



An insight into our surgery day to day

As a surgery we work hard to ensure our patients receive the best care as well as the surgery being able to accommodate our 22,000 patients. Below is a graph to show how many calls we receive in a month. As you can see in October we received almost 35,000 incoming calls.



Each day we offer a variety of appointments across our three surgeries

- On the day triage – These are telephone call backs for urgent problems, the duty doctor for that day will call these patients and see them in surgery if necessary
- On the day GP face to face appointments – these are released at 8am and can be booked into through reception
- On the day GP telephone consultations – these are released at 8am and can be booked into through reception or online
- Prebookable GP face to face or telephone consultations – these can be booked up to 4 weeks in advance through reception or online
- Econsult – Our GPs use this blocked time for our patients contacting us through econsult
- Minor illness appointments with a Nurse Practitioner on the day- available to book from 8am online and through reception.

Using our econsult is a great way to contact us for non-urgent enquiries, we aim to deal with all enquiries within 72 hours and often sooner. This also frees up our phonedlines allowing urgent calls to reach us quicker.

We have a helpful flow chart on our website to show how our appointments are booked with the most appropriate healthcare professional.

[Click here to view the appointment flowchart](#)

Our Visit From Our Local MP

The surgery invited Daisy Cooper (St Albans MP) to visit us on 1st November to experience first-hand the pressures that GP surgeries are currently under. We discussed the recruitment crisis in primary care, the workload pressures we are experiencing due to the pandemic and explained what this looked like. We also talked about the negative press that GPs are receiving at the moment and the effect this has on morale and recruitment and that unfortunately this seems to give the green light for some patients to be abusive to our team. We asked for her help to change the narrative locally, we are as frustrated as our patients and we are all patients too somewhere and experiencing the same problems. We are all working incredibly hard in very difficult circumstances. We also discussed with her that many ailments can be seen by alternative clinicians to GPs and for her help to promote this with the community. She spent some time with the Practice Manager, a GP Partner and in the reception area. We are very grateful that she took the time to come and visit us in her busy schedule.

**JOIN
OUR TEAM**

We have vacancies for the following positions Full or part time receptionists

Full or part time Practice Nurses

Part time advanced nurse practitioners

4-8 session GPs

Please spread the word and for more information and to see the job descriptions please visit [The Lodge Health Partnership \(lodgesurgery.co.uk\)](http://lodgesurgery.co.uk)

**COVID-19
BOOSTER
SHOTS**

Booster vaccine doses will be available on the NHS for people most at risk from COVID-19 who have had a 2nd dose of a vaccine at least 6 months ago. You will be contacted by text or phone when you are due and can book in using the link. If you are also due a flu vaccine this can be given at the same appointment

Community pharmacy referral scheme



We are participating in a new service from 8th November 21 that will direct patients to the most appropriate healthcare professional when booking an appointment, which may be a local community pharmacist either virtually or at their pharmacy. We believe this will benefit you as a local pharmacist is a highly trained and skilled clinician experienced in treating minor illnesses and should be able to offer you an appointment quicker. This will help free up GPs to deal with more complex health needs and ensure everyone gets treated at the right time, by the right healthcare professional. <https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf>



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