

# DON VALLEY HEALTHCARE NEWSLETTER

THE PRACTICE WILL BE CLOSED FROM **12PM ON 7TH JUNE & 14TH JUNE** FOR STAFF TRAINING.  
IF YOU NEED MEDICAL CARE DURING THIS TIME CONTACT NHS 111, 111 ONLINE OR THE SAME DAY HEALTH CENTRE

## MAY IS NATIONAL WALKING MONTH

May is Living Streets National Walking month! Walking is one of the easiest ways to improve our health and stay connected to our community, helping us feel less lonely and isolated. By swapping a short drive for a short walk, you can also help reduce air pollution, congestion and road danger – and save yourself some money in the process! For more information visit [www.livingstreets.org](http://www.livingstreets.org)

## MISSED CERVICAL SCREENINGS ON THE RISE

Recent figures have shown that nearly 5 million people eligible for a smear test did not come forward in 2022. Around 3000 new cases of cervical cancer are diagnosed every year which is why the NHS recommends women aged 25-49 have a cervical screening every 3 years and aged 50-64 every 5 years. If you are due your smear test, please contact us and our care navigators will be happy to arrange an appointment with our practice nurse.

## COVID-19 SPRING BOOSTER

People aged 75yrs and over, in care homes and those aged 5 and over with a weakened immune system are being offered a spring booster of the COVID-19 vaccine. We have started to contact the first cohort for the spring booster via a self link text which allows patients to choose where they want to attend or by asking patients to call 119. You can also enquire at you local pharmacy or by using the drop in centre at Lakeside, Askern.



Dr Clark & care navigator Jess working in the new hub at Bentley

## MAKING EVERY CALL COUNT AN INSIGHT INTO OUR NEW TELEPHONE HUB

Since the amalgamation of The Nelson Practice and Bentley Surgery in April 2021 we have seen a big increase in the number of incoming calls to the surgery on a daily basis. Where as previously our care navigator's were able to answer incoming calls at the main reception desks alongside other administrative tasks and dealing with patients face to face, the new volume of incoming calls has made this very difficult.

If you have recently been to our Bentley site, you may have noticed that the once shrill ringing of the telephone has since silenced! In an effort to tackle the degree of calls coming into practice, in November 2021 we devised a new telephone hub on the third floor of our Bentley site, which is where all telephone calls are now answered, with the support of the Sprotbrough and Scawthorpe sites when needed.

This new office is a welcoming space for staff and is equip with four computer stations, each having access to a telephone to answer patient calls. The new hub system has allowed us to monitor infographics such as how many calls have been answered by staff, how many calls are waiting in our call queue and even how long the wait time is for our patients in the call que. This is displayed on a tv screen in the hub for all staff to see and we collect this data to continually improve our services and the way patients access the practice.

For more information on how our hub infographics work, we have demonstrated on the right hand side of this newsletter.

Alongside the new telephone hub, our GP partners have introduced a new triage system for all incoming calls. This triage system incorporates "care navigation" which allows our call handlers to direct you and your medical query to the most appropriate person. In many cases, a medical query may not be as black and white as our care navigation system predicts which is why we now also have a GP working in the telephone hub for additional support and medical triage when needed, so please know that if your care navigator has to ask you to hold and returns with certain advice, this may have come from the triage doctor working that day. The triage GP then also makes outgoing patient calls from the hub to support the other doctors with medical queries that can be triaged over the telephone.

## QUARTERLY SPOTLIGHT

Every quarter, we will release what we call our GP infographics, which aim to give you an insight into the goings on at Don Valley Healthcare. The infographics below relate to the three month period between January and April 2023.

**13,807** Total Registered Patients

**6700** Appointments Given (Telephone & Face to Face)

**351** Did Not Attend Appointments (Non Tel Con)

**17,769** Calls Answered

**7130** Prescriptions Issued (Non Repeat Dispensing)

**13** Home Visits (Non Residential Care Homes)

**301** New Patients Registered

## HOW OUR HUB WORKS

Below is a capture of our hub infographics at 11.51am on 24/04/2023, by which time we as a practice had received 113 calls and answered 111 of those. We had missed 2 calls which can be due to patients hanging up before we have answered or being cut off when in the call que. We also had 0 calls waiting which means there were no calls waiting to be answered at the time this capture was taken.





