



Surgery Updates

This quarter we have welcomed a new reception team member, Jade. She has hit the ground running and has really fit into the team dynamics. We hope you'll join us in welcoming her to the surgery.

We have also welcomed a new GP Dr A Gillham and our 3 new GP registrars have now completed their GP training with us and will be moving on to other exciting roles soon.

We have said goodbye to Dr K Goodfellow after many years at the practice. We wish her all the best in her new role.

We have also said goodbye to our GP registrar, Dr J Hinton. Dr Hinton has joined us as locum GP though, so we still have the pleasure of his company for some GP sessions.

Training Days

We would like to thank all our patients for their continued support and understanding with our monthly training days. We know the surgery closing for half a day can sometimes be an inconvenience for some, but it is important that all our staff members stay up to date and continue to expand their knowledge to help our patients as best we can.

Our next few months training days are:

- Wednesday 10th April 13:30-17:30
- Thursday 9th May 13:30-17:30
- Tuesday 4th June 13:30-17:30

Easter Opening Times



Friday 29th March – CLOSED

Monday 1st April – CLOSED

Please note eConsult will also be closed from the afternoon of Thursday 28th March and will reopen on Tuesday 2nd April.

If you need medical advice during the Easter closure, please call 111 or use the pharmacy first service at your local pharmacy.

If you need urgent medical attention, please call 999.

What is pharmacy first?

The new Pharmacy First service, launched 31 January 2024, adds to the existing consultation service, and enables community pharmacies to complete episodes of care for 7 common conditions following defined clinical pathways.

Please visit your local pharmacy before submitting an eConsult for any of the following:

Ear infection	1 to 7 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infection	Women 16-64 years

If the pharmacy team are unable to assist you or feel you need to consult with a GP then we would recommend you complete an eConsult and include that you have been seen by a pharmacist. They will also send your consultation notes to us for your records.

Appointment Cancellations

Did not attend!

Since December 698 patients have not attended for their appointment.

If you are unable to make your appointment, please cancel it for another patient.

NHS App

Did you know?

If you are unable to attend an appointment, you can cancel this through the NHS app. Please go to the appointments section and select GP appointments and then choose to cancel.

Reminder Text

You can cancel.

The Lodge Health Partnership sends reminder text messages to patients that have appointments booked in advance. This text contains a link to cancel if you are unable to attend.

If you have opted out of text messages from the surgery, you may not receive this message.

CQC Update

We are very pleased to announce the recent published outcome of our CQC inspection. After a very long 3-day inspection across all 3 sites, we would like to thank all our staff and patients for their support and patience during the inspection. The full inspection report can be found on the CQC website.



Lodge Surgery

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Last rated
13 March 2024

Overall
rating

Inadequate

Requires
improvement

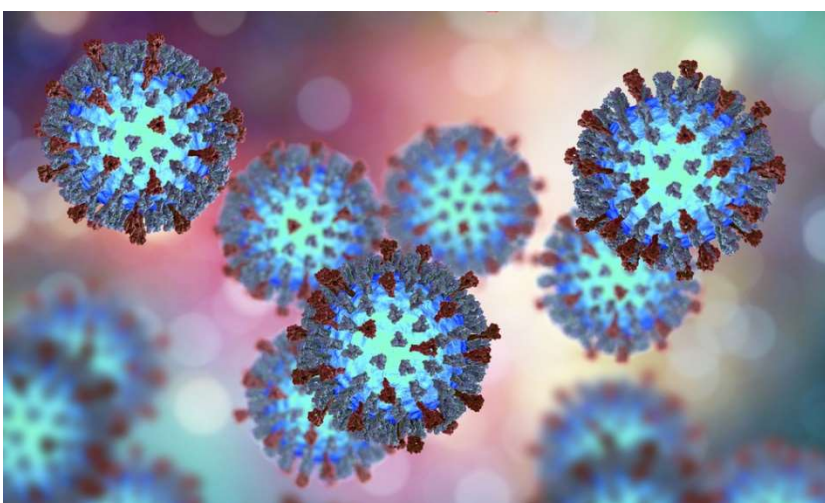
Good

Outstanding

You Said, We Listened. Changes to the Website

Many patients have given feedback regarding our website, so we are looking to improve. In the next few weeks, we will be asking patients for their feedback on various surgery websites to gain a full insight into what our patients look for online.

Questionnaires will be available at the reception desks for you to complete if you wish. The more feedback we get, the more knowledge we will have on how to improve. We will also be involving our staff to gather their feedback on the use of our website.



MMR Vaccines

With the spread of Measles growing and cases now being reported in Hertfordshire, now is the time to get vaccinated. The MMR vaccine was introduced in the UK in 1988 so many patients born before this may not have been offered the vaccine. The single measles vaccines were introduced in 1968 which would have covered for just measles; however you are still eligible for the MMR if you wish. If you would like to have the vaccine or are unsure if you are covered for Measles, Mumps and Rubella, please submit an eConsult and a member of the team will be in contact.