



The Limes Surgery Autumn Newsletter

Hello from the team at The Limes. As the weather turns, respiratory bugs do the rounds but there's lots you can do to stay well. Below you'll find everything you need to know about this autumn's **flu**, **COVID-19** and **RSV** protection, plus practical winter-wellbeing tips.

New Signage at the Surgery

We have recently installed new signage outside the building to make it easier for patients and visitors to locate the surgery, and clearly identify the entrance. We hope this will improve accessibility for everyone coming to the practice.

If you know of someone who is not registered with a GP or who is moving into the area and needs to register with a GP service, we welcome new patient registrations.

All they need to do to register is

- Visit the surgery website
- Or pop into reception



Expanding our Nursing Team

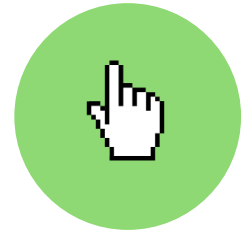
We are delighted to announce that our nursing team has grown to help us meet the needs of our patients more effectively.

- **Emma Lewis, Practice Nurse** – has joined us with a wealth of experience in general practice nursing, including chronic disease management, wound care, and health promotion. Emma will be a great asset to the practice and our patients.
- **Amy Revell, Health Care Assistant (HCA)** – recently joined the team to support patients with health checks, blood pressure monitoring, phlebotomy (blood tests), and lifestyle advice.

With the expansion of our team, we hope to improve access to appointments, and enhance the services we provide to our community.

New Triage Model

On **1st February 2025**, we introduced a new way of managing all clinical and administrative requests. This system commonly known as *triage* is aligned with the Government's mandate to improve access to healthcare.



How it Works

- **All patient appointment requests are reviewed by the duty GP**
This ensures a faster, doctor-led approach to care, removing the need for the "8am rush" to book appointments.
- **Submit your request:**
 - Through the **NHS App** or **our website**.
 - If needed, a family member or carer can complete the request on your behalf.
 - If you cannot access online services, please speak to our reception team for assistance.

We are grateful for your support as we embed this improved system and make access to our services easier and more efficient.

Working Together in Our Primary Care Network (PCN)



Did you know ... through our **Primary Care Network (PCN)** we can offer access to a wider range of healthcare professionals and services.

A PCN is a group of local GP practices working together, alongside community, mental health, social care, and voluntary services. By joining forces we can provide more joined-up care and better support for patients.

We now offer

- Pharmacy Service
- Social Prescriber Service
- Respiratory Service
- Health and Wellbeing Service
- Vaccination Service

We also provide an **Enhanced Access Service** at **Amwell Surgery**, which offers evening and weekend appointments, including GP and practice nurse appointments. Please speak to our reception team if you would like more information or to book an appointment

Winter Vaccinations



Flu (NHS seasonal programme)

- **From 1 September**
Children (ages 2–16)
Children in clinical risk groups (6 months–17 years)
Pregnant women.
- **From 1 October**
Adults 65+
Adults 18–64 with certain long-term conditions
Carers
Care-home residents
People living with someone who's immunocompromised
Frontline health and social care staff.

COVID-19 autumn booster

- Available for:
Adults 75+,
Older-adult care-home residents
People aged 6 months+ who are immunosuppressed.

RSV protection

- **Pregnancy**
A single RSV vaccine from 28 weeks in every pregnancy to protect your baby over winter.
- **Older adults**
Routine programme for those turning 75, with a one-off catch-up now extended to adults 80+ and care-home residents (given alongside COVID vaccine where appropriate).

How to Get Vaccinated With Us

- **Saturday flu & COVID clinics**
Saturday 8th November
- Eligible patients will have been contacted with booking information. If you have missed this then contact the surgery to arrange an appointment.
- Weekday clinics in practice
- **Children's flu** is usually a quick **nasal spray** at school or in practice clinics (we can advise if your child missed a session).

- **Pregnant patients** can book RSV and flu through maternity services or with us; COVID eligibility depends on age/clinical status.
- **Housebound/care homes:** we're coordinating visits with community teams — no need to call, we'll arrange and confirm.
- You can also check national availability via the **NHS App/website** or **119**

Pharmacy First - Help for Common Winter Illnesses



Your community pharmacist can assess and supply treatment for **seven common conditions** without a GP appointment (where clinically appropriate): **sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, and uncomplicated UTIs in women.**

It's fast, convenient and helps keep GP appointments free for those who need them most.

Stay Well This Winter: Simple Steps That Make a Difference



- **Vaccinate if eligible** (flu, COVID-19, RSV) — it's the best protection against severe illness.
- **Keep warm:** aim for **at least 18°C** in rooms you use regularly, especially if you're 65+ or have heart/lung conditions.
- **Hand hygiene and tissues:** regular handwashing and catching coughs and sneezes reduce spread.
- **Medication check:** keep a small supply of over-the-counter pain/fever relief and your regular prescriptions; **order repeats early** before bank holidays.
- **Know where to get help:**
 - **Self-care / Pharmacy First** for minor illnesses.

- **NHS 111** online/phone for urgent advice when we're closed.
- **999 / A&E** for **life-threatening emergencies** (chest pain, severe breathing difficulty, stroke symptoms, heavy bleeding, etc.).



Frequently Asked Questions

Can I have flu and COVID vaccines together?

Yes, co-administration is acceptable and often offered for convenience. We'll advise on the day.

My child missed the school nasal flu, what now?

Contact us; we can arrange a catch-up appointment.

I'm pregnant, which vaccines should I consider now?

From 28 weeks: **RSV**; during flu season: **flu**; you may also be offered **whooping cough (pertussis)** per routine schedule. Speak to your midwife for timing.

Staying In Touch

- **Update your contact details** so we can text clinic invites to you.
- Follow our website clinic announcements and weekend/evening sessions.
- Are you a **carer**? Please tell reception so we can code your record and include you in relevant invites.



If you have questions about eligibility or the best option for you or your family, please contact the practice team, we're here to help you stay well this winter.

Warm wishes,

The Limes Surgery
GP Practice Team