

PARTNERSHIP FOR HEALTH



FRIENDS OF DAVENPORT HOUSE

BULLETIN NO 24 – JULY 2022

NEWS FROM THE PRACTICE

By Dr Chas Thenuwara, Senior Partner



Introduction

The last few years have been a bit of a rollercoaster ride for the NHS as a whole and for Davenport House Surgery in particular. Many of you will be aware of the challenges the NHS is under and along with the ever-changing face of General Practice, this has resulted in many changes to our beloved Practice. We are excited to welcome many new staff members but also very sad to say goodbye to a key staff member.

Dr Cashyap Retirement

Dr Cashyap retired at the end of April after 35 years of service. She will be very much missed by all of us but is moving on to the next phase of her life. Her daughter's wedding and looking after her grandchildren will be filling some of her time. Richard Munton, former Chairman of the Trustees of

Davenport House, joined us in celebration at her leaving party.

Dr Chas Thenuwara

I will now become the Senior Partner and am looking ahead to steering the Practice forward after the difficulties for the patients, the NHS and the Practice during Covid, for the benefit of us all.

Dr Munawar Choudhuri

We are delighted to welcome a new Partner Dr Munawar Choudhuri a very experienced GP from a Local St Albans Practice who is now working 8 sessions per week. He qualified from University College London in 2003, with an additional Bachelor's degree with Honours in Medical Microbiology during his MBBS. His qualifications include MBBS, BSc (Hons), MRCGP. He is also a qualified trainer, holding the Post Graduate Certificate in Medical Education.

He grew up in North London where he completed his GP Training, he moved to St Albans in 2014 as a GP Partner until joining the Davenport House team in June 2022.

Dr Choudhuri has a keen interest in Diabetes and is currently developing a Diabetes Lifestyle Coaching scheme being piloted in the local area. He lives with his wife and four children, and his hobbies include cooking, football and running.

Dr Izzy Lomax

Dr Izzy Lomax will also be joining in October working 5 sessions. She qualified from Edinburgh University in 2008. She completed her GP training in Kingston-upon-Thames in 2013, and since then has been working in South West London. Her clinical interests include women's health, contraception and menopause care. She can advise on and fit coils and contraceptive implants. Her qualifications include MBChB, MRCGP, DCH, DFRSH, and DRCOG.

She is married with two daughters and lives in Hitchin, and in her spare time enjoys climbing, swimming and spending time with family and friends.

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The Primary Care Network (PCN)

Our local PCN (of which Davenport House is a part of) has been involved in recruiting many new members of our team to offer a wide variety of services as follows:

First Contact Physiotherapists

Lisa Simmonds and **Miranda Lyell** offering initial assessment of Musculoskeletal problems.

PCN Pharmacists

Minal Patel and **Reanna Ali** offering structured medication reviews for selected patients with complex issues. They will start to see patients as part of a team for example with diabetes and help with Prescribing queries

Physicians Associates

Redwhana Begum who is very experienced and will help deal with many acute medical issues. She currently works **every Monday** at Davenport House.

Paramedic

Luke Hindmarch. One of the most recent joiners in the Practice, Luke will help with many acute and minor illnesses, in a similar way as Redwhana (Physician Associate). He currently works **every Thursday** at Davenport House.

Social Prescribers

Sonia Chitty and **Kerry Odell** offering a wide range of support for patients with complex social needs and the scope of their work ranges from Signposting to mental health services to social support and money advice.

Dietician

Dawn Harrington. Dawn is currently working with diabetic patients, inflammatory bowel syndrome, disease related malnutrition and pre-diabetics.

Mental Health Practitioner

Patricia Martins offering counselling in-house. Please ask reception re her availability.

The Practice may recommend an appointment with one of the above members of our team or you maybe contacted by them. We will hopefully be giving more details from individual team members in future (they all have their pictures displayed on our website and we will also include a short biography/description for each one of them to help patients understand who is most suitable and appropriate to deal with their health issues).

Covid

Although the worst of COVID is hopefully behind us we are seeing a spike in cases and several staff members are testing positive. The Surgery, therefore, will stick to its **"Telephone Triage system"** first but we are gradually introducing more face-to-face appointments to our booking system.

We are also restoring **"Online bookable" appointments** and this will take effect in the next couple weeks.

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Other New Team Appointment

Another new member of **our Admin Team** is **George Thorpe**. We are also looking to hire an experienced **Prescribing assistant**, details of which we will communicate in due course.

Support from the Friends of Davenport House (PPG)

We understand that getting through to the Practice can be difficult, especially during peak times.

The PPG helped fund a better telephone system contributing £8,000 last year. However some patients may have not felt this has made much difference to getting through to the Surgery.

Although patients may have not noticed a difference, the facility for doctor's making outgoing calls has now improved, whereas previously they couldn't phone out or had a weak line.

In order to improve patients getting through we also need more receptionists/call handlers, and on that note, we are delighted to welcome **two fulltime receptionists - Samantha Coombes-Jackman** and **Jerry Bech** to the team.

We are also looking at a more advanced Cloud based system.

Recently our PPG has kindly offered to fund, to the extent of £8,800, a range of essential equipment and projects to improve patient care - these include the **Jayex patient self-check-in upgrade, POD Machine, Spirometer, ECG machine** and **Minor Surgery** equipment to name just a few. Thank you!

Once more, we would like to express appreciation of the PPG for all its help communicating to patients' important messages during the last few years especially with the vaccine centre. We hope to bring more details of the additional staff roles in future newsletters.



As you can see there have been many changes to the Practice but mostly, we all remain very positive and look forward to exciting times to come.

Dr Chas Thenuwara, Senior Partner.

Need support with Dementia?



Try Harpenden Trust Memory Lane Cafe? <https://www.theharpendentrust.org.uk/news/memory-lane-cafe-welcoming-those-with-dementia-and-their-loved-ones>

Need to talk?

Check out <https://www.frazzledcafe.org/>



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