

DON VALLEY HEALTHCARE NEWSLETTER

ALL PRACTICE SITES WILL BE CLOSED FROM **12PM ON 5TH JULY, 6TH & 13TH SEPTEMBER** FOR STAFF TRAINING. IF YOU NEED MEDICAL CARE DURING THIS TIME PLEASE CONTACT NHS 111, 111 ONLINE OR THE SAME DAY HEALTH CENTRE.

DO YOU HAVE ENOUGH TIME?

Every time you request an appointment our care navigators will ask what the appointment is for, this allows our care navigators to allocate the right amount of time with the clinician. Our appointments are pre-set at 10 minute slots which is enough time to effectively discuss & treat one patient with one problem, but we are finding many appointments are not reflecting the time required due to multiple problems, symptoms or queries being raised when patients are coming face to face with the clinician. If you feel you need a longer appointment, please let our care navigators know. This will help our clinicians keep to time and not affect other patients by running late.

REACH FOR THE....STAR PRACTICE!

On Friday 23rd June, Primary Care Doncaster held a celebrations evening for GP practices within Doncaster to thank all staff for their hard work. As part of this event, the board of directors presented awards. Don Valley Healthcare were overjoyed to be presented with the **2023 Star Practice Award**, the **Star Practice Nurse Award** which was given to **Geraldine Meegan** and the **Star GP Award** which was given to **Dr Connor**. Amongst the winners a total of 11 DVH Staff were recognised within the nominations. Another true reflection of the hard work by our Don Valley Healthcare team and congratulations to all.



WHO ARE CARE NAVIGATORS? WHY THE DON VALLEY HEALTHCARE RECEPTIONISTS ARE ASKING THE MORE PERSONAL QUESTIONS...

Have you ever wondered why care navigators at your local practice in Doncaster ask you why you need to see your GP or nurse? You might think its the reception staff being nosey... it's far from it. In Doncaster, most reception staff are trained care navigators and will help ensure you receive the right care by the most appropriate person because not every patient needs to see their GP or nurse.

Some patients may be best suited to see a Clinical Practitioner - professionally trained and qualified to provide the same high quality standards of care, so please don't be alarmed if they suggest an appointment with a different health and care professional to who you would expect to see.

If the Care Navigator suggests an appointment with a Duty Nurse Practitioner (DNP) or a Practice Nurse - it's because they can provide the treatment you need. Duty Nurse Practitioners can refer you for onward tests or treatment - they are skilled and clinically trained to do much more than what you might think.

Other times, the most appropriate person you need to see might be a pharmacist - so you may need to make a trip to your local pharmacy. Pharmacists are also highly skilled and professional people that can provide information, support and suggest treatments for many minor conditions.

Finally, it is really important that staff are treated in the same way you would like to be treated yourself - our care navigators are there to get you to the right person, as quickly as possible. Doing this not only ensures you receive a better quality service from us, it also means there are potentially more appointments for people that need to see a GP or nurse.

QUARTERLY SPOTLIGHT

Every quarter, we will release our GP infographics to give you an insight into the goings on at DVH.

The infographics below relate to the three month period between **April and June 2023**.

13,911 Total Registered Patients

6470 Appointments Given (Telephone & Face to Face)

362 Did Not Attend Appointments (Non Tel Con)

20,807 Calls Answered

7179 Prescriptions Issued (Non Repeat Dispensing)

58 Home Visits (Non Residential Care Homes)

318 New Patients Registered

We would like to acknowledge that last quarters figure for **Home Visits** did not reflect truly due to a clerical reporting error. In **Jan-March 2023** DVH visited **80** patients at home.

NO PAIN, ALL GAIN WITH OUR PHYSIO SERVICE

Our physiotherapists help people affected by injury, illness and disability through movement, exercise, therapy and advice.

Physiotherapy is a degree-based profession and our physiotherapists use their skills to help improve a range of conditions associated with different systems of the body.

- Neurological issues such as stroke & Parkinson's
- Neuromusculoskeletal disorders such as whiplash, joint pain and arthritis
- Respiratory problems such as COPD & asthma along with many more...

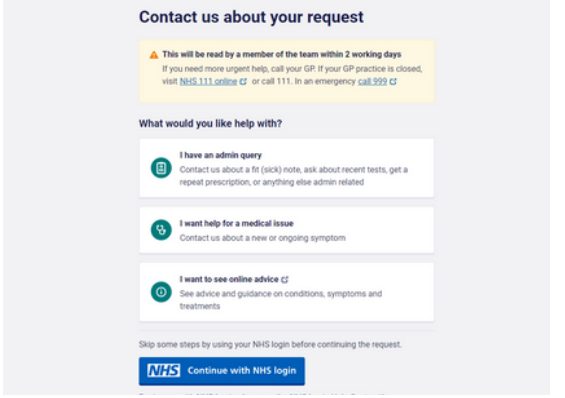
Our physiotherapist Craig holds appointments at our Bentley site most Tuesdays. If you would like more information or to book an appointment, please visit our website www.donvalleyhealthcare.co.uk to book online or contact us on **01302874551**.

