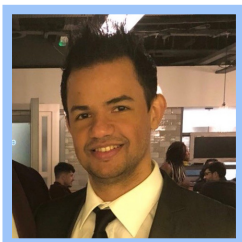




FRIENDS OF DAVENPORT HOUSE

Bulletin No 34 News from the Practice September/October 2024



Staff spotlight **Dr Richard Yasotharan Senior Partner**

Hello! I'm Dr. Richard Yasotharan, and I'm proud to serve as your senior GP partner at the practice. Born and raised locally, I began my journey in medicine after graduating from medical school in London in 2011, where I also earned a Bachelor's degree in Experimental Pathology. Since then, I've worked in secondary and tertiary care centres across the UK and completed various hospital posts and rotations as part of my Core Medical Training. This allowed me to gain experience in a wide range of specialties including Emergency Medicine, Respiratory, Cardiology, Neurology, Rheumatology, Renal Medicine, Care of the Elderly, Endocrinology, Psychiatry, Paediatrics, and Obstetrics and Gynaecology. This extensive training has equipped me with a broad understanding of hospital-based medicine, which I bring into my role as a GP.

continued on p3

View from the Chair

The PPG / Friends of Davenport House team meet every couple of months with the practice to understand the changes, issues and challenges they face within the practice, Harpenden PCN and the NHS. For the time that I have been involved with the committee and discussions, the telephone system has been a perennial thorny conversation in our meetings - but it now seems to have abated somewhat since the new system's introduction in April. Anyone using the system has provided good feedback (certainly an improvement on the old system where you could be waiting for a long time) and now we're starting to see some statistics.

There were nearly 8,000 calls received in each of the summer months and just over 3,500 outbound calls were made by the team. Average wait times were between 4-6 mins. This is, of course, an average and there may be longer waits at busier times - but at least now there is the facility to have call backs (approx. 5% of inbound callers request them). We're going to continue to monitor the system - please do let us know if there is any feedback (good and bad please) on this and / or any other aspect of the activities of the surgery.

We look forward to hearing from you. Simon & the committee.

Simon Speirs

**HELP US
HELP YOU**

Join your Patient Participation Group
at **Friends of Davenport House**

Receive updates from the Practice, what's happening with processes, changes and new developments in our local area. Visit friendsdavenport.org.uk or use one of the QR codes to join us and/or find out more.

Join our PPG

Davenport House PPG
Voice patient views to help our GP Practice

Find out more about PPGs

For any specific questions, please ask reception team or email membership@patientgroup.org.uk

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.

Useful Links to Health Activities & Articles

Next Health walks

Saturday 19th October Sat 1 pm
outside the Village Surgery. All
welcome.

Additionally on offer are
Hertfordshire Health Walks
which happen all over the county
(<https://tinyurl.com/yem8mmtv>),
including Harpenden area; the
Harpenden walk takes place
every Thursday at 10.30am from
Rothamsted Research
Conference Centre car park,
West Common. The walk is FREE
with no booking required. Turn
up 10 mins before the walk, or 15
mins before if it is the first time
you have attended to register as
a new walker. Visit www.hertfordshire.gov.uk/healthwalks
email us at Healthwalks.cms@hertfordshire.gov.uk or Tel
01992 555888.

VACCINE ELIGIBILITY

RSV (respiratory syncytial virus)

Patients aged between 75 and
day before 80th birthday
Pregnant ladies between 28
weeks and 36 week gestation

Shingles

All patients from aged 70 to
day before 80th birthday
New roll out plan (Year 2) for
1st September 2024 : Aged 65 –
birthdate from : 1st September
1959 – 31st August 1960
Patients from age 50 with
severely weakened immune
system

Flu

All patients aged 65 and over
Patients aged 18-64 with
conditions deemed to be at risk
Children ages 2 – 3 – nasal flu

Pneumococcal

All patients aged 65 and over
Carers
Pregnant women
Care home patients

Covid

All patients Aged 65 and Over
Age 18-64 at risk +
immunocompromised patients
Care home patients
Housebound Patients – will be
getting visited by PCN Pharmacists
/ Volunteers – to be organised by
Hayley Geurts

Useful Mental Health information for Children and Young adults. <https://tinyurl.com/5jjchecu>

