

PARTNERSHIP FOR HEALTH



FRIENDS OF DAVENPORT HOUSE

BULLETIN NO 7 –NOVEMBER 2019

SURGERY SNIPPETS - BY SHANNON DAVIES, PRACTICE BUSINESS MANAGER

Primary Care Mental Health Service

Davenport House Surgery is happy to announce that they will be hosting the new Primary Care Mental Health Service locally on behalf of our local GP Federation StahFed (St Albans and Harpenden Federation). This is a new local service for patients aged 18-65 with a moderate mental health problem. The service is designed so that patients can access a prompt assessment at a GP Surgery which is local to them and not be stigmatised. We hope this will lead to less DNA/cancellations and greater patient satisfaction along with improved communication between primary and secondary care for mental health issues.

A Community Mental Health Worker will offer either a face to face or telephone assessment appointment and will develop a patient centred management plan to support and signpost them to other services as needed, including:

- a. Mind in Mid Herts Community Support Worker
- b. Community Navigator
- c. Other services as appropriate
- d. Further assessment with Community Mental Health Worker for access to secondary care or a crisis response

Appointments are available at Davenport House with the Community Mental Health Worker Melanie Peerless on Tuesday and Wednesday mornings and Thursday afternoons. Appointments can be booked via your GP or by self referral via our reception team. Please bear in mind that this service is not suitable for patients whose needs would be better met through Wellbeing Services, drug and alcohol services, counselling, third sector support or social prescribing. If in doubt, please ask.



**Melanie Peerless
Mental Health Worker**

**Rachel Ifield
MIND Worker**

Leg Ulcer Clinic

CLCH, a specialist community services provider has now taken over the running of the leg ulcer service in Herts Valleys from 1 October 2019 and will be working with our local GP Federation (HertsOne) to deliver the service in a united way across all of Herts Valleys from that date.

The service is becoming a specialist service, run through hubs with specialist nurses, so as to give all patients across Herts Valleys equal access to an effective, efficient, and high-quality leg ulcer service.

We do appreciate that swapping to a new service,

and a new nurse may feel daunting for some patients, but please be assured all of the new team are fully trained and proficient in managing leg ulcers and will aim to treat all patients in a holistic and caring way.

Davenport House Surgery will be hosting this service on behalf of CLCH until April 2020 with Leg Ulcer Clinics on Monday afternoons and Wednesday mornings.



SURGERY SNIPPETS - SHANNON DAVIES, BUSINESS PRACTICE MANAGER continued

Flu Season

Winter is now upon us and our flu vaccination programme has been running for the last few months. If you haven't managed to book your flu appointment yet it is not too late as we continue to hold regular flu clinics. Patients eligible for a free NHS Flu Vaccination are:

- The over 65's
- If you are pregnant
- If you suffer from asthma or diabetes
- If you have a heart, kidney or lung condition
- If you are immunosuppressed
- If you have suffered from stroke

This year, as directed by NHS England, the Surgery is offering the nasal flu vaccination to

children aged between 2 and 3 (born between 1 September 2015 and 31 August 2017). All primary school children will be offered the vaccination at school.



To book an appointment, please contact reception or book online. We will be sending out invites/reminders but if you are entitled to your free flu vaccination because you fall under one of these categories please contact reception on 01582 767821 or go on-line to book your appointment.

Staffing Update

We are delighted to be welcoming back **Dr Anna Mallott** in December following her maternity leave. Dr Mallott will be returning as a 4 session GP working Wednesday and Thursday mornings and all day Fridays. We are sadly saying goodbye to Dr Sonia Savla who has been with us for the last 18 months covering first Dr Kirsop and then Dr Mallott's maternity leave.



Welcome to our new **Practice Nurse Christina Harrison**. Christina has 17 years of experience within an acute hospital setting and is excited to commit to the world of community practice nursing. Christina will be our Respiratory Lead going forward and is currently working towards her diploma. Christina will be working Wednesdays, Thursdays and Fridays and is looking forward to meeting you all!

We are also delighted to welcome our new **Medical Secretary Chrissy Vaughan** to the team. Chrissy comes to us with many years of secretarial and PA experience and will be joining the secretarial team upstairs working Mondays, Tuesdays, Wednesdays and Thursdays.

