



The Lodge Health PARTNERSHIP

Lodge Highfield Redbourn

LODGE, HIGHFIELD &
HIGHFIELD SURGERIES

NEWSLETTER DATE:
10/09/2021



For more information visit

[Flu vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk)

FLU VACCINATION PROGRAMME

We will shortly be starting our Flu vaccinations clinic. There is currently a delay in receiving the vaccines and we are hoping these will begin from 9th October. In the meantime, we will be inviting children aged 2-3 via text message to come in for the nasal spray flu vaccine. These can be booked online today



Huge travel disruption is expected from Monday 13th September affecting residents across St Albans and beyond as Affinity Water begin works on the Redbourn Road causing a one-way road closure for approximately 13 weeks. Please allow extra travel time if needed to make your appointments.



We are currently looking for medical receptionists to join our team with the opportunity to be trained as a vaccinator. If you are interested in this position, please contact us at Sharon.wharton1@nhs.net for more information



A warm welcome to our new team members

Susie has joined our admin team

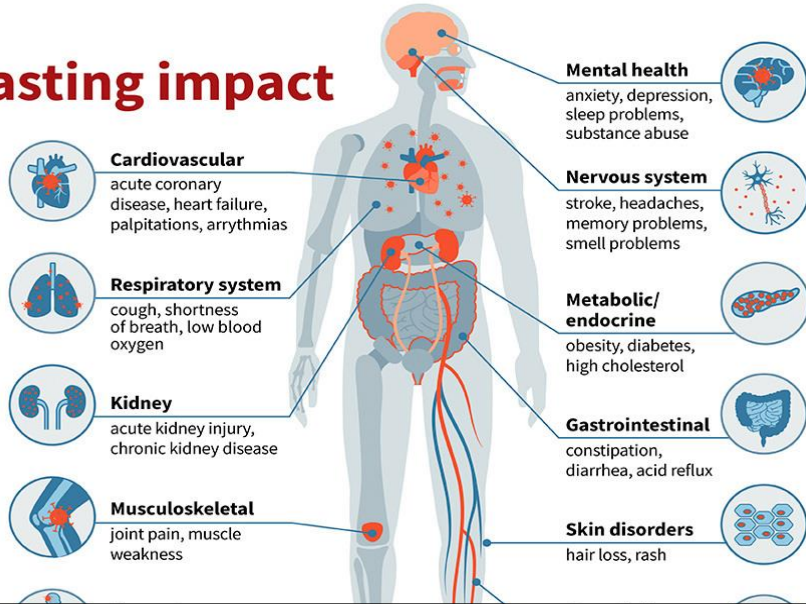
Iris has joined our reception team

Anastasyia has joined our coding team

COVID-19: Lasting impact

Even those survivors with mild initial cases can have wide-ranging health issues for six months or more.

WashU researchers link many diseases with COVID-19, signaling long-term complications for patients and a massive health burden for years to come.



Long Covid

If you have ongoing symptoms of COVID-19 after 4 weeks from infection please visit: www.yourcovidrecovery.nhs.uk or speak to our social prescriber.

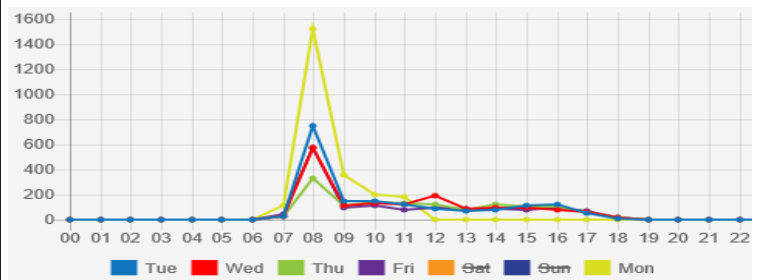
If you have been experiencing signs and symptoms of COVID-19 for more than 12 weeks, please [contact the practice](#) to make a telephone appointment with your GP who will assess whether a referral will be beneficial for you

Incoming Call Statistics

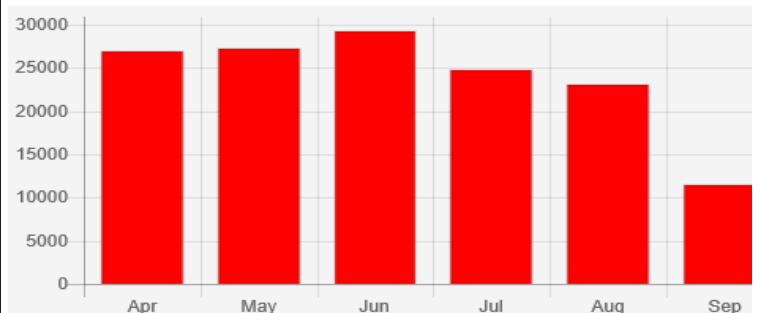
As many of our patients know when attempting to reach us by phone at the surgery there can unfortunately be long wait times until your call is answered. We have a dedicated team of receptionists answering calls across all three of our sites and we have a new system to help us monitor our volume of incoming calls in these graphs. As you can see on the bottom chart on an average month, we can receive up to almost 30,000 calls with the large majority of these being on a Monday between 8-9am

Most requests can now be dealt with online in the same timeframe using e-consult and the NHS App and using these will help to keep our phone volumes down

6 day view of busiest times per day (no surprise it's 8am) between 7th September to 13th September



Number of calls answered by the surgery in the last 6 month



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