



# The Lodge Health PARTNERSHIP

Lodge Highfield Redbourn

LODGE, HIGHFIELD &  
HIGHFIELD SURGERIES

NEWSLETTER DATE:  
10/07/2022



## NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

### Don't forget to download the NHS app

It offers many services that will reduce your need to contact the surgery for information

Test results can be accessed directly online via the NHS app, you will need to ask the surgery to give you enhanced access to the app, you can do this by e-mailing us

at [lodgesurgery@nhs.net](mailto:lodgesurgery@nhs.net). If you want more information about the app please go to [www.nhs.uk/nhs-app/about-the-nhs-app/](http://www.nhs.uk/nhs-app/about-the-nhs-app/)



A huge congratulations to Danielle, our deputy practice manager who welcomed a beautiful baby girl Isla Robyn on 3<sup>rd</sup> July

We wish you all the best enjoying motherhood and can't wait to meet her

***A warm welcome to Andrew who has joined our team as a mental health nurse***

***Andrew is able to triage and identify suitable pathways for patients over the age of 18 who contact the surgery with primary mental health issues offering telephone and face to face appointments***



**Welcome to Stacey, our new covering deputy practice manager**

**We have welcomed two new receptionists Hannah and Jayne**

**Welcome to the team**

***Welcome to Amy Papai***

***Amy is our new Physician associates (PAs) are healthcare professionals with a generalist medical education who work alongside doctors and nurses providing medical care as an integral part of the multidisciplinary team. PAs work under the supervision of a doctor but can work autonomously with appropriate support physician associate***



## Vaccinations

FLU – It is almost that time of year again when we will begin calling our patients for their flu vaccinations. These are likely to be offered alongside a covid booster for those eligible

FLU – All over 65's

18-64 year olds at risk

2-3 year olds (Nasal Spray)

Covid Boosters – All over 50's

18-50 year olds at risk

Please look out for your text message inviting you to book

### **Our appointment system has changed**

As a surgery we constantly look at our way of working and the changes, we can implement to make things better for our patients and staff alike. Throughout covid our face to face appointments were greatly reduced and the large majority of our initial consultations were made by telephone. For many this was a convenience as it meant not taking time to attend appointments. However we are aware of how important face to face appointments can be. We have restructured our appointment system and made 90% of the appointments we offer face to face as standard and allowed our reception team to change appointments to either telephone or face to face depending on what the patient prefers.

### **Emergency on the day appointments**

We have made changes to our emergency appointments, these are released on the day at 8am. These were often used when there were no prebookable appointments available. These will now be strictly reserved for acute on the day emergencies. Please bear this in mind if our reception team advise you that they are unable to put you on this list. We will try to accommodate another appointment for you as soon as possible

**Sick note requests** – Before requesting these please make sure you have self-certified for 7 days. Sick notes require a doctor's signature and so are not something that can be provided last minute. Sick notes are not considered clinically urgent so once you have requested one, please refrain from chasing them up as these are done as soon as we are able to

**Online requests** – We are finding that patients are making duplicate requests by contacting us online and then by phone and email. Please only contact us using one avenue. We will process your requests as soon as possible. It is not a good use of resources when we are going through duplicate work. Thank you for your understanding



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