



The Lodge Health  
PARTNERSHIP

Lodge Highfield Redbourn

Lodge, Highfield &  
Highfield Surgeries

Newsletter Date:  
10/12/2021

## FESTIVE FUN



As Christmas fast approaches we have all got ourselves into the Christmas spirit at the lodge health partnership. Instead of a traditional Christmas party this year we have got together in small groups for festive walks with mulled wine of course, fun runs, Christmas cocktails and Christmas jumper days.



As we head into another Christmas period of uncertainty, we would like to thank all our patients for your understanding, cooperation and kindness you have offered us as we try to adapt to ever changing rules and keep our surgery running to the best of our ability as well as delivering our covid booster clinics. We would like to wish you all a very merry Christmas filled with love and laughter



Thank you to the Redbourn Care Group and the PPG for helping us deliver the covid booster programme. They have been helping in so many ways including driving our nursing team around for home visits and helping at our clinics. As a result of everyone's hard work we have managed to vaccinate over 500 people a day at our booster clinics.

**Get Your Booster Now-** Everyone over the age of 18 can now book in for their booster if it has been at least two months since your 2<sup>nd</sup> dose. Please follow the link sent to you from us to book, we have clinics running at all 3 sites or alternatively look for your closest walk-in centre [Book or manage a coronavirus \(COVID-19\) vaccination - NHS \(www.nhs.uk\)](https://www.nhs.uk).

One of our receptionists has written the piece below to help our patients understand .....

### A Day in the life of a medical Receptionist

Life is very stressful for a medical receptionist, far more than I think people realise. Our day starts at 07:45 and doesn't finish until 18.30, our responsibilities day to day may include: Answering the telephone which may I add is nonstop! Arranging patients' appointments, taking messages from patients to pass onto the doctors, organising samples for collection, chasing up test results and filing them once received. Dealing with urgent messages from doctors, requesting repeat prescriptions which can run into over 200 per day, the duties are endless, but that's why we enjoy our job based on the facts we know we are here to help. Every day we learn something new.

But.....

There is another side to our job, you can say as a receptionist we are the face/voice for the surgery, we maintain the up most respect to each and every patient we speak to but there are times where we feel we don't get that respect back, This is only a small percentage of the time, we understand that patients may have been waiting on the phone for a while or an item on their prescription hasn't been issued but we are only human. Please don't shout down the phone at us or use harmful words, we don't appreciate this. So please be respectful and your issue will be dealt with in turn.

When our day finishes and we close all three sites, we all try hard to leave our job on site, we know we have helped hundreds of individuals but unfortunately it is always the upsetting phone call that stays with us. With this in mind you now have an insight into how our job is done?

Receptionist at Highfield Surgery.

### Coronavirus (COVID-19) and mental wellbeing

The impact and experience of the COVID-19 outbreak has been different for everyone, as has how we have reacted, but there's no doubt it's been a really difficult time for us all.

That's why it's so important to do what we can to look after our mental health and wellbeing, now more than ever and to look out for others that may be struggling around us

Herts residents of all ages, including service users, carers, GPs and other professionals can contact our 24/7 Single Point of Access (SPA) Mental Health Helpline team at any hour of the day or night, 365 days a year. The team can provide advice and support for Herts residents who are experiencing a mental health crisis, need some mental health support or just want to talk on:

- Freephone 0800 6444 101 or
- NHS 111 and select option 2 for mental health services
- If they are seriously ill or injured, dial 999 for the emergency services.
- [Mental health - NHS \(www.nhs.uk\)](http://www.nhs.uk)

**Flu vaccinations** We still have flu vaccines available and it is really important to be protected against this throughout winter. Please contact us to book. These can also be done when you receive your covid booster. Please let us know if you have had it elsewhere as we are not always notified and need to update your records



FOLLOW US

Follow us on social media to keep up to date with day to day information

Facebook @thelodgehealthpartnership

Twitter @health\_lodge

Instagram @thelodgehealthpartnership\_

