

The LIMES Surgery

Newsletter

Volume I, issue I

Summary:

- Lea Valley Health is on track to take over the delivery of GP services at The Limes from 1st February
- There will be an extensive GP workforce at The Limes surgery. Dr's Andrews, Sami and Verma will continue to support the practice.
- There will be over 500 face to face doctor appointment's available every week
- The surgery will continue to offer extended access to Primary Care services outside of usual practice hours
- The surgery will be getting a new website which offers patients a lot more online functionality to better manage their needs

Lea Valley Health is delighted to be successful in its bid to support the delivery of GP services at The Limes practice from 1st February. Lea Valley Health is a federation of member GP practices based in south east Hertfordshire. The federation was set up to facilitate local GPs to develop good working relationship between neighbouring practices and to improve services so that patients receive the right care at the right time in the right place.

Lea Valley Health is excited to be working with The Limes surgery to develop the practice and ensure it continues to thrive in the longer term.

It has been a busy mobilisation period to ensure the seamless transition from the current partners but are on target for the Go-Live on 1st February. Lea Valley Health is grateful to the Practice's Patient Participation Group for their support during the mobilisation period and keen to work collaboratively with them to develop the service .

The service model

Overall the service will be similar to how the practice currently operates. It remain open between 08:00—18:30 Monday to Friday. The surgery will have at least 33 GP sessions / week which offers over 500 face to face GP appointments throughout the week. The appointments will be aligned into either 'routine' or 'same day". Patients will be able to book routine appointments up to 4 weeks in



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advance and request same day emergency appointments from 8am (either via telephone or walk into the surgery) .

The Doctors

Lea Valley Health is delighted Dr Andrews, Dr Sami + Dr Verma will continue to support the prac-

tice. Dr Blankfield will be retiring at the end of January and we wish him all the best for the future.

Lea Valley Health can also confirm Dr's Achiriga and Harrap will continue to support the practice as well as several new doctors will be joining the team.

The Nurses

Jane, Val and Kay will continue supporting the practice and longer term we hope to further develop the nurse practitioner role to offer minor illness management Monday- Friday. We will also be considering a more diverse workforce including a practice pharmacist.

The team..... that make everything happen!

Lea Valley Health is pleased that the entire practice administrative team will continue to support the surgery after transition in early February.

We hope you find this newsletter useful and will continue to publish a monthly update on the practice development as well as various public health initiatives.

New Opportunities

Extended Access

Lea Valley Health is keen to continue to offer extended access to Primary Care services outside of the usual practice hours (08:00—18:30). Working with the Patient Participation Group (PPG) + NHS England we will develop services that best fit the needs of the patients. It is anticipated the practice will be able to offer late night GP appointments at least twice a week as well as some Saturday mornings. Longer term there is a national drive to develop access to Primary Care services 8am to 8pm, 7

days a week and we will work with our neighbouring Doctor's surgeries to develop that offer

Website

Lea Valley Health has commissioned a new website for all its member practices. The website is a highly interactive platform that offers patients the facility to manage many of their Primary Care needs online. This might include booking / cancelling appointments, seek self help advice and guidance, ask the clinical team a question, or perhaps request test results. Lea Valley Health will be implementing the new website at

The Limes surgery over the coming months.

A note from the Patient Participation Group

The recent past has been very difficult for patients. We have lost a number of doctors most of whom had been with the practice for a long time and whom we had come to trust and form good doctor/patient relationship. The PPG has been encouraged by the forward planning and new ideas that are being proposed by Lea Valley Health and look forward to working with them to influence how services are delivered at The Limes practice.