



## FRIENDS OF DAVENPORT HOUSE

### Bulletin No 33 News from the Practice June 2024

A 'warm' welcome to your Summer Newsletter.

For anyone new to this newsletter or the surgery it might be helpful to explain that we are a Patient Participation Group (every surgery and Primary Care Network should have one) and our job is to help the surgery disseminate information to you and use our charitable fundraising status to help provide extras that will benefit patients directly.

**Top News** - The surgery is delighted to announce that a **new telephone system** was installed on 9th April 2024. Key benefits of the new system include:

- Visibility of Call Statistics:** Our new system provides us with comprehensive visibility of all call statistics, including the number of calls waiting. This will help us manage call traffic more efficiently.
- Call Back Functionality:** The new system includes a call-back feature, allowing you to receive a call back instead of waiting in a queue. This aims to make the patient experience more convenient and reduce wait times.

We are pleased to report that we have already received positive feedback about the new system. We are confident that its additional functionalities will further enhance our appointment-making process.

A very successful presentation by the practice and our Bedfordshire Trustee was made at the recent AGM - a reminder of those details at our [website](#)

#### Survey Results

We recently sent you a short survey to help us discover how best we, as a committee, can help you.

Average scores for rating of the following activities as follows:

1. Appointment Booking Service	5.22*
2. The NHS APP to order prescriptions and viewing record	7.08
3. Reception Team	8.00
4. Clinical Care (non GP, nurses and other staff)	8.79
5. Clinical Care from the Practice GPs	8.24
6. The efforts of Friends of Davenport Trustees/PPG	7.48**

*We have also received and reviewed a number of comments with these scores. There are a number of ideas for what we should be spending our reserves on and we will advise in due course. If you do not feel you are being listened to - please get in touch.*

\*Expected results as telephone booking system was not working properly. Subsequent improvements have been seen / experienced since the system upgrade with commentary received from both patients and reception staff that the calls can be handled more efficiently and effectively to improve the experience. We will, however, be examining the other systems available to patients to book appointments including the triage system, the NHS app and NHS connect.

\*\*Somewhat disappointed to have received such a low average score for our efforts at the PPG, however, perhaps somewhat skewed by 11 answers with scores of 1-5 with commentary - 'No personal experience of how they are involved or what they do' or 'I would like to see the PPG taking more positive action, and certainly report the results of discussions with the practice staff'.

There is obviously more work to do with the practice to change/influence what they do, but there is also more to be done to communicate what we do. There is positive feedback received by the practice, but obviously there are some in the community that feel that we don't have any influence at all. We would encourage anyone with those sentiments to write to the Chair, Simon Speirs, to discuss what more could be done. It should be recognised that PPG volunteers/Trustees of the Friends of Davenport House Charity meet 8-10 x per year with the practice with a proactive agenda to ensure the practice management & GPs receive feedback on issues or challenges faced by patients. We really try to impress feedback on 'the patient experience' with the biggest success being the continued pressure on trying to replace the telephone system. Hopefully this will be impactful going forward.

**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.

**HELP US  
HELP YOU**

Join your Patient Participation Group at **Friends of Davenport House**

Receive updates from the Practice, what's happening with processes, changes and new developments in our local area. Visit [friendsdavenporthouse.org.uk](http://friendsdavenporthouse.org.uk) or use one of the QR codes to join us and/or find out more.

**Davenport House PPG**

# General Announcements / Information

## PLEASE CANCEL APPOINTMENTS IF YOU CANNOT ATTEND

During the Month of **April 2024**, we had **372** appointments which were not attended. Average cost of each appointment is £30. The loss of this clinical time has a detrimental effect on the service that we provide to patients and we wish to keep this to a minimum. We feel that it is reasonable to ask patients to let us know in advance if they do not intend or are not able to keep their appointment.

Patients who are experiencing ongoing difficulties in keeping their appointments should discuss this with the surgery. The surgery reserves the right to remove patients from the practice list if they DNA three appointments within a 12 month period.

**Please if you are unable to attend remember to cancel your appointment.**

Call us on **01582 767821** or **Text** back to your automatic message reminder or **Visit** the practice in person

## HOW TO MAKE A BLOOD TEST APPOINTMENT

All West Herts (Hemel, Watford & St Albans) hospital blood tests now need to be **booked online** on this link.

<https://www.westhertshospitals.nhs.uk/ourservices/bloodtests.asp>

For those unable to book online, telephone booking is available on 01727 897376. Current forms still show times patients can walk in (not true); hopefully this will be updated soon. We have displayed posters in waiting rooms and if not sure please ask our receptionist for further information.

Red House blood tests can still be booked at our Reception but due to high demand there is a 3-5 weeks wait time for appointments.

## OPTIONS TO BOOK YOUR APPOINTMENT

How best to book or get appointments at Davenport House:

- **Phone call** – on the spot response.
- **Face to Face** – come into the surgery and fill in a triage form which will be seen by a GP and appointments allocated accordingly. (Response time within 1 working day)
- **Online consultation** – Request appointment through an online consultation form, once triaged by a GP, an appointment is allocated accordingly. Response time can be within 72 hours.
- **Pharmacy** – Pharmacists can give you advice on a range of conditions and suggest medicines that can help. They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First) see above right.

## WHAT CAN YOUR PHARMACY PRESCRIBE

**Pharmacy First** is a new scheme designed to take pressure from GP surgeries and will enable community pharmacists to supply prescription-only medicines and other routine tests for conditions like:

· Sinusitis · Sore throat · Earache · Infected insect bites · Impetigo (a bacterial skin infection) · Shingles · Uncomplicated urinary tract infections in women.

To access treatment for the above and other services, you can simply walk into the pharmacy or contact them through GP receptionists or NHS 111. Pharmacy First aims to free up 10 million GP appointments a year by next winter, giving GPs time to see patients with more complex conditions.

## HOW TO USE THE NHS APP

Details of Computer Friendly Drop-in Support Sessions and Training | The Harpenden Trust. Just turn up - no need to book.

The Salvation Army, Leyton Green, Harpenden, AL5 2TG, Wednesdays, 10:00 – 12:30pm  
The Harpenden Trust, 90 Southdown Road, Harpenden, AL5 1PS Thursdays, 10:00-12:30

## REPEAT PRESCRIPTIONS

To reorder your prescription, you can use one of the following methods:

- **Contact Us Online** - go to the surgery website at Homepage - Davenport House Surgery - and select Contact Us Online then choose the Administration option. Your message will be received by the surgery instantly.
- **Online Services** - create an account for Patient Access or the NHS App on your computer or mobile device. This option will list all your medication so you can select what you require.
- **Speak to your pharmacy** - who can take requests over the phone. Do not call the surgery as our admin staff are not clinically trained.
- **Complete a paper request slip** - when you are in the surgery - these are available in reception.

## HEALTH WALKS

Sat 29th June, Sat 27th July, Sat 31st Aug at 1 pm outside the Village Surgery. All welcome.

**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.**