



# The Lodge Health PARTNERSHIP

Lodge Highfield Redbourn

**Lodge, Highfield &  
Redbourn Surgeries**

*Newsletter Date:*  
10/03/2022



**This month the Lodge Health Partnership has made some changes to the way our reception team work as well as creating a new senior clinical administration team to assist our clinical team. Our aim of providing the best care and efficiency for our patients as well as our staff remains the same as always and we can already see in this short space of time that the new structure is working well. Below is a brief description of the new roles and how we hope these will benefit us all**

## **Reception team**

We have created a reception call hub at our Redbourn surgery so all our reception team can work closely together. We believe this will help them share their knowledge when it comes to signposting patients effectively as well as it being easier for them to communicate between each other. There will be a receptionist based at the front desk of each surgery for walk in patients and to cover any prescription requests and daily tasks. This is already having a positive change on the number of calls we are answering, and we can see our wait times steadily reducing.

Monday mornings are always extremely busy so we would like to remind our patients that if your call is not urgent, please could you call at a later time.

## **Senior Clinical Administration Team**

This is a new team that has been created to work closely with our doctors. Administration is something that takes a lot of valuable time away from our GPs, time which could be used more effectively on patient care.

Our senior clinical administration team (SCA Team) will now be learning and taking over some of the administration work that falls to them liaising with patients, secretaries and hospitals on behalf of our clinical teams.

This is a brand-new role currently with a team of 3. Welcome to Katie, Kate and Hayley. As the team settles in, we look forward to seeing how their role will evolve.



## **A Gentle Reminder**

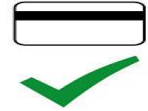
Face masks are still required to be worn in all health and care settings to comply with infection prevention and control.

We are seeing an increasing number of patients entering the surgery without wearing a mask.

Please remember to bring your face masks with you when attending the surgery and put these on before you enter.



NO CASH



CARD ONLY

Please be aware that the surgery will no longer be accepting cash where payments are required. All payments will now only be processed by card

# Epilepsy

A disorder in which nerve cell activity in the brain is disturbed, causing seizures

- 1 in 26 people in the United States will develop a seizure disorder
- Approx 65 million people worldwide have epilepsy
- Epilepsy is a chronic condition lasting for years or even a lifetime
- There is no cure, but treatment may help

www.facebook.com/  
Everything-purple-for-Epilepsy



I'm delighted to announce that Dr Elfrieda Power will be joining us as a new Partner at the end of April. Some of you will have met Elfrieda previously as she has worked here as a GP Locum in the past. More recently, Elfrieda has been working for Herts Community NHS Trust but she missed working in General Practice and was very keen to return to the work and patients that she loves!

Welcome to Sharon and Lisa who have joined our reception team

Do you or someone you care for suffer with epilepsy. Epilepsy awareness month highlights this illness around the world by wearing purple for the day. This year that falls on 26<sup>th</sup> March. Please follow the link below to find out more information on epilepsy and how to get involved

[About epilepsy | Epilepsy Action](#)



If you have asthma or COPD you will be invited annually to have a review

**Asthma – Text invite to book an initial telephone review and face to face follow up if needed**

**COPD – Text with a link to a simple COPD questionnaire, once completed this will automatically be sent to a nurse to review and follow up with an appointment if needed**

Please be aware that our invites are now sent according to birth month so you may receive this within less than a year of your last review



### Follow Us

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

Facebook @thelodgehealthpartnership

Twitter @health\_lodge

Instagram @thelodgehealthpartnership\_