- The evidence is clear; there is no link between the MMR vaccine and autism.

### Call to action

- If your child has missed their first or second dose of MMR vaccine contact us to book an appointment.
- If you are unsure if your child is due a vaccination or has missed a vaccination, checked their red book or contact us and our reception team can check for you.
- For adults, it is never too late to catch up on your MMR vaccinations, contact us for more information.
- For more information visit the **NHS website**



The graphic features a teal background. On the left is a stylized illustration of a hospital building with a white 'H' on a blue square above its entrance, and a white ambulance with a red cross on its side parked in front. To the right of the building is the NHS logo in white text on a blue rectangular background. Below the logo, the text '1 in 5' is displayed in large white font on a dark teal rounded rectangle. Underneath this, the text 'children with measles need a hospital visit.' is written in a smaller white font. At the bottom, the text 'Make sure your child is up to date with their vaccinations.' is written in a bold white font.