ACCURX TRIAGE

Did you know you can now use our online platform, AccuRx Triage to order your medication, arrange appointments, chase referrals and so much more?

Accurx is an online, NHS approved supplier used in 68% of NHS trusts. It is an online platform which allows patients to access the surgery without waiting in a call queue. This platform allows patients to request GP appointments, order medication and so much more. You can access our Accurx Patient Triage system via a google search or via our Don Valley website - www.donvalleyhealthcare.co.uk or by logging into your **NHS app**. You will be directed to the screen on the right, where you will be given three options & be asked to select which best suits your query. We aim to respond to Accurx Triage requests within **2** working days. Your request will then be sent directly to us at the practice and actioned by staff. If we need further information relating to your query, we will call you.

It is important to note that AccuRx Triage should NOT be used for any emergency and patients are advised to call 999 for any urgent circumstances.



EMPLOYEE NEWS

An insight into the staff at Don Valley Healthcare and the people who help take care of your medical wellbeing.

With over 8 years experience, **Mollie** is the new addition to our fantastic nursing team. She has joined us from a GP surgery in Rotherham and has settled in well in her new role.

After working for Age UK during the Covid-19 Pandemic, **Jessica E** has joined Don Valley Healthcare as part of the reception team. Jess works across all of our sites on reception and is also training to take on more secretarial tasks within the practice.

Our new care navigator **Chelsea** joined us in October 2022 and is enthusiastic about being a part of Don Valley Healthcare. Chelsea works on our reception desks and answers incoming calls in the telephone hub at Bentley. She is learning to code incoming correspondence from hospital and health organisations across the UK.

Leigha is Don Valley's newest recruit having joined us in February 2023. Leigha is a care navigator and receptionist who works across all three of our sites and has also taken on the responsibility of organising the practice appointments system, which enables us to all efficiently book you the appointments needed.

As we welcome new members to the team we will also be losing a valued colleague this July. Care Navigator **Erin** will be departing DVH to take a year out travelling and visit family in Australia. She will be joined by her partner and is looking forward to experiencing life in a new country. We hope you join us in wishing her all the best for the future and will be missed by all at the practice.

CHILDRENS HEALTH

Starting off on the right foot is key to leading a healthy lifestyle which is why we offer vaccinations from as young as 8 weeks old to help babies build their immunity against a number of diseases.

Babies at 8 weeks will receive vaccines for...

- Diphtheria, Tetanus, Polio, Whooping Cough, Hib & Hep B
- Rotavirus
- Meningitis B

At 12 weeks babies will receive...

- Diphtheria, Tetanus, Polio, Whooping Cough, Hib and Hep B
- Rotavirus
- Pneumococcal 13

Then at 16 weeks old, babies will receive...

- Diphtheria, Tetanus, Polio, Whooping Cough, Hib and Hep B
- 2nd Men B

1yr Vaccinations

- Pneumococcal 13
- Men B
- Hib and Men C
- 1st MMR

Finally at **3 years and 4 months** the child attends for their Pre School Boosters which consist of...

- 2nd MMR
- Diphtheria, Tetanus, Polio, and Whooping Cough

These need to be given a minimum of x weeks before a child starts school so please allow appropriate time for booking to make sure your child has appropriate protection.

In addition to these vaccines, children at risk from 2 years and those that are 2 years+ from August '23 will be invited to attend this autumn for their flu vaccination. This comes in the form of a nasal spray or an injection.

In next quarter's Don Valley Healthcare Newsletter we will be sharing information regarding women's health.



THE BOSS BEHIND THE BIZ...

Every quarter we are shining a spotlight on a member of our team for our patients to better know the staff that help take care of them medically. This quarter, we asked Practice Manager, Debbie Forbes Hughes to write a few words she would like to share in our newsletter.



My name is Debbie Forbes Hughes - I have proudly worked in General Practice for almost 31 years; of which 26 have been with Bentley Surgery and now Don Valley Healthcare. I am strongly aligned with the core values of the practice; to provide good quality and safe patient care. My role is pivotal to ensure that the business runs smoothly, innovatively and efficiently.

My time away from the practice is spent with my two children, my hubby, my dog and my mother-in-law. My family are my true love and support me massively in the job I do. P.s. I love a good tippie!

The next PPG meeting will be held at our **Sprotbrough site on 2nd October at 5pm.**

If you wish to be a part of our patient participation group, please join us at the next meeting.

COVID-19 SPRING BOOSTERS

With our last newsletter starting in April, we announced that we had started to vaccinate patients eligible for the Covid-19 Spring Booster. Over the past three months we have successfully vaccinated many in that co-hort.

As of June 30th the Covid-19 Spring Boosters have stopped being given within the practice. If you have missed the vaccines at Don Valley Healthcare you can still contact NHS 119 or visit www.nhs.uk.co.uk and use the search button in the top right hand corner to search "Covid Walk In" where you will be asked to input your post code and will show the nearest walk in centre to you.

We have not yet received word regarding the future of the Covid-19 Booster vaccines but will let all patients know as soon as the practice knows more.

Your NHS, your way

Download the NHS App