# FLU SEASON 2022/23

As the winter flu season comes to an end and we welcome warmer days and brighter nights with open arms, we are proud to say we delivered 3324 flu vaccines to our community! Our Saturday morning clinics proved very popular and we were able to vaccinate over 67% of our eligible patient population which helps prevent the spread of flu throughout the colder months.

The next flu season will begin in September 2023-March 2024. If you are eligible, you will be contacted closer to the time.

We would like to thank you all for your continued support and pass on a big well done to our practice team for making this possible.

## EMPLOYEE NEWS

### Farewell Dr Connor

After 35 years of service to the NHS and as a General Practitioner, Dr Connor will sadly be retiring from medicine at the end of August 2023.

Dr Connor's most recent roles were within Don Valley Healthcare as a GP Partner and as the Clinical Lead for Doncaster's Primary Care Network. Dr Connor is proud to have been a part of Don Valley Healthcare and the high standards of patient service offered despite difficult times. He is delighted by the new staff, services and premise that will continue to be provided after his departure. Dr Connor is joined in his retirement by his wife who herself has recently taken a step back from a career in nursing and education. They are both looking forward to spending quality time together, with their daughters and extended families in the upcoming future. I am sure you join us all at Don Valley Healthcare on wishing him all the best for a long and happy retirement.



To watch a personal message from Dr Connor, please visit [www.donvalleyhealthcare.co.uk](http://www.donvalleyhealthcare.co.uk) or follow the link if you are accessing this newsletter digitally - (await link from DFH)

## TRAVEL VACCINES

**If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.**

You need to allow at least 8 weeks for your vaccines before travel as some vaccines need to be given well in advance to allow your body to develop immunity and some vaccines involve a number of doses spread over several weeks. You may be more at risk of some diseases, for example, if you're:

- travelling in rural areas
- backpacking
- staying in hostels or camping
- on a long trip rather than a package holiday

For more information regarding travel vaccines, please complete our travel vaccines form from your local site and a practice nurse will be in touch.

## GET BACK ON YOUR FEET!

**Our new podiatry service is held with Jose every Thursday at our Newton Lane, Sprotbrough site.**

A podiatrist is specially trained healthcare professional who helps people deal with a range of mobility issues, relieve pain and treat infections of the feet and lower legs.

The scope of practice of podiatry is much wider than many people realise and includes:

- At Risk Patient Management
- Sports injuries and Biomechanics
- Minor Surgery
- Foot Health Education

Our podiatrist is also trained in nail removal but does not carry out routine nail trimming.

To make an appointment with Jose, please contact us on 01302 874551 or visiting your local site reception.

## YOUR OPINION COUNTS

Our patient participation group consists of patients who wish to be involved in our practice whilst taking an active role in developing local health services. The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives. The group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GPs.

If you would like to join our patient participation group please attend our next meeting.

**10th July 2023 at 5pm, Sprotbrough site**

## DON VALLEY HEALTHCARE NEW BUILD 2024

The proposals, developed by the NHS South Yorkshire Integrated Care Board, include the move of patients and staff from the existing Don Valley Healthcare Centre and the Ransome Practice to new premises on the site of the former community library on Chapel Street, Bentley. We would like to make clear that both Don Valley and Ransome will remain separate GP surgeries, both having a home inside the new build.

The aim of the new facilities is to:

- Provide fit for purpose facilities for the future delivery of Primary Care services;
- Provide improved integration and co-location of NHS and Local Authority services;
- Maximise value for money through shared estate and facilities;
- Provide improved access and choice of services;
- Support the recruitment and retention of the workforce
- Support the delivery of the NHS Long Term Plan.



Proposed digital image of the new healthcare hub on Chapel Street, Bentley