

# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE

## BULLETIN NO 1—MARCH 2019



This is the first edition of the new electronic bulletin which replaces the printed quarterly Newsletter.

It aims at providing important news on the Surgery and NHS matters generally rather than medical articles. Surgery Snippets will be regularly provided by Shannon Davies, Business Practice Manager.

### FUTURE PATIENT GROUP OPEN MEETINGS

13 May What the L&D Hospital Offers

8 July Rennie Grove Hospice Services

14 Oct Hips, knees and bones

All meetings start at 8.00 pm on Monday evenings open to all. Venues and full details will be provided nearer the date of the meeting.

### USEFUL TIP—YOUR NHS NUMBER

Go to the App Store if you have an iPhone or Google Play Store if you have an android phone such as Samsung. Search for NHS Number and install it. You will then be asked to put in your number. Enter the ten digits. The number includes a check digit so a mistake is unlikely to be accepted.

If you do not know it you should be able to find it on a prescription or other document. If not ask next time you go to the Surgery

After that all you need to do is tap on the NHS icon and your number will immediately be displayed. No data is transmitted so the process is secure.

### PATIENT CHOICE

Herts Valley Clinical Commissioning Group has issued a Policy Statement on exercising your patient choice for certain health services and treatments. You can read this Policy Statement on the Friends website.

### SURGERY SNIPPETS



#### Maternity Update!

Delighted to announce that **Dr Katie Nowlan** has given birth to a healthy baby boy! Baby Noah Edward was born on Sunday 24 March weighing 6lbs 11oz.

**Dr Dash Kumar** will be covering Dr Nowlan's maternity leave for the next 9 months, working Wednesday mornings and all day Thursdays and Fridays. Dr Kumar starts with us on Wednesday 1 May.

#### Measles Warning

A number of children have been diagnosed with measles in the Caddington area since 20 March 2019.

Guidance is provided on the next page.

## What is measles?

### MEASLES SYMPTOMS TYPICALLY INCLUDE

- High fever (may spike to more than 104° F)
- Cough
- Runny nose
- Red, watery eyes
- Rash breaks out 3-5 days after symptoms begin



Measles is a highly infectious disease which spreads very easily. People with measles can get a cough, runny nose, rash, sore red watery eyes and fever. Complications of measles can be serious and include ear and chest infections, fits, diarrhoea and brain infection. Measles can also present more risk for people whose immune system is not working normally and pregnant women.

The best way to prevent measles is through vaccination. Most older children and adults are immune to measles – either because they had measles as a child or because they have been vaccinated – and so are very unlikely to catch measles.

If you are unsure if your child is protected from measles, check with your doctor. Your child is at greatest risk if they have not been immunised with 2 doses of MMR vaccine. If they have missed one or both of their doses of MMR vaccine contact your GP Surgery to arrange an appointment.

If your child becomes unwell and think it could be measles you should see a doctor. However, you should ring the doctor or clinic beforehand, so they can make sure you do not pass the disease to others in the waiting room.

If you would like more information on measles visit :

<http://www.nhs.uk/conditions/measles/Pages/introduction.aspx>

## In-House Pharmacy



We are pleased to announce that we have been granted planning permission to add an In-house Pharmacy at Davenport House. Springfield Pharmacy will be relocating from its current premises on the High Street to Davenport House once renovation work is complete. The pharmacy will be located in the downstairs rooms on the left as you enter the Surgery, with the current meeting room moving upstairs. The pharmacy will have its own entrance from the front of the Surgery and also access from inside. It is hoped that this new service when established will be of great benefit to our patients.

## Over 45 years old?

The NHS recommends that you check your blood pressure every 5 years. It's quick and easy to pop into the Surgery when passing and use the POD (automated blood pressure machine). The machine is in the interview room off reception and no appointment is necessary. Results are automatically added to your records and a GP will contact you if you would benefit from a review. Try it when you are passing!

## Letters!!

We regularly send patients appointment reminders for routine annual checks aimed at preventative care including asthma, diabetes and blood pressure reviews. The NHS guidance requires us to send three letters to patients every year (April to March) if they do not respond by making an appointment. If you do not wish to attend for a review you can stop receiving letters by using the slip at the end of the invitation letter or by emailing [anthea.doran@nhs.net](mailto:anthea.doran@nhs.net). If you decide not to attend for an appointment but later change your mind you can contact the Surgery to book an appointment. We cannot accept permanent opt outs and so this process is repeated every year from April onwards.

## On line services and the NHS App!

The easiest way to order a prescription or book an appointment is via the on line service. There is a choice of websites you can sign up to which up until now has meant coming into Surgery with some photo ID. The NHS have just launched a new app (the NHS App!) which enables patients to sign up without visiting the Practice - just download from your app store and follow the instructions. As well as allowing on line access to prescription ordering and appointment booking, you can use the app to:

- check your symptoms
- find out what to do when you need help urgently
- register to be an organ donor
- choose how the NHS uses your data

## Prescription changes:

From 1 May we will not accept prescription requests over the phone **for any reason**. This is to comply with NHS guidance for prescription safety. Ideally all medications should be ordered a week in advance to allow good time for us to process your request. Orders can be made in person by completing a form in reception, on-line or by phone call to your usual chemist. We will continue to accept appliance orders over the telephone as these do not count as medication.

## Late arrivals for appointments

At the request of our GPs, the Practice has updated its policy for patients arriving late for their appointment.

We will allow patients to be no more than 10 minutes late otherwise you will be asked to book another appointment.

As you will appreciate, GP surgeries are extremely busy and good time-keeping is essential for us to provide patients with the service they expect. We do ask for your patience if the doctor or nurse you have an appointment with is running late as sometimes this is unavoidable.

We do endeavour to run on time but the nature of our work does not always allow this to be possible.

## Cancellation of Appointments and DNAs (Did Not Attend)

In the event you are no longer able to attend your appointment please contact the Surgery at your earliest opportunity to cancel so that the appointment can be made available for another patient.

To cancel appointments you can either telephone reception, use the automated telephone system or via the on-line system.

**In February there were 156 patients who did not attend their appointment and failed to notify the Surgery. That's almost 40 wasted appointments per week!**

## PPG ANNUAL GENERAL MEETING, Monday 4 March 2019

Well over 100 members attended this year's very successful AGM at Rothamsted Research. Members unanimously agreed the Chair's and Treasurer's reports for 2018 as previously circulated.

The second half of the business meeting concerned changes associated with the PPG's new charitable status and its new name 'Friends of Davenport House'. The Chair explained that bank delays in the setting up our new account had cut across the normal date for the renewal of subscriptions (now to be donations) and that information on how this would be addressed would be on the website. We now have almost 1,900 email addresses on our data base which will allow much more immediate communication with patients.

After the business meeting members were addressed by **Dr Alka Cashyap**, who will be replacing **Dr Andrew Chafer** as Senior Partner when Dr Chafer retires at the end of March. She spoke on the future of the General Practice and Davenport House Surgery in particular. The second talk was given by a new partner, **Dr Richard Yasotharan**, on his local upbringing and the importance of lifestyle to maintaining good health.

Richard Munton  
Chair

