

FRIENDS of DAVENPORT HOUSE

Your Patient Participation Group

Reg Charity No: 1184307

Bulletin # 38

October 2025

News from the Practice



PATIENT SURVEY 2025 RESULTS

A big thank you to everyone who took the time to complete the 2025 patient survey. Your feedback is really important to us.

We're really pleased to see improvements in several areas — especially the use of the NHS App. More patients are now using it to order repeat prescriptions, check their health records, and book appointments, which is fantastic. It's great to see more patients engaging with these digital services.

The appointment booking process has also shown progress since last year. While the latest version saw a small dip, the overall trend is positive. Our move to Total Triage and online access is still settling in, and we expect scores to improve further as more patients become familiar with the system.

Feedback about our Reception Team and Clinical Care (both GPs and other staff) remains very strong. Even with minor changes in scores, it's clear our teams are working hard every day to provide friendly, professional care, and we'll keep focusing on consistency and communication.

We've also seen your comments about the Friends of Davenport / PPG. We're very grateful to our volunteers and will continue working with them to improve patient engagement and communication about their initiatives.

Overall, the survey results show that patients continue to have confidence in our practice. We'll use your feedback to keep building on what's working well and make improvements where we can. Thank you for your ongoing support — it really makes a difference.

The Davenport House Team



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

To join our PPG
<https://tinyurl.com/FoDH-Join>

For any specific question, email
membership@patientgroup.org.uk

THE NEW TOTAL TRIAGE SYSTEM

On 1st October 2025, Davenport House Surgery moved to a new improved way of access for patients called TOTAL TRIAGE. The partners have not taken this step lightly and have done considerable research working with other local practices which are already using this mode of access successfully. Total Triage has been designed to facilitate equity of access to care. Read the full article here:

<https://tinyurl.com/wr6nbvpp>

STAFF SPOTLIGHT

**Dr Munawar
Choudhuri**



Dr Choudhuri qualified from University College London in 2003, where he also completed a Bachelor's degree with Honours in Medical Microbiology as part of his MBBS. His qualifications include MBBS, BSc (Hons), and MRCGP, and he is a qualified GP trainer, holding a Postgraduate Certificate in Medical Education.

Originally from North London, Dr Choudhuri completed his GP training there before moving to St Albans in 2014, where he worked as a GP Partner prior to joining the Davenport House Surgery team in June 2022.

He has a particular interest in Diabetes and is currently developing a Diabetes Lifestyle Coaching scheme that is being piloted in the local area.

Outside of work, Dr Choudhuri enjoys spending time with his wife and four children. His hobbies include cooking, football, and running.

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.

HEALTH NEWS & ACTIVITIES

The Patient Participation Group has helped to fund the following items for the surgery; ECG licensing, the Spirometer, the Jayez system, and the new lighting

It is with sadness we inform you that **Joan Shopper** passed away during the summer. She had stepped down from the FoDH committee due to ill health but her passing took everyone by surprise. She had been on the committee many years, latterly in the role of secretary - keeping minutes and us all in check to attend meetings. Deepest sympathies to her family and friends. She is missed.

Give Your views on community pharmacists?

Healthwatch Hertfordshire has been commissioned to explore public perceptions and experiences of using community pharmacies. This work follows the 2023 report, which examined the 'value opportunities' for local pharmacies. This is important work for which we need to reach as many people as possible. You can help us by taking and sharing this survey, via this link:

<https://tinyurl.com/Help-from-Pharmacy>

See what the **BBC's Health correspondent, Nick Trigg**, has to say about the new online booking/triage system... he quotes Dr Amanda Doyle, of NHS England: 'This step will help modernise general practice by making online access as easy as calling or walking into your practice, ensuring the phone lines are available for those who need them most and making it easier for practices to triage patients based on clinical need.'

Read the full article at <http://tinyurl.com/s3w2v563>



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.
hertsandwestsex.ics.nhs.uk/bp
or scan the QR code.

LUNG CANCER SCREENING

A brilliant new screening service that will be available to all ex smokers by 2028 is being offered to people in Herts registered with their GP, aged between 55 - 74 years, who have a history of smoking or are current smokers.

<https://tinyurl.com/tdm9yh46>

TAKE A LIVER SCREENING TEST

Raising awareness, transforming lives. It only takes two minutes.

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

HELP WITH THE NHS APP

There are many helpful YouTube videos which show you how to do things within the App...

<https://tinyurl.com/Help-with-NHS-APP>

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 or email us at
Healthwalks.cms@hertfordshire.gov.uk or Tel 01992 555888

You are invited to a workshop to talk about how care can be improved in West Herts. Tuesday 11th November in the Players Lounge at Watford Football Club. Be part of the improvement journey. Refreshments provided.

<https://tinyurl.com/wr6nbvpp>

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

SURGERY:

www.davenportsurgey.co.uk

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