

Redbourn Health Centre

Lodge, Highfield & Redbourn Surgeries

Autumn Newsletter



New Exciting Partnership

Providing Local Care to our Communities

Redbourn Health Centre recently joined with Lodge and Highfield Surgeries in St Albans and we have been busy developing our team here both in numbers and to ensure we provide the best possible service to our patients. You may be aware that the NHS and General Practice have seen the highest levels of demand ever. Bringing together Practices mean that we can continue to provide full services on all sites as well as offer specialist or multi-disciplinary care that otherwise would not be available, e.g. minor surgery, yellow fever vaccinations and more. Patients are now able to make appointments at any of our sites should you so wish – details and addresses of all Surgeries can be found on www.lodgesurgery.co.uk. This also means that if you move house in or around St Albans, you may be able to stay registered – please ask at reception.

WE ARE NOW OPEN ALL DAY!

Please note that Redbourn Health Centre is no longer closed at lunchtimes. New Practice opening hours are Monday to Friday: 8.00am to 6.30pm.

The only planned exceptions to this will be protected time for staff training. Every three months, the Practice closes for an afternoon so that the team is able to do their mandatory training and development. Details of closures will be notified on the website.



PRESCRIPTION REQUESTS – CAN BE MADE UP TO A WEEK IN ADVANCE

Please monitor your medication so that you do not risk running out or are storing too much. A minimum of two whole working days must be given to request a prescription but we will accept requests a week in advance or slightly longer in exceptional circumstances.

Patient Access



Introducing the all-new improved Patient Access - Helping patients take control over their healthcare! Patient Access has working hard behind the scenes, adding some exciting new features to making it easier for you to use. Please log on to our new website <https://www.lodgesurgery.co.uk/> and follow the instructions to register for online access.

PATIENT FEEDBACK

We are always happy to hear our patients' feedback and suggestions. Using your feedback, will enable us to identify the things we are doing well – so we can keep on doing them – and also where we can improve. We will look at how we can make practical changes to how we work to improve the care we give to our patients.

