



FRIENDS OF DAVENPORT HOUSE

Bulletin No 32 News from the Practice March 2024

A 'warm' welcome to your Spring Newsletter. We've included updates from the practice about Staff changes, impacts of missed appointments and the use of Pharmacy First.

Please note that the AGM will be held on **25th April 2024 @ 19.30**

After short formalities, there will also be updates from Davenport House staff and also our elected Governor to L&D.

Location: Wesley's Cafe, High Street Methodist Church, Harpenden, AL5 2RU

We also request completion of this [FoDH survey](#) by Friday 19th April.

News from the Practice:

We regret to inform you that Dr Thenuwara has departed from the surgery due to personal reasons. As we navigate this transition, we are actively engaged in the process of interviewing potential candidates to fill the GP vacancy left by Dr Thenuwara whilst Dr Yasotharan is now leading the practice.

In the interim, patient care remains our top priority. We are working diligently to ensure that Dr Thenuwara's patients continue to receive the necessary care and attention they deserve. Your support and cooperation during this period are greatly appreciated. Please feel free to contact the surgery if you have any questions or concerns.

Lease sale - Some of you may have noticed that the Davenport House lease is up for sale. Please rest assured that the Surgery is not moving. Do not worry – this is a change of ownership not a physical move.

Appointment Bookings - The new telephone system is still on track and we hope to be enjoying the benefits as soon as May.

We're also excited to share that our receptionist team is now operating at full capacity after overcoming recent challenges with sickness. Your understanding and patience during this time have been greatly appreciated. With our complete team in place, we're committed to providing you with the best service and support possible.

DNA (did not attend) - Unfortunately, the Surgery has recently experienced a high rate of 372 missed appointments, where patients did not attend as scheduled (Feb 2024). This trend significantly disrupts our ability to provide timely care to all patients in need. Missed appointments not only inconvenience our staff but also deprive other patients of valuable time slots. We kindly request your cooperation in notifying us promptly if you are unable to attend. Your adherence to appointments ensures efficient healthcare delivery and enables us to better serve the community. Thank you for your attention in this matter.

Disclaimer: All information, content, and material in this newsletter is for informational purposes only and is not intended to serve as a substitute for the consultation, diagnosis, and/or medical treatment of a qualified physician or healthcare provider.

Measles: How to Stay Safe



MMR

There is currently an outbreak of Measles in the UK. The best protection is the MMR jab. Please see the government information.



What is Pharmacy First?

Pharmacy First is a new scheme designed to take pressure from GP surgeries and will enable community pharmacists to supply prescription-only medicines and other routine tests for conditions like

- Sinusitis · Sore throat · Earache · Infected insect bites · Impetigo (a bacterial skin infection) · Shingles · Uncomplicated urinary tract infections in women.

To access treatment for the above and other services, you can simply walk into the pharmacy or contact them through GP receptionists or NHS 111. Pharmacy First aims to free up 10 million GP appointments a year by next winter, giving GPs time to see patients with more complex conditions.

NHS APP

Details of Computer Friendly Drop-in Support Sessions and Training | The Harpenden Trust.
Just turn up - no need to book.

**The Salvation Army, Leyton Green, Harpenden,
AL5 2TG, Wednesdays, 10:00 – 12:30pm**

**The Harpenden Trust, 90 Southdown Road,
Harpenden, AL5 1PS Thursdays, 10:00-12:30**

How to make a blood test appointment

All West Herts (Hemel, Watford & St Albans) hospital blood tests now need to be booked online on this link.

<https://www.westhertshospitals.nhs.uk/ourservices/bloodtests.asp>

For those unable to book online, telephone booking is available on 01727 897376. Current forms still show times patients can walk in (not true), hopefully this will be updated soon. We have displayed posters in waiting rooms and if not sure please ask our receptionist for further information.

Red House blood tests can still be booked at our Reception but due to high demand there is 3-5 weeks wait time for appointments.

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