

PARTNERSHIP FOR HEALTH



FRIENDS OF DAVENPORT HOUSE

BULLETIN NO 19 – AUGUST 2021

SURGERY SNIPPETS

By Lindsey Wright, Practice Operations Manager



As you will know 'freedom day' has been and gone but many of you continue to be understandably cautious. Following guidance from the NHS and in consultation with the PCN (Davenport House, The Elms and The Village) we are continuing the current arrangements at the Surgery for the time being in the interests of everyone's safety.

Namely, all patients and staff to continue wearing masks, keeping the doors of the Surgery closed and continuing with the telephone triage model. As always, we are open to those that need to be seen as we have been right the way through the pandemic. We just ask that you only come down to the Surgery if you are invited to do so. This is so we can keep the waiting rooms socially distanced to protect all patients particularly those who are vulnerable or immunocompromised as infection rates in the area remain high. These arrangements are constantly under review in an effort to deliver the best possible service to patients during this unprecedented period. With this in mind, there are some initial changes as follows:

Phone Lines

We have listened to your concerns and frustrations about the phone lines so last week we underwent some maintenance which should increase the quality of calls. We are liaising with the Friends of Davenport House to see if there are any other improvements that can be achieved. If your call is non urgent then please consider calling in the afternoon away from the very busy period first thing in the morning.

Surgery 1st Floor

In the next few weeks we will be opening up the 1st floor to patients again which means that you will see the GP in their own room. Accordingly please bear this in mind if you have an appointment to visit the Surgery as you may be asked to go to the upstairs waiting room.

GP Changes

We are welcoming our new intake of GP Registrars (under training) this month so there will be some new names and faces. Doctors Abbas, Sothirajah, Mirza and Khan will be joining us from the beginning of August.

We are also welcoming a new salaried GP, **Dr Raj Subbu**, replacing Dr Anna Mallott who has now left the Surgery for a new opportunity. Dr Mallott has been with us for 5 years so many of you will have consulted with her over this period.

Profiles of our new salaried GP and the new registrars will be provided in a subsequent bulletin.

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Friends: www.friendsdavenportouse.org.uk **Surgery:** www.davenportorsurgery.co.uk

Charity Number 1184307

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Vaccinations

There is much coverage in the media about a potential Covid booster vaccination with the hope that it will be delivered at the same time as the annual flu vaccination. No decisions have yet been taken so it is likely that we will be advising you a little later than in previous years about your flu vaccination. However, please be assured that we will be offering flu jabs to all those who are eligible as we do every year, in addition to which we shall advise you about any Covid booster vaccination.

Covid Travel Passports

The Surgery does not produce any certification for Covid vaccinations as these are done at a National level. So please don't request a certification from us. If you are unable or do not have the facility to download the NHS app you can call 119 and they can produce a digital or paper copy of the certificate for your travel purpose. You can also submit your details on the Government website:

<https://www.gov.uk/guidance/nhs-covid-pass>

Thank you for your patience

Lastly, we are very appreciative of all those patients who have made allowances for the pressures on the Surgery where we have been obliged by the NHS to bring in different ways of working and where many of our staff and GPs have been away with Covid themselves. It has undoubtedly been stressful for both patients and all those working in the Practice so thank you for your patience over the last 18 months.

Sadly there have been some who have become very frustrated and abusive with us so we please ask that you are always courteous with our staff and understand that we are doing our best in difficult circumstances.

NHS NUMBER

By George Sims (Friend of Davenport House)

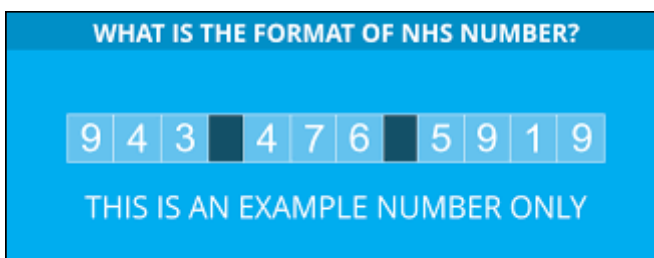
For any medical appointment or procedure it is essential that you are identified correctly. Everyone has a unique NHS Number but most patients do not have it available when needed or do not know it at all. There is a free app available for your smart phone that means you are able to display it with one tap.

Just go to the App Store if you have an iPhone or Google Play Store if you have an android phone such as Samsung. Search for *NHS Number* and install it. You will then be asked to put in your number. Enter the ten digits. The number includes a check digit so a mistake is unlikely to be accepted.

After that all you need to do is tap on the NHS icon and your number will immediately be displayed together with a barcode that may avoid you having to use touch screens.

If you do not know it you should be able to find it on a prescription or other document. If not ask next time you have contact with the Surgery or log into Patient Access and go to Account and select Contact Details.

No data is transmitted so the process is secure.



UPDATE FROM THE LUTON & DUNSTABLE HOSPITAL

By Malcolm Rainbow, Public Governor for Hertfordshire



Building work at the Hospital is proceeding apace. The enlarged multi-story Lewsey Road car park is fully operational. (Hooray!!). A new modular office block is in use freeing up the land on which the new major Acute services block and wards will be constructed hopefully by 2024.

Bariatrics and rheumatology have been moved into new facilities on the old Travel lodge site. The energy centre construction is well under way and should be finished in 2022.

An unexpected development has been the receipt of a grant from the NHS to expand the Emergency Department (ED) significantly. Doing this is difficult with at the same time keeping the ED functioning where demand is very high. This has meant changes at the entrance and occasional closure of various parts at the front of the hospital. The work will last well into 2022 but will result in a much improved ED.

Obviously the major issue is trying to reduce the back log of patients whilst at the same time still observing the required COVID restrictions especially on testing and maintaining safe distancing. The hospital hopes to be back to pre COVID levels by September and like all hospitals is being funded to put on extra sessions where practical. Visiting is still being restricted because of COVID, but if the incidence remains low, the hospital hopes to be more flexible going forward.

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