



LIME TREE SURGERY
Supporting you with your health

NEWSLETTER

AUGUST 2020

MERGER

We are very happy to say that Phoenix Medical Centre merged with Lime Tree Surgery in April, becoming one practice with 3 sites. Patients are registered with Lime Tree as an organisation and can make appointments at whichever site is most convenient at the time, Durrington, Findon or Goring [Phoenix]. This means that patients will have access to a wider range of services that we hope to be more able to develop in line with patient demand. Our clinical team has expanded and now has a much larger variety of special interests and skills; patients will be seen by doctors, nurses, paramedics, pharmacists, community social prescribers, mental health workers and other healthcare professionals. A greater number of supporting staff means that there are more receptionists on hand to man telephone lines and assist with any concerns, whilst our admin team can run efficiently to provide the best possible service.

COVID-19

In order to keep patients and staff safe all Worthing doctors closed their doors to visitors in March, with patient contact limited to telephone and online consultations. Patients were only asked to come to a surgery when clinically absolutely necessary after partaking in screening. Our Goring site closed to our regular patients and became the “hot-hub” for anyone in Worthing showing possible Covid-19 symptoms; this ensured strict protective and infection control measures were in place. Lime Tree Findon became our administrative centre, which enabled us to protect vulnerable staff; we also started an outside phlebotomy service at Findon that has been very successful. Lime Tree Durrington was open to our patients who had been screened by a healthcare professional and who needed face to face appointments, for example those who needed urgent blood tests, regular wound care etc. We continued our vital role in supporting high risk patients with ongoing care needs, including those in the shielding cohort and those in care homes. We called this period “Phase 1”.

We have now entered “Phase 2” which includes opening all 3 sites to patients and the phased reintroduction of limited services, including a home visiting service for those for whom it is clinically indicated. We will continue to consult virtually with our patients wherever it is safe and effective to do so. We will do this in a way which ensures the safety of our staff and patients. Lime Tree Phoenix has now been stood down as the Covid19 centre for all of Worthing, but we still have an isolation zone for patients with possible Covid symptoms.

Influenza vaccinations for Autumn 2020

Worthing as a locality is looking at how we can deliver flu vaccinations safely for those at risk. Many different solutions are being considered, such as a drive-through where patients stay in their cars, using other venues such as church halls or car parks. Because of increased infection control measures and the need to use PPE which must be changed between each patient, delivering flu vaccines effectively and efficiently to those who need them will require much thought and planning.

SPOTLIGHT:



Join our PPG!

The Patient Participation Group is a group of patients with the aim of:

- Providing constructive ideas to help us better our services
- Raising funds for patient equipment not funded by the NHS
- Helping with patient social groups such as walking group.

The PPG are invited to meetings to discuss new developments and ideas. Members of the reference group are also asked to complete surveys and provide their opinions via email/ text; this means that everyone can get involved, even if you cannot attend meetings.

We would love to welcome all of our patients to be a part of our patient group. Please let one of our receptionists know if you would like to join.

THIS MONTH...



On World Humanitarian Day (WHD) **August 19th 2020**, the world commemorates humanitarian workers killed and injured in the course of their work, and we honour all aid and health workers who continue, despite the odds, to provide life-saving support and protection to people most in need.

This year World Humanitarian Day comes as the world continues to fight the COVID-19 pandemic over recent months. Aid workers are overcoming unprecedented access hurdles to assist people in humanitarian crises in 54 countries, as well as in a further nine countries which have been catapulted into humanitarian need by the COVID-19 pandemic.

On August 19, the eleventh year that we have marked World Humanitarian Day, we are paying special tribute to the real-life heroes who have committed their lives to helping others in the most extreme circumstances throughout the world.

Join the global conversation today by using the hashtag #RealLifeHeroes.



Tips for coping in hot weather

- look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions etc. are particularly at risk
- stay cool indoors – many of us will need to stay safe at home this summer so know how to keep your home cool
- remember it may be cooler outdoors than indoors
- if going outdoors, keep your distance in line with social distancing guidelines
- drink plenty of fluids and avoid excess alcohol
- never leave anyone in a closed, parked vehicle, especially infants, young children or animals
- try to keep out of the sun between 11am to 3pm and avoid exercising between these times.
- walk in the shade, apply sunscreen regularly and wear a wide brimmed hat, if you have to go out in the heat
- if you are going into open water to cool down, take care and follow local safety advice