



### 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.

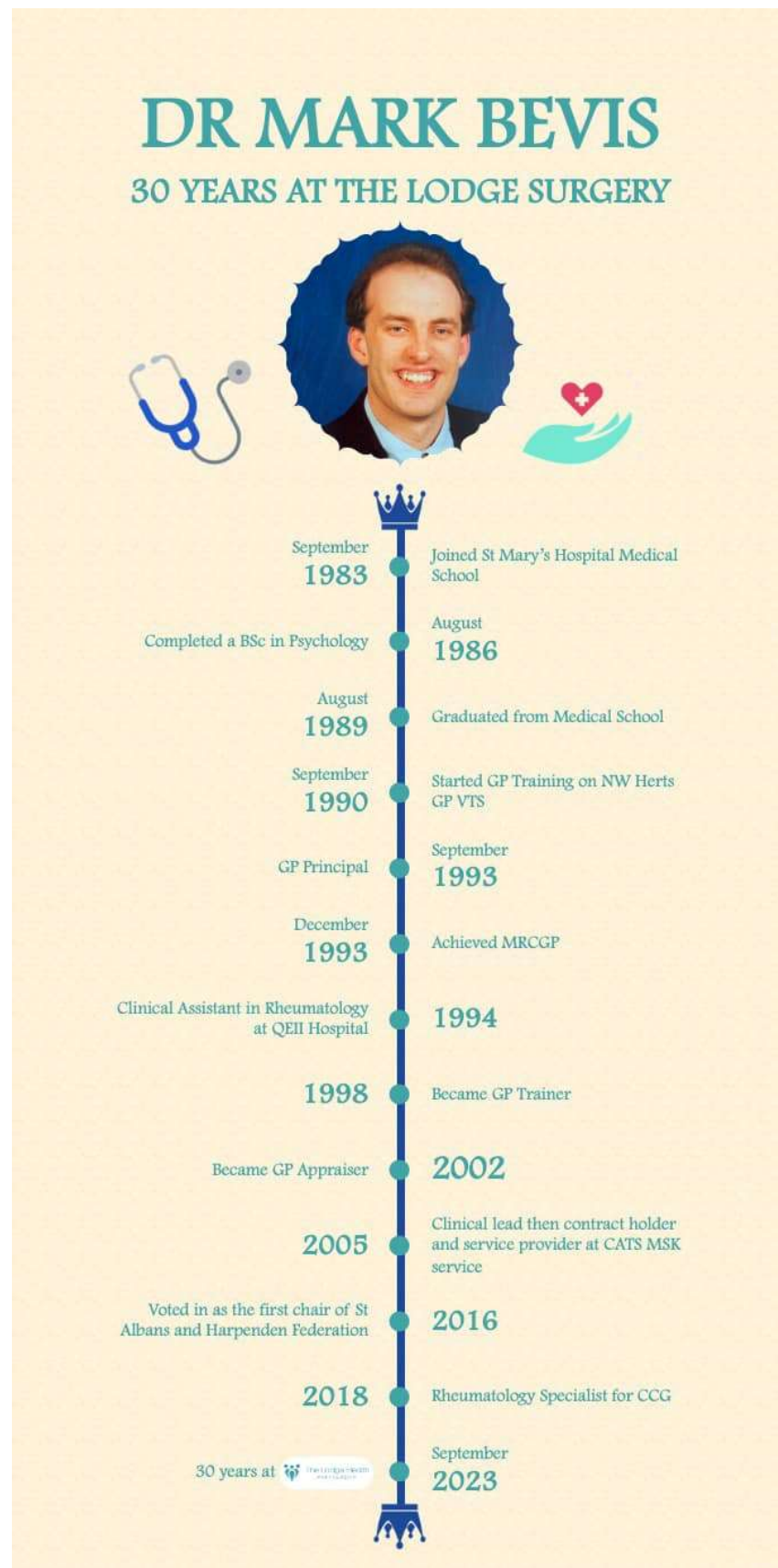
What initially attracted me to The Lodge was the people that I would be working with. I recognised in my new colleagues a desire to provide the highest possible standards of medical care to patients and to work in a supportive, learning and innovative environment. Having a good laugh from time to time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

