October 2023



Working together effectively to enhance the health and wellbeing of our communities.

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

## **Surgery Updates**

# Congratulations to our Practice Manager Liz!

The 11<sup>th</sup> October was the Hertfordshire & West Essex Primary Care Achievement Award Ceremony and our very own Practice Manager, Liz Richards, won the award for

'Excellence in supporting staff, Health & Wellbeing'

The partnership is incredibly proud of Liz and values all she does to support the practice. Please join us in congratulating Liz on her award.



#### 02/10/2023

Today marks my 30-year anniversary of being a Partner at The Lodge Health Partnership and I want to thank you for your very kind words and messages.

30 years ago, today I joined a Practice of about 8,000 patients based at one site: The Lodge Surgery in Normandy Road. Today we have over 20,000 patients spread across three sites and the changes have been marked and varied in several ways.

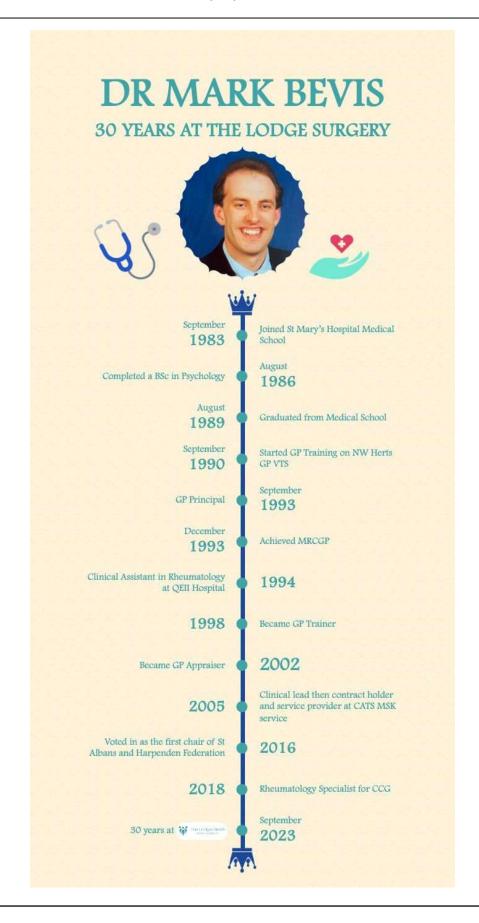
What initially attracted me to The Lodge was the people that I would be working with. I recognised in my new colleagues a desire to provide the highest possible standards of medical care to patients and to work in a supportive, learning and innovative environment. Having a good laugh from time to time was also just as important!

Today, I'm pleased to say those qualities are as much, if not more, in evidence. I remain proud to be a member of The Lodge Health Partnership Team as we continue to offer excellent care and support one another in a few ways.

Thank you for making it such a wonderful place to work. The 30 years have flown by!

Very best wishes and grateful thanks to you all.

# Celebrating 30 Years at The Lodge Health Partnership 02/10/2023



## **Appointment Cancellations**

## Did not attend!

In September **203** patients did not attend their appointments.

If you are unable to make your appointment, please cancel it for another patient.

## **NHS App**

## Did you know?

If you are unable to attend an appointment, you can cancel this through the NHS app.
Please go to the appointments section and select GP appointments and then choose to cancel.

# Reminder Text

## You can cancel.

The Lodge Health Partnership sends reminder text messages to patients that have appointments booked in advance. This text contains a link to cancel if you are unable to attend.

If you have opted out of text messages from the surgery, you may not receive this message.



## Changes from 30<sup>th</sup> October 2023

We are aware that there is a lot of uncertainty around the new changes to the way we work. This is a change being implemented across NHS England and in the near future all GP surgeries will implement the same change.

We have seen recent positive feedback from patients who are registered at other surgeries, and we hope that we can make it work you our patients in the same way.

The Lodge Health Partnership would like to answer some of the common questions being asked in the surgery and via our social media pages and the local Facebook community groups.

#### What should individuals with learning disabilities do or those who need additional help?

Nothing will change in the way these individuals contact our surgery. This is also the same for those who do not have internet access, for example, our more elderly patients. Those patients who are unable to complete an eConsult online should continue to contact the surgery by phone or in person. A member of the team will then fill out an eConsult on the patient's behalf which will be sent to the same triage GP. An appropriate appointment based on symptoms will then be offered. If there is a carer or family member who can complete the eConsult on their behalf, then they will be encouraged to do so but we will be on hand to help any patients who need additional support.

#### How quickly will an eConsult be looked at?

We will have an allocated GP each day to deal with the eConsults and the opening times for the form will be limited over the weekend to avoid a backlog on a Monday morning. They will reopen on a Sunday evening to allow patients to submit for a Monday morning. Obviously, there will be obstacles to overcome for all in the first few weeks as patients and staff get used to the new way of working/contacting the surgery. By asking those able to complete online, it gives our reception staff the time to help those who cannot. By submitting an eConsult on behalf of a patient it means that all the enquiries are submitted in the same way and will all be seen by the Triage GP.

## Will booking an appointment for an annual review need to be triaged by a doctor?

The process will be closely monitored in the first few weeks so we can adapt and change to what works best for us and our patients. As it stands, we will currently have a small admin team working in the same office with the triage GP. Any routine reviews will be briefly discussed with the triage GP to make sure we offer an appropriately timed appointment for your needs; you will then be contacted to book an appointment. Please use the section on the eConsult for reviews for long term conditions, medication, or contraception. This will allow you to submit the correct information for your condition.

## Will my information be shared with non-clinical staff?

Your information will not be shared with anyone who doesn't already have access to it. All our staff sign a confidentiality agreement as part of our employment and each department has a specific role in different parts of the patient medical records.

Admin staff will work closely with the triage GP to ensure that all eConsults are managed and the appropriate appointments/advice is offered to the patient while maintaining confidentiality.

## I thought GPs are busy nowadays so how can they have time to triage the eConsult?

Looking at our current way of working based on a diary view from 02/10/2023, we had 2 on the day duty doctors whose appointment lists were usually fully booked within 45 minutes of opening. We then also had 13 GPs with pre booked appointments usually booked 6 weeks previous and when appointments are released, they are usually fully booked for that whole week within 48 hours of being released. We then also had 6 Nurses with fully booked clinics. We have received lots of feedback from patients that they are never able to get an appointment.

Looking at the diary for 07/11/2023 we will have 1 triage GP working closely with admin to triage on the day eConsults. We will then have 1 GP who will deal with patients who need to be seen on the day. We then have 14 GPs who have allocation for a mixture of 24-hour, 72 hour and 2–4-week appointments. This means that there will be fair availability for all needs. We also have on this day 8 nurses for nurse appointments and reviews.

## eConsult does not have my condition listed, what do I do?

You can free type a key word, i.e Knee in the search box and the eConsult will bring up some suggestions.

We are welcoming all feedback positive or not to help us make this new change work as best as possible.