

# FRIENDS of DAVENPORT HOUSE

## Your Patient Participation Group

Reg Charity No: 1184307

**Bulletin # 37**  
**JULY 2025**  
News from the Practice



### VIEW FROM THE CHAIR

You may recall a survey was issued prior to the AGM, then extended following it, to permit more responses. We received over 140 responses versus only 50 last year – so thank you. A quick summary of the feedback, on first impressions, next steps and some key ideas provided for improvements / spend ideas are listed on the link below. We'll be working with the surgery on looking at specific themes / ideas and will give feedback in future bulletins.

There were many high scores for both the surgery and the volunteers; from patients who were thankful for the work being done. Some recurring themes of note though, on the lower end of the scoring areas, were the booking system and then also knowledge about what the PPG does. We'll try to improve that in the future – but worry that we can't always get the right information to everyone all of the time. Please encourage your fellow patients to join this group. The more detailed analysis can be found here.

<https://tinyurl.com/yvjvjsbh>

### IN OTHER NEWS

We are sad to be saying goodbye, this year, to Joan Shopper who has been a stalwart of the PPG for many years, latterly as a much valued Secretary keeping the group organised.



To find out more about PPGs:  
<https://tinyurl.com/2xnn9w7z>

### JOIN YOUR PATIENT PARTICIPATION GROUP

To voice your views to help our GP practice and receive updates from the Practice, what's happening with processes, changes and new developments in our local area.

To join our PPG:  
[www.friendsdavenporthouse.org.uk](http://www.friendsdavenporthouse.org.uk)

For any specific question, email  
[membership@patientgroup.org.uk](mailto:membership@patientgroup.org.uk)

### TOP NEWS

**Shereen Conteh-Jones** has been appointed as Operations Director of the practice. Previously Shereen was Deputy Practice Manager. We welcome her and wish her all the best in her new role.

### STAFF SPOTLIGHT

**Dr Ajeet Bagga**  
GP Partner



Dr Ajeet Bagga has been a GP partner at Davenport House Surgery since 2019, he also completed his GP training here between 2011 and 2014. He graduated in Medicine from University College London and also holds a degree in Healthcare Management from Tanaka Business School, Imperial College London. After completing his training, he spent several years as a GP partner in St Albans, developing a strong interest in dermatology. Dr Bagga is also an accredited GP trainer.

Dr Bagga plays an active role in shaping healthcare locally. He has served as a director of the St Albans and Harpenden GP Federation, and currently sits on the board of the Harpenden Health Primary Care Network supporting Harpenden's three GP practices.

Dr Bagga shares that he thoroughly enjoys his role as a GP, finding great fulfilment in building long-term relationships with patients and supporting them through all stages of life.

Outside of work, Dr Bagga enjoys spending quality time with his wife and two young sons. He enjoys trying his hand at golf and also regularly takes part in the local GP football group.

# HEALTH NEWS & ACTIVITIES

## Healthwatch Hertfordshire – a survey for the over 65s

Healthwatch Hertfordshire is working with the NHS in Hertfordshire and West Essex to hear from residents aged 65 and over. They want to hear views on:

- Ageing well and staying healthy
- Receiving hospital care at home
- Receiving information/support from health and care services

Planning for their older years and end-of-life wishes.

They are holding online interviews and focus groups to hear their stories. You can find the sign-up link here:

<https://bit.ly/HwHAgeingWell>.

## Millions receive help from NHS high street pharmacies

More than 5 million patients have received help from high street pharmacies for minor illnesses, as the NHS brings care closer to people's homes.

Around 2.4 million people received help without booking an appointment at their local pharmacy for seven common conditions including sore throats, earache or shingles.

Pharmacies delivered the most consultations for acute sore throats (835,679) followed by uncomplicated urinary tract infections (UTIs) (665,409).

High street pharmacists have also delivered 1.5 million consultations for minor illness referrals and 1.4 million consultations for urgent medicine supplies.

The move means people do not have to contact their GP to receive help, freeing up appointments for those who need them most.

<https://tinyurl.com/yu9ryefr>



You may feel healthy and strong, but high blood pressure has no symptoms. If left untreated, it can cause a heart attack or stroke.



Find a pharmacy for a free blood pressure check.  
[hertsandwestessex.ics.nhs.uk/bp](https://hertsandwestessex.ics.nhs.uk/bp)  
or scan the QR code.

## SURVEY CORNER

### TAKE A LIVER TEST SURVEY

Raising awareness,  
transforming lives

<https://tinyurl.com/2r2ssr5s>

### MIND BIG MENTAL HEALTH SURVEY

One thing you can do to help us fix the broken system: fill out the Big Mental Health Survey.

It's that simple. It takes less than 20 minutes.

[bigmentalhealthsurvey.co.](https://bigmentalhealthsurvey.co.uk/)

[uk/](https://bigmentalhealthsurvey.co.uk/)

## Useful Links & Articles

**Mental Health** information for Children and Young Adults  
<https://tinyurl.com/y8nc4ztr> or  
<https://tinyurl.com/y5xse8av>

### Next Health Walks

There are guided walks all over the county, look under St Albans district for Harpenden walks

[www.hertfordshire.gov.uk/healthwalks](http://www.hertfordshire.gov.uk/healthwalks) or email us at

[Healthwalks.cms@hertfordshire.gov.uk](mailto:Healthwalks.cms@hertfordshire.gov.uk) or Tel 01992 555888

### Free Health Vouchers

Follow the link to register by 3 August for free activity vouchers - what's not to like...

<https://tinyurl.com/3zu8hz3w>

## Other useful information & 'how to' guides

- *Cancelling appointments*
- *What your pharmacy can prescribe*
- *How to book a blood test*
- *How to use the NHS App sessions*
- *Options for booking an appointment*
- *Repeat prescription ordering*
- *Vaccine eligibility information.*

There are usually several ways to do these things, this page will show you the options:

<https://tinyurl.com/wr6nbvpp>

### FRIENDS:

[www.friendsdavenporthouse.org.uk](http://www.friendsdavenporthouse.org.uk)

### SURGERY:

[www.davenportsurgey.co.uk](http://www.davenportsurgey.co.uk)

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