Specialist Nurse Clinics					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM	TR Diabetes	TR Well	TR Diabetes	TR Well	TR
PM	TR Diabetes	TR Diabetes	TR Well Woman	TR Diabetes	TR Respiratory
TR – Treatment Room: Offering appointments for dressings, ear syringing, travel & baby immunisations, ECG's, blood pressure checks, smoking cessation, dressings, health checks. etc					

Davenport House Surgery GP Availability October 2019

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday
	am	pm	am	pm	am	pm	am	pm	am	pm	
Minor Illness Clinic	X	X	X				X		X	X	
Dr Cashyap	X	X			EB X	X			X		
Dr Thenuwara	X	X	EB X	X					X	X	
Dr Chan	X	X	X	X	EB X	X			X		
Dr Yasotharan	X	X	X	X			EB X		X	X	
Dr Bagga	X	X	X	X			EB X	X	X	X	
Dr Kirsop			EB X	X	X	X	EB X	X			
Dr Kumar (covering for Dr Nowlan)					X		X	X	X	X	
Dr Savla (covering for Dr Mallott)	X	X	X	X			X	X			
Dr Sophie Featherby Registrar	X	X	X	X		X					
Dr Nimra Uddin Registrar	X	X	X	X		X					
Dr Asma Siddique Registrar			X	X		X			X	X	
Dr Johanna Tudhope Registrar						X	X	X			
Dr Dorian Cooper Registrar	X	X	X	X			X	X	X	X	
Dr Daran Yoganathan Registrar	X	X	X	X		X	X	X	X		
Dr Sophia Kanji Registrar	X	X	X			X	X	X	X	X	
EB: Offers Early Bird Appointments from 7.00am to 8.00am prior to normal surgery											

Practice Patient Group Incentive Scheme

The Herts Valleys Clinical Commissioning Group (HVCCG) has recently established an incentive scheme for Practices and Patient Groups to work together to provide:

- The patient perspective
- Promote health matters
- Improve communications
- Influence the development of services

The Friends of Davenport House (formerly the PPG) has been established for 26 years and currently has over 2,000 friends. It has sought to

work with the Practice over these years to deliver these objectives with:

- regular newsletter/bulletins,
- liaison with the Practice eg appointments
- organisation of health fairs,
- purchase of equipment for the Practice and
- delivery of talks on a wide variety of health topics.

However, there have been several aspects which the Friends have been seeking to progress over recent years summarised on page 4 of this bulletin.

ALL ABOUT HIPS AND KNEES

Report of the open Friends meeting on Monday 14 October by Sheila Uppington



This very well attended talk was given by Mr Paul Whittingham-Jones, who works for the West Herts Trust hospitals and also with Spire. He emphasized how good the surgical bone unit was at St Albans where most hips and knees were replaced locally, and that the same surgery was

done here as privately.

Paul explained how joints wore out with age, excessive use, or accidents. Pictures were shown of abnormal joints needing surgery. However various stages had to be gone through before surgery was an option, and these were organized by the MSK (Musculoskeletal) unit which organize the pathways and streamline referrals. Various criteria are used to rank order patients as everyone is in pain. Steroid injections may help to reduce pain but get less efficacious with each one. Prevention is difficult as age is so much of a factor, but keeping supple through, for example, pilates, or tai chi helps, as does not being

overweight and avoiding heavy impact sports when younger.

Materials used for joints has changed over the years and ones used now grow into the bone better as well as lasting longer. Methods of surgery have also improved to prevent too much muscle damage although robotic surgery is not quite so impressive yet – nor is stem cell involvement (still for the future). Nursing post-operatively and length of stay have also changed with most patients being up on day 1 and discharged after only a few days. New hips usually allow driving after 6-8 weeks, but knees are much more painful and it may be 3 months before patients are feeling much better. It was felt generally to be advantageous to have total replacements rather than resurfacing or partial replacements. Also, Paul mentioned it was probably wise to have at least a couple of months between a right and a left replacement.

Physiotherapy after a knee operation has huge benefits, more so than hips. Walking and an exercise bike as well as hydrotherapy pools were discussed. However, it does depend on the state of the joint pre-op as to what can be achieved post-op. Nerve damage is less than 1% and is not always permanent.

As to the future it was felt that even more operations would be carried out per year as they work! Currently the average age for a replacement is 68 years.

Many thanks to our speaker who gave a most comprehensive talk and spent a lot of time answering individual questions.

Practice patient group incentive scheme

The HVCCG incentive scheme aims to encourage and reward Practices for routinely asking for and acting on the views of their patients, actively engaging with their Practice population and supporting the development of their patient group.

The Friends of Davenport House trustees recently met with Dr Alka Cashyap, senior partner, to explore two aspects which have been difficult to achieve over the years. These were:

- How to increase the number of patients who become Friends of Davenport House particularly from the younger generation and minority groups?

- How to collect the constructive views of patients from time to time to assist the Practice in delivering the best possible service?

It was acknowledged that it is extremely difficult to engage with younger very busy patients who are more inclined to communicate via I phones, Whats App and other electronic means. As a first step we agreed several actions:

- Further help from the Practice in encouraging patients to become Friends
- A recruitment campaign in the Surgery by your Trustees
- Establishing a brief on-line survey of patients views.

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