New Surgical Centre Taking Shape – Hertfordshire and West Essex Surgical Centre, St Albans <https://tinyurl.com/3rkr62nf>

Too few women in Hertfordshire taking advantage of NHS cervical screening programme <https://tinyurl.com/4uhek8nn>

GP Patient Survey 2024 <https://tinyurl.com/y4n3e4ud>

Monitoring technology in social care could free up two million bed days and save over £1.2bn for the NHS, according to new report <https://tinyurl.com/4eje4e8t>

Bereavement Support for Unpaid Carers

We offer bereavement support in group sessions as well as telephone support for people who do not wish to attend a group or cannot access one. We run two monthly groups in the county - there is no pressure to talk, but we hope you will feel comfortable enough to express your feelings if you wish to do so. Groups operate in Watford and Hatfield. See attached leaflet for dates and times.

Other Useful information/how to guides can be found by clicking this link <https://tinyurl.com/wr6nbvpp>. There are usually several ways to do these things and this page will show you the options.

1. IMPORTANT Please cancel appointments if you cannot attend.
2. What your pharmacy can prescribe?
3. How to book a blood test?
4. How to Use the NHS App sessions.
5. Options for booking an appointment.
6. Options for how to order a repeat prescription.

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.

Richard Yasotharan - cont from p 1

As the GP Principal, I'm driven to deliver continuity of care to my patients while overseeing the clinical, financial, and managerial aspects of our practice. I hold clinical lead roles in End of Life Care, Safeguarding, Learning Disability, and managing the Enhanced Care Framework (ECF), which involves reviewing patients with chronic illnesses such as Heart Failure, Atrial Fibrillation, Chronic Kidney Disease, and frail patients. I also manage the practice's social media presence, ensuring that we communicate effectively with our community.

I have valued being a clinical lead at the COVID-19 vaccination centre, balancing my role as a GP at Davenport House while helping the community and providing the necessary care for our patients. After a very successful year of vaccinating at the public halls vaccination centre, I'm still participating in the flu clinic

Teaching and mentoring is a passion of mine. As a qualified GP Trainer and Educational Supervisor, I'm committed to training and guiding doctors to become competent and compassionate General Practitioners. One aspect of my role I'm especially proud of is having extra doctors in training at our surgery. These qualified doctors are senior trainees who provide significantly more appointments, which increases our capacity, while ensuring that each patient is supervised by one of our GPs

I served as Vice Chair for our Clinical Commissioning Group locality before the CCG transitioned into the Integrated Care Board (ICB). During this time, I worked on improving service delivery and enhancing patient outcomes. This role deepened my understanding of the complexities behind the services we provide and strengthened my commitment to patient care, helping me see the bigger picture of how our work impacts the community on a larger scale.

Family life is incredibly important to me. My wife and I both work full time, she works in the city, and we have two young children, aged 2 and 6. I take pride in dropping off and collecting my son on his nursery days, and we often spend our weekends at Rothamsted Park, the Skate park, or Harpenden Leisure Centre swimming. I also enjoy improving my strength and fitness at the gym at Harpenden Leisure Centre and like playing chess with family and friends.

In my spare time, I'm an advocate of networking and collaboration among local healthcare professionals. I organise weekly football matches for GPs across Hertfordshire and Luton, which helps foster connections and collaboration within the community.

Having grown up locally, attending St Albans Boys School and St George's School, I feel a strong connection to the area. When I'm not at the surgery or on the football field, you might find me walking at the Common or at Batford Springs Nature Reserve.

Over the past six years, the NHS has undergone significant changes, including staff turnover and the impact of COVID-19, which has led to prolonged waiting times for secondary care referrals. Despite these challenges, we've worked hard to adapt as a practice, and I'm proud of the positive changes we've made, including investing in key staff and technology. Having attended many PPG meetings, I greatly value our collaboration. The financial support and advice from the PPG have been instrumental in the improvements our patients are experiencing, and their support has been vital in many of our efforts.

I remain committed to continuing to make key improvements for the benefit of our patients and the wider community. I look forward to providing high quality care to all of you in our community.

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.

Friends: www.friendsdavenportthouse.org.uk

Charity Number 1184307

Surgery: www.davenportssurgery.co.uk