

DON VALLEY HEALTHCARE NEWSLETTER

ALL SITES WILL BE CLOSED FROM **12PM ON 17TH APRIL, 8TH MAY, 5TH & 12TH JUNE** FOR STAFF TRAINING. IF YOU NEED CARE DURING THIS TIME PLEASE CONTACT NHS 111, 111 ONLINE OR THE SAME DAY HEALTH CENTRE.

UPDATED NHS APP

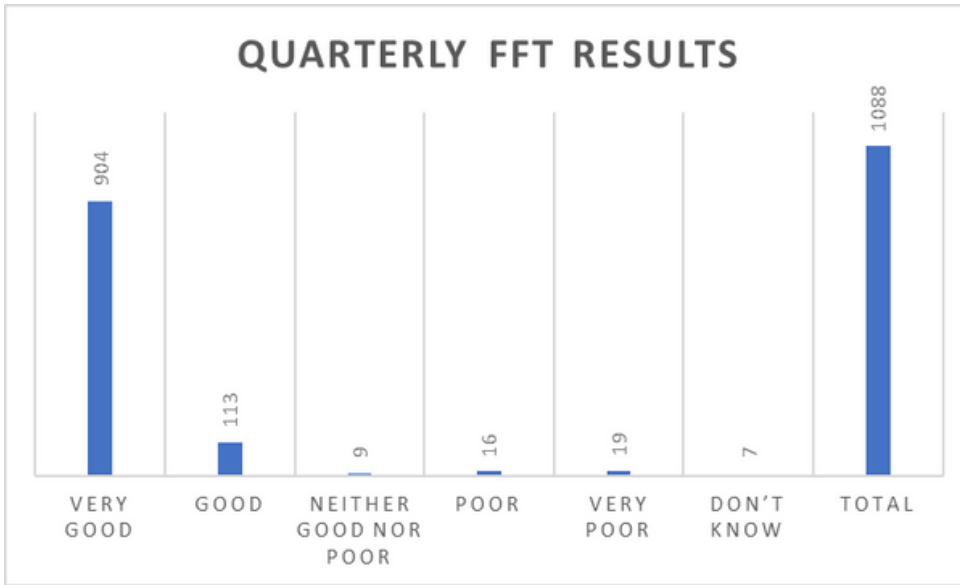
From 30 January 2024, patients across England can use the NHS App to view their prescription details, order medication and generate a barcode to be shown at the pharmacy for collection without needing a paper script or contacting their GP. This update also means that via the **Your Health** tab within the app, patients will now be able to check the status of any referrals made. To download the NHS App to your smartphone or tablet, please visit the App Store or Google Play on your device.

FLU SEASON SUCCESS

As the winter flu season comes to an end and we welcome back the warmer weather, we are proud to say we delivered *3324 flu vaccines* to our community during our 23/24 flu season. During this time 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 2024 and all eligible patients will be contacted closer to the time.

MENTAL HEALTH WEEK '24

Mental Health Awareness Week 2024 will take place from 13th-19th May 2024 with a theme of "Movement: Moving more for our mental health" Movement is important for our mental health, but so many of us struggle to get enough exercise. This year we want to help people to find moments for movement in their daily routines like going for a walk, putting on your favourite music and dancing, chair exercises when you're watching television. For more information on movement for mental health please visit www.mentalhealth.org.uk



QUARTERLY SPOTLIGHT

Every quarter, we 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 **January-March 2024**.

- 14,112** Total Registered Patients
- 7035** Appointments Given (Telephone & Face to Face)
- 431** Did Not Attend Appointments (Non Tel Con)
- 16,704** Calls Answered
- 7300** Prescriptions Issued (Non Repeat Dispensing)
- 99** Home Visits (Non Residential Care Homes)
- 308** New Patients Registered

WHAT DO YOU THINK ABOUT DON VALLEY HEALTHCARE?

OUR FRIENDS AND FAMILY FEEDBACK QUESTIONNAIRE

The NHS Friends and Family Test was created to help service providers and commissioners understand whether patients are happy with the services provided by local GP surgeries and highlight where improvements are needed. It's a quick, easy and anonymous way to give your views after receiving NHS care and has been completed by millions of patients since its conception in 2013.

You will be invited to complete the Friends and Family test once you have completed treatment at the hospital, taken part in a GP appointment or are discharged from a service. Most providers will ask you to give your feedback by post or text message, which is what we do at Don Valley Healthcare.

"EVERYONE ALWAYS LISTENS & EVERYONE ALWAYS DELIVERS" - ANONYMOUS, JANUARY 2024

Once you have been invited to feedback, you will be asked to rank your answer from "very good" to "very poor" and will then have the opportunity to explain your score by adding comments. You may also be asked some follow-up questions. Your answer can not be traced back to you, and your details will not be passed on to anyone. A friend or family member is welcome to complete the FFT if you are unable to. A member of management then collects the results and analyses them to see if action is needed. The responses to the FFT question are used to create an overall score that will be published on the NHS England website. The anonymous comments from service users are retained by the service and passed on to staff where appropriate.

We encourage all patients to complete the FFT if prompted as this goes a long way to continually improve the services offers at Don Valley Healthcare.

