

FRIENDS of DAVENPORT HOUSE

Your Patient Participation Group

Reg Charity No: 1184307

Bulletin # 35
NOVEMBER – DECEMBER 2024
News from the Practice



TOP NEWS

Seasons greetings from us all

Staff Spotlight

Adarsh Mehta
Practice Manager



Adarsh Mehta is a dedicated Practice Manager at Davenport House Surgery, where he manages and coordinates all aspects of practice functionality. This includes motivating and managing staff, optimizing efficiency and financial performance, and ensuring the practice meets its long-term strategic objectives within a safe and effective working environment. Through innovative approaches, he leads the team in promoting collaborative working, service delivery, learning and development, and ensures the practice complies with CQC regulations.

Adarsh has a degree in International Business and has over 10 years of experience working in primary care. Since joining Davenport House Surgery, he has overseen significant changes that will be visible to patients, as well as implementing internal improvements to ensure the smooth running of the surgery. While there is still much to be done, Adarsh

acknowledges that working within the NHS comes with unique challenges. However, with the support of partners, team members, the PPG, and patients, he is confident that Davenport House can become one of the top surgeries in the country.

Outside of work, Adarsh enjoys playing 7-a-side football and badminton on a weekly basis, and he also plays chess at a basic level. He is dedicated to building strong communication and lasting relationships within the team, believing that teamwork and mutual support are key to achieving great results.

CHRISTMAS OPENING



Davenport House

| | |
|-------------------------|--------------|
| Monday 23rd December | 08.00-18.30 |
| Tuesday 24th December | 08.00-18.30 |
| Wednesday 25th December | Closed |
| Thursday 26th December | Closed |
| Friday 27th December | 08.00 -18.30 |
| Monday 30th December | 08.00-18.30 |
| Tuesday 31st December | 08.00-18.30 |
| Wednesday 1st January | Closed |

Thursday 2nd January back to normal hours



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

To join our PPG:
www.friendsdavenporthouse.org.uk

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

HEALTH NEWS & ACTIVITIES

Harpenden Child Contact Centre

HCCC offers supported contact – suitable for families where no significant risks to the child/children or those around the child have been identified. Our Centre caters for babies and children up to teenage years. We open on the second and fourth Saturdays each month between 1.00pm and 4.00pm. For further information on volunteering & access. <https://tinyurl.com/bdvpxxa5>

Zero Tolerance Policy Patient Behaviours

As an employer, the practice has a duty of care for the health, safety and wellbeing of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. Staff mental health is as important as their physical health. All patients and staff are expected to behave in an acceptable, respectful manner. See full policy at <https://tinyurl.com/wr6nbvpp>

News from our L&D representative

The practice manager has confirmed that they now receive electronic discharge letters from the L&D; this will be a much smoother process in future.

On other developments, the A&E expansion and upgrade should be completed by the end of the year. The 'new' block construction is also expected to be completed by the end of the year. There will then be a 3 month period to test all the systems. This will be followed by an extensive period of familiarisation and training for the staff who will use the new facilities (whilst they still have to run the current services). It is anticipated that the transfer of patients will commence in the Autumn of 2025. Malcolm Rainbow

Winter Fuel help with Age UK

Age UK Hertfordshire, in partnership with Hospital Community Navigation Service and Hertfordshire County Council, are running a series of 100 + drop-in events across Hertfordshire over the winter months to help reach our older communities to raise awareness of the wider support available to those hardest hit by the Winter Fuel Payment changes. <https://tinyurl.com/bdhvzn9v>

Vaccine notifications

Apologies for those getting multiple vaccine notifications on your Apps. This is because the App is updated before the surgery is notified, and consequently you may get a chaser when you've already been vaccinated!

Useful Links & Articles

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

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>

Next Health Walks

Saturday 14th December @ 1 pm outside the Village Surgery.

All welcome.

Additionally on offer are Hertfordshire Health Walks which happen all over the county.

Visit

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

Other useful information & 'how to' guides

Canceling appointments if you cannot attend – What your pharmacy can prescribe? – How to book a blood test? – How to use the NHS App sessions – Options for booking an appointment – Options for how to order a repeat prescription – 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.davenportssurgery.co.uk

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