

PARTNERSHIP FOR HEALTH



FRIENDS OF DAVENPORT HOUSE

BULLETIN NO 14 – AUGUST 2020

ONLINE SERVICES

An Interim report by Lindsey Wright, New Practice Manager (See Page 3)

Introduction

This further report follows my reports in the previous Bulletin on What to expect from the Surgery during the pandemic. We are fully aware of the current pressures on the telephone which is being upgraded with financial help from the Friends for which the Practice is very appreciative. Additional financial support has been provided by the Friends for equipment as summarised later in this bulletin.

We will be making some changes shortly to the **Website** to help make it easier for all our patients to navigate. Please be aware that some online services may not be available at times during this process. For example, for a short period new patients may not be able to register online

In the meantime, here are some preliminary details of the online services currently available:

Patient Access

If you already have Patient Access please continue to use it for requesting repeat prescriptions. Patient Access can also be used for the following:

- Visibility of any allergies
- Visibility of test results
- Any previously prescribed medications
- Some documents from your file
- Record of any immunisations
- Summary of any conditions
- Summary of any conditions or ailments discussed in previous appointments

Some of these functions may not be available to you currently if you registered with Patient Access before October 2019. If that is the case and you would like access to them, please contact the Surgery and our admin team can arrange that for you. This process may not be immediate as there are checks that need to be made for some of the functions.

The facility to book appointments is not currently available due to the Covid-19 Pandemic.

Unfortunately, we will not be registering anyone new on Patient Access for the foreseeable future as face to face checks need to be done in order to complete the registration.

NHS App

If you do not have Patient Access and would like to order repeat prescriptions, book appointments (currently not available), look up symptoms, look at past prescriptions this can be done on the NHS App. It also shows you any allergies you have. Not all functions on the NHS App have been allowed for our Surgery, so some options won't be accessible. You can register on the NHS App without any input from the Surgery so you can do it at home. It does require a degree of computer/mobile phone literacy so you may want to seek the help of a family member.

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Online Consult



Online Consult is advertised at the top of our website as above. It is a programme that offers a wealth of information on a number of conditions/problems as well as a means of being able to contact the Surgery.

When you click onto a condition or problem the site will give you information, show you videos or ask you questions. As you answer the questions the site gives you advice as to the best course of action.

It might ask you to go to A&E, ask you to visit your local pharmacist or ask you to make an appointment with us at the Surgery, which it is able to do for you. Once we receive your request from the site, we make sure the appropriate clinician receives the request and they will action whatever is necessary within the given time frame – usually 48 hours.

However, if the answers to your questions suggest you need immediate attention it will ask you to go to A&E or call 999 the system having identified urgent conditions. The system is also good for non urgent queries as it removes the need for patients to call the Surgery and wait to speak to a receptionist and then (in our current situation) wait for a phone call from the doctor or nurse.

You can also submit requests for letters or sick notes through the site, which again removes the need for you to call or visit the Surgery. If you do not have Patient Access or the NHS app, prescription requests can be done through this site, but they will take longer than if done through the apps mentioned above. You do not need a login or password to access this site.

THE FRIENDS RECENT SUPPORT FOR THE PRACTICE

By John Harris, Editor

The Friends have donated £5,000 to the Practice for the purchase of equipment and for upgrading the telephone system given that the latter is under pressure from the huge increase in telephone consultations.

In fact, the Friends recently received comment from patients on the difficulty of getting through to the Surgery by telephone which has helped both the Friends and the Practice to assess the scale of the problem.

These are the items which have been purchased by the Surgery from the funds donated by the Friends:

Item	£
PAT testing	394.79
Phone upgrades	1,465.00
Legionella testing & staff training	1,477.60
Annual tap temperature checks	300.00
New fridge	<u>1,422.00</u>
Total	<u>5,059.39</u>

Thanks are due to all those Friends who have contributed to these funds which it is hoped will encourage others to donate towards continued improvement in services at the Practice.

MEET THE NEW PRACTICE MANAGER, LINDSEY WRIGHT

By Gillian Thornton, Journalist and Friend of Davenport House



Whilst most of us visit the Surgery only rarely at the moment, patients who do attend Davenport House in person may well spot a new face. Lindsey Wright joined the Practice in May, just a couple of weeks after lockdown was imposed in England.

'It was certainly an unusual way to start a new job,' smiles Lindsey who had previously worked in

similar roles with opticians. 'I didn't come from a primary care background and because everything had slowed right down here at Davenport House, with anti-Covid precautions already in place, I was able to concentrate on learning the essentials of my new role whilst the building was quiet.'

But Lindsey is well aware that things can change in an instant. To the patients, she is the Surgery's Practice Manager, dealing with any concerns or complaints, but she also has a key Operations role, making sure that everything is running smoothly behind the scenes and looking after the Human Resource side of the Practice.

Lindsey grew up in Potters Bar and studied Biology at Leeds University, originally planning to go into teaching. But a back injury in her third year put paid to teacher training or graduate placements, and once she had recovered sufficiently to start work, her focus had changed.

'I worked for five years as Practice Manager for two firms of opticians, the last one in Welwyn Garden City, but independent Practices tend to be quite small and don't offer much in the way of career progression,' she says. 'At the start of this year, I felt ready for a bigger role, and having already worked partly for the NHS, I really liked the idea of moving into the NHS full-time at Davenport House.'

'A big part of the challenge in the coming months will be seeing how a second wave of the Corona virus might impact on us. But for the time being, I'm enjoying getting to grips with the here and now, rather than thinking about what will be happening next year. At the moment, nobody knows, so plans are currently on hold for closer working between the three GP practices in Harpenden, but we will address this again when the pandemic dies down. We'll also be upgrading our website, so hopefully we'll be sharing some good news with patients before too long.'

NEWS FROM THE LUTON & DUNSTABLE HOSPITAL

By Malcolm Rainbow, Public Governor for Hertfordshire



Services

It has been announced recently that the Hospital is maintaining its restrictions on patient visits due to the higher Covid rates in both Luton and Bedford.

The Hospital is still unable to allow any visitors on site, unless there are exceptional circumstances, for example in maternity, NICU or children's departments, or for those patients who are receiving palliative treatment at the end of their lives, on a case-by-case basis.

Nevertheless the Accident & Emergency Department is fully open and diagnostics testing is being ramped up with more elective work being undertaken. The existing facilities for maternity,

paediatrics and end of life are still in operation. However, many of the consultations for outpatients will still be by electronic means.

Major redevelopment works are under way so the hospital is becoming a building site,

The Lewsey Road car park is closed for rebuilding to double its size and should be ready early in 2021. Therefore patients should be aware that parking is very limited and follow the signs to relocated spaces off Calnwood Road allowing more time before their appointment.

Work will be starting on a temporary office block near the St Mary's Wing so that the Trust offices can be emptied for the major rebuild.

Work is also starting on clearing space at the back of the Hospital for the new energy centre.