PODIATRY REFERRALS VIA CANTLEY HEALTH CENTRE

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:

- Foot Pain (Musculoskeletal Conditions)
- Skin Conditions
- Ulceration/ non healing wounds.
- Infection In growing toenail with discharge
- Painful corns or callus
- Nail Removal

Our new podiatry referral services sees that we work alongside Cantley Health Centre who provide top grade podiatric care to many of our patients. If you wish to get in touch with Cantley Health Centre, you will need to self refer via a form which can be collected from your nearest branch reception. Our administrators can help refer patients if they may struggle to do this themselves.

If you have any questions regarding the self referral service to Cantley Health Centre, please contact us at syicb-doncaster.dvh@nhs.net

GOING ON A JOLLY HOLIDAY?

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. Vaccinations are available to protect you against infections such as [yellow fever](#), [typhoid](#) and [hepatitis A](#).

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

In the UK, the NHS routine immunisation schedule protects you against a number of diseases, but does not cover all of the infectious diseases found overseas. If you have future travel plans and are unsure if you need up to date vaccinations, please collect a **Travel Vaccinations Form** from your local site and book a telephone consultation with our practice nurse.

We ask that these forms are completed in a timely manner for if vaccinations are required these will have to be completed a minimum of 8 weeks before travel.



EMPLOYEE NEWS

In February, Dr Sorour Borayek took his final exams and completed his GP Training. We are pleased to announce he passed all exams with flying colours and has decided to join us permanently at Don Valley Healthcare as a salaried GP. Since joining us back in Summer 23' we have received many compliments and praise for Dr Borayek and are confident he has become a great asset to the team. Congratulations Dr Borayek!

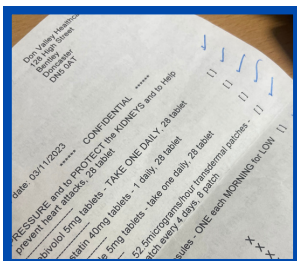
Our newest member of the nursing team, Amy, joined us at the beginning of the year after completing her VTS Course. Amy has a background of working in on hospital wards and out in the community helping housebound patients. Amy is specially trained in wound care. Welcome to DVH Amy!

HELLO, HOW CAN I HELP...

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 our Prescription Clerk, Dawn to write a few words she would like to share in our newsletter.

"As the the prescription clerk at Don Valley Healthcare I work behind the scenes. I handle medication requests from patients, which includes processing paper copies left at the reception, email requests, and utilizing our Accurx service to make sure patients medication is sent to their nominated pharmacy in a timely manner. I may contact you personally regarding your prescriptions if there are queries."

"In my role I additionally manage vasectomy referrals, provide administrative support where needed and handle the GP's working schedules through organising the appointment book. This enables our care navigators to book appointments for patients. Outside of work, I enjoy spending time with my two children, socializing with friends, and going to the gym."



COVID-19 SPRING BOOSTERS

People aged 75 years and older, residents in care homes for older people, and those aged 6 months and over with a weakened immune system will be offered a dose of COVID-19 vaccine this spring.

COVID-19 is more serious in older people and in people with certain underlying health conditions. For these reasons, people aged 75 years and over, those in care homes, and those aged 6 months and over with a weakened immune system are being offered a spring dose of COVID-19 vaccine. You should be offered an appointment between April and June, with those at highest risk being called in first. Once you have been invited for your booster you can book through the text link sent to your phone or you can book using the NHS app. You can also find your nearest walk-in vaccination site from the NHS website.

You will be given a booster dose of a vaccine made by Pfizer or Moderna and approved in the UK. These vaccines have been updated since the original vaccines and target a different COVID-19 variant. These updated vaccines boost protection well, and give slightly higher levels of antibody against the more recent strains of COVID-19 (Omicron).

For more information regarding Covid-19 and the Spring Booster please visit the official NHS website on <https://www.nhs.uk/conditions/covid-19/>

THE IMPORTANCE OF STATINS...



Statins are a proven way to decrease the risk of and help prevent heart attacks & strokes in those at risk.

Our team of Clinical Pharmacists and Pharmacy Technicians have been working alongside the GP's at Don Valley Healthcare over the last few months on a project trying to increase the uptake of statin medication to help minimise the cardiovascular risk to our patients.

Firstly, by spreading the facts about statins we have helped inform patients of the risks and benefits whilst dispelling the myths and misinformation surrounding this medication. This means we have managed to start statins in suitable and willing patients, managing the titration of their dose to achieve a treatment that is evidence-based, effective and tolerable. If the initial statin proves intolerable, our pharmacy team work with the patient to identify suitable alternative drugs, as well as to manage the cardiovascular risk via non-medicinal means.

We are happy to report that thanks to these efforts, several dozen more patients are now taking these potentially life-saving medications. This should produce health benefits for years to come.

Don Valley Healthcare has been one of the best-performing surgeries in the network and have exceeded all targets set by the government for offering these medications.

The next PPG meeting will be held at our **Sprotbrough** site **Monday on 15th April 2024 at 5pm**. If you wish to be a part of our patient participation group, please come along and join us at the next meeting.

Don Valley Healthcare New Build

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.

As of the end of September our contractors officially broke ground at the site of the new Health Hub on Chapel Street. The remains of the library have now been cleared and works have started on the foundation of the new building. Many patients have mentioned the works on their visits to the surgery so it seems the new build has brought a buzz to Bentley! See our next issue for a further update!

