

FRIENDS of DAVENPORT HOUSE

Your Patient Participation Group

Reg Charity No: 1184307

Bulletin # 36

MARCH – APRIL 2025

News from the Practice



TOP NEWS

AGM 29th April @ 7.30

Staff Spotlight

Heather Warwick
Nurse Retiree



After 20 years plus of dedicated service, we will be bidding a heartfelt farewell to Heather, who will be retiring at the end of April. Heather has been an integral part of our nursing team, serving as Lead Practice Nurse and playing a key role in the delivery of high-quality patient care. Specialising in diabetes management, Heather has made a lasting impact on the lives of many patients, providing expert advice and support with warmth and compassion.

In addition to her role within the practice, Heather has also been involved with the Primary Care Network (PCN) as part of the PCN Training Team. Her commitment and collaborative approach have helped shape the care provided.

Heather's kindness and dedication, have touched the lives of so many, and she will be greatly missed by both her colleagues and patients. We are incredibly grateful for the years of service she has given, and while we will miss her presence, we wish her all the best in this exciting new chapter. Thank you, Heather.

View from the Chair

We continue to meet with the practice leadership on a regular basis – understanding challenges and issues and action plans being taken by the team to support the patients. There has now been nearly a year since the introduction of the telephone system that has transformed long waits into a more predictable outcome, enabling access to a receptionist in a reasonable time frame. The practice team manages to provide just shy of 50% of appointments on the same day – however, there are still nearly 10% of the 61,000 appointments in the past 12 months not attending. It's quite a challenge.

We would encourage you to come to the AGM and talk by the practice, the PCN and Malcolm Rainbow (your Bedfordshire Trust rep) at **19:30 on 29th April 2025** at Bennet's (Royal British Legion). Formal notification to come, however, please do put the date in your diaries.

In the meanwhile – please could you provide feedback via this short [survey](#), as was done in 2024.

Simon Spiers
CHAIRMAN

AGM 29th APRIL 2025 @ 19.30

Our AGM will be held at Bennet's which can be found at the back of the British Legion and entered from a door down the side alley on the left. Bennet's, 21 Leyton Rd, Harpenden, AL5 2HU,

ALL WELCOME

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

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.

HEALTH NEWS & ACTIVITIES

Walk-in Centres/Urgent Treatment Centres (UTCs)

As a general practice, our focus is on providing ongoing, personalised care to our registered patients. Recently, we've noticed an increase in patients coming to the surgery for conditions that are more appropriately handled at a walk-in centre or urgent treatment centre. Please may we ask that, for minor ailments and non-emergency concerns, you consider visiting one of the following local walk-in centres?

Welwyn Garden City Walk-In Centre (UTC), QEII Hospital, Howlands, Welwyn Garden City, AL7 4HQ
Opening Hours: 8:00 AM – 8:00 PM (7 days a week)
Contact Number: 01707 247 259

Hemel Hempstead Walk-In Centre, Hemel Hempstead Hospital, Hillfield Road, Hemel Hempstead, HP2 4AD
Opening Hours: 8:00 AM – 8:00 PM (7 days a week)
Contact Number: 01442 212 123

Luton Walk-In Centre, Chapel Street, Luton, LU1 2SE
Opening Hours: 8:00 AM – 8:00 PM (7 days a week)
Contact Number: 01582 709 290

These walk-in centres are well-equipped to handle minor injuries, infections, and illnesses. We appreciate your understanding and cooperation in this matter. If you're ever unsure where to seek treatment, or if you have questions about what constitutes an emergency, please feel free to contact us or NHS 111 for further guidance. Thank you for your continued support and for helping us ensure that we provide the best care for everyone.



SURVEY CORNER

TAKE A LIVER TEST SURVEY

Raising awareness, transforming lives <https://tinyurl.com/2r2ssr5s>

HERTS INITIATIVE TO REDUCE SMOKING

You can help by engaging with this survey

<https://tinyurl.com/3y5tsyt5>

and one more...

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.uk/

Useful Links & Articles

Mental Health information for Children and Young Adults.

<https://tinyurl.com/y8nc4ztr> or <https://tinyurl.com/y5xse8av>

Parkinson's Golf sessions

Join these supportive golf group sessions designed specifically with those with Parkinson's and long term health conditions in mind.

Stevenage Golf & Conference Centre.
8th May - 10th July 1:30-3:30
£50 for a 10 week block or only £6 per session! To book ring 01438 901464 to speak with our friendly Front of House team!

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.

Other useful information & 'how to' guides

Cancelling 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.davenportsurgery.co.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.

