



## FRIENDS OF DAVENPORT HOUSE

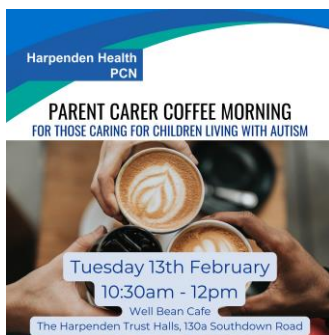
### Bulletin No 30 News from the Practice – December 2023

A very warm welcome to the last newsletter of the year! As always, we hope this finds you in the best of health and looking forward to the holidays.

#### Update & News from the Surgery

We would like to share with you the latest updates and news direct from the surgery that we received in a recent meeting. From Adarsh Mehta, the Practice Manager:

- There is a slight staff shortage in the reception area due to illness, but we have a brilliant temp who is filling the gap; we have a new admin member helping to update records which is a big help; and one of the nurses is reducing hours but these hours are being filled by the team.
- One of the biggest issues with the new wider staffing of the PCN (Primary Care Network) is that of clinical space – we are working on this but housing the new staff adequately is quite a task.
- We continue to recognise the issues experienced with the existing, outdated telephone system. We are nearing completion on funding and contractual arrangements that might enable a new, more robust telephone system to be installed in 2024.
- The Friends have made a contribution to the new heating boilers at Davenport House as the previous boiler had been condemned, needing a complete and immediate replacement. This is very much appreciated by the Practice team.
- PCN - all three surgeries continue to work well together and are hoping to continue the focus on best practice development. Note that the PCN is one of only 29 in the country that is part of the pilot collaboration scheme.
- If anyone is not using the NHS App it is definitely worth a try as brings all your information and records processed at the surgery to your fingertips. There is help at hand to do this at the Harpenden Trust if anyone needs it and they can be contacted at: [admin@theharpendentrust.org.uk](mailto:admin@theharpendentrust.org.uk) or [01582 460457](tel:01582460457)



**Parent Carers** Coffee mornings - parents and carers of children who have **Autism or suspected Autism** were invited to a Coffee Morning at Harpenden Trust Halls, 130a Southdown Road, Harpenden on Tuesday 14th November from 10:30am - joined by a representative from Herts Parent Carer Involvement and our GP Practice Carer Champions. The next gathering will be on 13<sup>th</sup> February 2024.

A great opportunity to learn more about the support available to you as a parent/carer of a child living with Autism and to meet others in a similar situation.

**Malcolm Rainbow** (our L&D Trust member) reports:

You may remember the recommendation that you get involved in voting for a representative for Harpenden on the Bedfordshire Trust which includes the L&D. Malcolm recently provided a report which we have summarised as follows:

- The L&D refurbishment is heading for a finale – sometime in the second half of next year – all good.
- The next big challenge, once this is complete, will be reducing waiting lists.
- The Maternity Unit is awaiting a CQC report in early January.

**Dr Bethan Rees** (of The Elms & Clinical Director for the PCN) gave a super talk about the success/future of our local PCN at Katherine Warrington School on 19 September. She explained how our three surgeries now work together and share specialist resources in Chiroprody, Diabetes, Paramedics, etc. – contributing to the space issues! She also explained how shared data and ideas have been very useful with the GPIIP (GP Improvement Programme) where all three surgeries share data and best practice. For more information on this meeting click [here](#).



**Fun News** comes from the badminton court! The winners of the Harpenden Mixed Doubles were none other than our own Practice Manager Adarsh Mehta and our Finance Trustee Katie Hill – the partnership picked out of a hat! A winning team.

**Statistics** - can be a bit of a minefield and we continue to work with the Practice to understand what can be delivered (a lot depends on a better telephone system), but these that are publicly available from the NHS compare the different practices in Harpenden. Click [here](#) for details.

A standout statistic relates to the phone system that we are waiting on, but we are progressing, and it is top of the agenda. Hopefully, it will soon be approved and the good news is that The Elms have the new system already and it has made a big difference.

**Webinars** - We are sorry to report the health webinars are off air at the moment due to the consultants' unpredictable availability. You can find past webinars at <https://friendsdavenportouse.org.uk/Education.html>

**Join the Friends of Davenport House** - It is free to join (although you can donate if you wish). We are essentially here to keep information flowing so the more participants we have the better. Click [here](#) if you are not a member and wish to join.

**Surgery closing** dates over the Christmas hols – closed 25<sup>th</sup> & 26<sup>th</sup> Dec and 30<sup>th</sup>, 31<sup>st</sup> Dec and 1<sup>st</sup> Jan.

Regards,  
The Trustees  
Friends of Davenport House  
Date 14 December 2023