



## Surgery Updates

### Bank Holidays

The surgery will be closed for all 3 of the May bank holidays.

These closures will be on Monday 1<sup>st</sup> May 2023, Monday 8<sup>th</sup> May 2023 and Monday 29<sup>th</sup> May 2023. If you require any medical advice during these closures, please contact 111. If you need emergency medical attention, please call 999.

### New Starters

This month the surgery has welcomed 3 new members of staff to our reception team.

Our reception team manage a large amount of our daily enquiries via telephone, face to face and E-Consult.

They book all the surgery appointments, manage emergency on the day appointments, issue prescription requests to the GPs, print forms and manage our waiting rooms with on the day face to face appointments.

Our reception team are the first point of contact for our patients and are always willing to help where possible.

We would also like to Congratulate Dr Manning on completing her training and becoming a permanent GP at the surgery. We would also like to welcome back Dr Kaur to the surgery who returned to the surgery on Friday 28<sup>th</sup> April.

## How does econsult work?



## eConsult

Did you know, you can submit an E-Consult via our website.

### What is eConsult?

eConsult is a clever bit of software that allows you to get help and advice quickly and safely from your own doctors and GP practice online, for free, from anywhere.

eConsult is a form-based online consultation & triage platform the collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you and everyone else.

### How does eConsult work?

There are different ways to start an eConsult: download the NHS App (England only), or visit our practice website and use the room 'E-Consult'



Choose the relevant section for your need or request.

Fill out the information requested and submit your eConsult. Questions may change depending on what you input.

Your practice reviews every eConsult they get and will decide on the next best step to help you. This means you may not need to visit the practice for an appointment.

## Fit To Travel

### What we can do

Some travel companies may require a letter to show that you are fit to travel. This may be due to ongoing treatment, a new illness or due to pregnancy. The surgery can issue you a fit to travel note for £34.50. This charge needs to be paid at the time you request your letter. There is some information we need from you for these letters.

## Fit To Travel

### Information we require

If you are pregnant, we will need your date of departure and return, how many weeks and days you will be at departure and if you are having multiple babies. If you are unwell, we will need to ensure that you have had a recent consultation with the GP. If you haven't, please book this first and request your letter after your appointment.

## Fit To Travel

### What can't we do

If you are under a consultant for ongoing treatment for example, organ transplant or cancer treatment, it would be more appropriate for your consultant to assess your fitness to travel, and they will oversee your treatment and care.

## ARE YOU FRUSTRATED TRYING TO CONTACT YOUR GP SURGERY?

**DID YOU KNOW-** Out of 20000 patients, we only have 300 patients that have consented to receive our newsletter or follow us on social media. We communicate lots of information via these channels.

**DID YOU KNOW-** the best way to contact us for non-urgent medical issues or any administrative queries is via **e-consult**- go to our website to access.

**DID YOU KNOW-** sign up for the **NHS app**, request your prescriptions, see your test results, see your referrals and soon you will be able to see your consultations.

**DID YOU KNOW-** You can request a repeat prescription two weeks in advance so there is no need to run out. If you need to request earlier than two weeks due to going on holiday, then please say this when requesting.

**DID YOU KNOW-** If you have the NHS app then you will be able to see test results on the app.

**DID YOU KNOW-** If you have forgotten the date and time of your appointment- check on the NHS app.

**DID YOU KNOW-** we put lots of important information on our social media pages and on our website. Please follow us on

Instagram @thelodgehealthpartnership\_

Twitter @health\_lodge

Facebook @thelodgehealthpartnership

Website- [www.Lodgesurgery.co.uk](http://www.Lodgesurgery.co.uk)

**DID YOU KNOW-** We have a patient participation group (**PPG**). We meet every other month usually virtually and patients have the opportunity to give their opinions about how the surgery is operating. To join our PPG, visit the website to give us your email address to be invited and to receive the monthly newsletter. There is no pressure to attend regularly.

**DID YOU KNOW-** If you are a Carer, register with us as such on our website to receive extra support.

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## 12<sup>th</sup> May 2023 - International Nurses Day

International Nurses Day is celebrated around the world every May 12, the anniversary of Florence Nightingale's birth.

This year's campaign is Our Nurses. Our Future and will be a global campaign which sets out what we want for nursing in the future in order to address the global health challenges and improve global health for all. We need to learn from the lessons of the pandemic and translate these into actions of the future.



**OUR NURSES.  
OUR FUTURE.**

International Council of Nurses

International Nurses Day

12 May 2023

Our practice nurse Lesley has given her views on the future of nursing.

A fundamental element of being a Nurse is to ensure that we deliver a consistently high standard of care to our patients and our community. One of the ways that we remain up to date is to continually develop ourselves professionally through ongoing education. We are fortunate that the LHP is a training practice and therefore offers staff the opportunity to develop skills and specialise in a variety of areas. You will probably recognise that many of the Nurses have a specialist interest in different areas, and as a result you may see different Nurses depending on your specific health needs.

We continue to develop, not just our own educational needs, but the needs of our colleagues, at both PCN and national level. This is to ensure the effective education and development of our future Nursing workforce, ensuring a high standard of Nursing care for everyone, now and in the future.



### Planned roadworks around the surgeries.

No known planned closures that may affect travel to Redbourn Surgery

No known planned closures that may affect travel to the Lodge Surgery

Drakes Drive, St Albans, Traffic control. multi-way signals. May cause delays travelling to Highfield Surgery. 09/01/23 – 26/05/23