

PARTNERSHIP FOR HEALTH



FRIENDS OF DAVENPORT HOUSE

BULLETIN NO 23 – MAY 2022

JORGE GONCALVES

Introducing the New Practice Manager



Jorge is an experienced Business Manager with a demonstrated history of working in the healthcare industry (both in primary and secondary care).

He has worked in Inner London for the past 11 years helping Practices grow and deliver 5 star customer service whilst inspiring the teams under his leadership to deliver excellent patient care. Passionate about technology and innovation, he's always seeking new ways of working more efficiently.

Prior to working in the NHS, Jorge travelled the World whilst working for Emirates Airlines and he draws much of his cultural awareness from his travels across the Globe.

Being Portuguese (specifically from the beautiful island of Madeira), Jorge is obviously a soccer fan and supports his homeland's club Sporting Lisbon!"

GOOD NEWS

For those Friends visiting the Surgery it is no longer necessary to ring the bell and wait to be admitted. You can walk in and report to reception or complete the self check in removing the need to wait outside which is another sign that life is returning to some sort of normal.

AN OPENING MESSAGE FROM THE NEW CHAIR OF THE TRUSTEES

Simon Speirs

If you weren't aware, I took over as Chair in February from Richard Munton who retired from the position and the Board after 6 years. We wish him well and thanks for his endeavours.

We also have a number of new Trustees and hope to introduce you to Claire, Katie, Kingsley and Steve in next month's issue - indeed probably time to reintroduce all of us at that point.

We have, however, met as a team to look at what we want to achieve for the Trust. The aims still remain relevant:

- To influence the future policies and decisions of the Practice.
- To improve the quality of services offered to patients of the Practice.
- To improve communication and understanding between the doctors and members of the Practice staff on the one hand and the patients of the Practice on the other.

It must be said that most of our considerations to date have been about how to maximise the value we can offer as a team to the patients and Practice.

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Friends: www.friendsdavenporthouse.org.uk **Surgery:** www.davenporturgery.co.uk

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Our focus so far has been on looking at the current services, what might be coming down the line and how we can help patients and the Practice achieve better health outcomes:

- Hopefully you will have seen the promotion of health webinars, given the recent absence of the previous presentations and talks hosted by FoDH – we have signed up for these free events for the remainder of the year;
- We are investigating how other Patient Participation Groups operate locally within the Primary Care Network and nationally to see what we can learn;
- We intend to seek your opinion on what matters to you - to improve the 3 way flow of information between the Trustees, patients and the Practice.

We greatly appreciate you being Friends of Davenport House and, on your behalf, we look to work in partnership with the Practice to navigate through the changes in the Practice and the NHS post Covid for the benefit of patients.

ANSWERS TO QUESTIONS RAISED AT THE RECENT AGM

Dr Chas Thenuwara was able to join us at the AGM and gave an update on Practice developments during the pandemic and ongoing initiatives to resource and achieve the NHS goal to share more resources across Harpenden.



How do you access the new clinicians recruited in addition to the GPs?

At the moment patients cannot be booked in directly with the new clinicians . The Practice is identifying which cohort of patients would best benefit from, for example, referral to the First Contact Physiotherapist. Another example is that the Primary Care Network Pharmacists are reviewing patients on over10 medications with other risk factors like recent falls etc. In time when we are more familiar with skill sets we will start having direct bookable appointments with these clinicians.

How will any boosters be given in the absence of the Public Halls when they close?

Patients who are due boosters can easily book them in local centres. Visit www.nhs.uk or google "find a walk-in Covid vaccination centre near me". Many local pharmacists and civic centres are offering this service. The volume of patients is dropping so there isn't a large waiting time.

What improvements are being made to out of hours care?

Currently you may be familiar with what we call the Early bird (technically Extended Hours) and some of the late evening Surgeries and Saturday morning (technically Extended access). These 2 services will be joined soon and some imminent guidelines are coming out-likely to include Saturday day time Surgeries.

Fortunately, as a PCN most of the local Out of hours GPs are local and this helps provide a service with good standards. This enables the GP seeing you Out of hours in local Surgeries to see your medical records. If you require Out of hours services after 2000 and before 0800 you maybe signposted to other service like 111, Urgent care or A and E.

We receive online discharge reports from all these services and can act on any recommendations. 111 has the facility to directly book a GP appointment the next day if needed.

THE WEBINAR SERIES OF HEALTH TALKS

The Trustees signed up for a range of free webinar series. Typically held between 6:30 – 7:30 pm and featuring a healthcare specialist (not a Harpenden GP) focusing on various topics that may be of interest across our patients and Harpenden.

To be automatically informed of upcoming webinars, which we recommend, you need to click on the Eventbrite link below or click [here](#) and select "Follow". If you do not have an Eventbrite account you will need to create one (select "Get Started" and then "Sign Up" at the bottom left of the Eventbrite page). The following is an indicative list of topics for 2022:

13 June	HRT & the Menopause
12 July	Lumps & Bumps – Oncology
13 September	Orthopaedics – Shoulders, Elbows, Hips & Knees
11 October	Preparing for Winter Illnesses
8 November	Women's Health
13 December	Headaches - & Other Neurological Issues

Please do join the Friends of Davenport House's next Health Matters Webinar on HRT and the Menopause on 13 June from 6:30-7:30 pm; click on: <https://www.eventbrite.co.uk/e/hrt-and-the-menopause-tickets-344938940657>

LINKS TO THE PREVIOUS WEBINARS

"There's Blood in my Poo" – <https://youtu.be/H2shjjVMs2c>

"Love Your Nose" – <https://www.youtube.com/watch?v=IAPbANoQ5nk>

"Love Your Heart" – <https://youtu.be/iU6cgMj3000>

"Working At Home" – <https://youtu.be/Tej9sWC36GI>

IT IS NEVER TOO LATE TO BE ACTIVE

A free 7-day activity pass for all adults in Hertfordshire!

Hertfordshire's 'It's Never Too Late to be Active' campaign is back again, to help everyone – especially the over 50s - become more active.

By joining the campaign, you'll get a free 7-day activity pass to a local leisure centre, ongoing support to help you find the right activity, and the opportunity to win a £150 sports voucher and other prizes. You could also help your local school win £1000.

71-year-old local retiree Jim Furman said: "The campaign made a big difference to our activity levels as it introduced us to the great activities available at our leisure centre, where we now play badminton regularly. It has made me feel really positive about trying new things.

"I always feel better after any kind of physical activity, especially when it is enjoyable, which the activities I've discovered through this campaign are."

Just 20 minutes of physical activity a day provides enormous benefits to your physical and mental health, both now and in the future.

So, let's give it a go. Sign up to Never Too Late and keep your body strong, your mind sharp and spark the energy you need to keep doing the things you love.

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