

# DON VALLEY HEALTHCARE NEWSLETTER

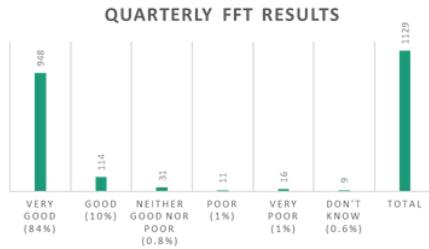
ALL SITES WILL BE CLOSED FROM **12PM ON 10TH JULY, 4TH AND 11TH SEPTEMBER** FOR STAFF TRAINING. IF YOU NEED CARE DURING THIS TIME PLEASE CONTACT **NHS 111** OR THE **SAME DAY HEALTH CENTRE ON 0300 123 3103**

## ALCOHOL AWARENESS

**Alcohol Awareness Week** is a week of raising awareness and campaigning for change. Alcohol Awareness Week will take place from 1 to 7 July 2024. Alcohol can sometimes play a big role in our lives, yet alcohol is harming our health and wellbeing on a daily basis. Each year, thousands of people experience long-term health problems as a result of alcohol. If you're worried about your own or someone else's drinking, there is support available. Please visit [www.alcoholchange.org.uk](http://www.alcoholchange.org.uk).

## HOW DID WE DO?

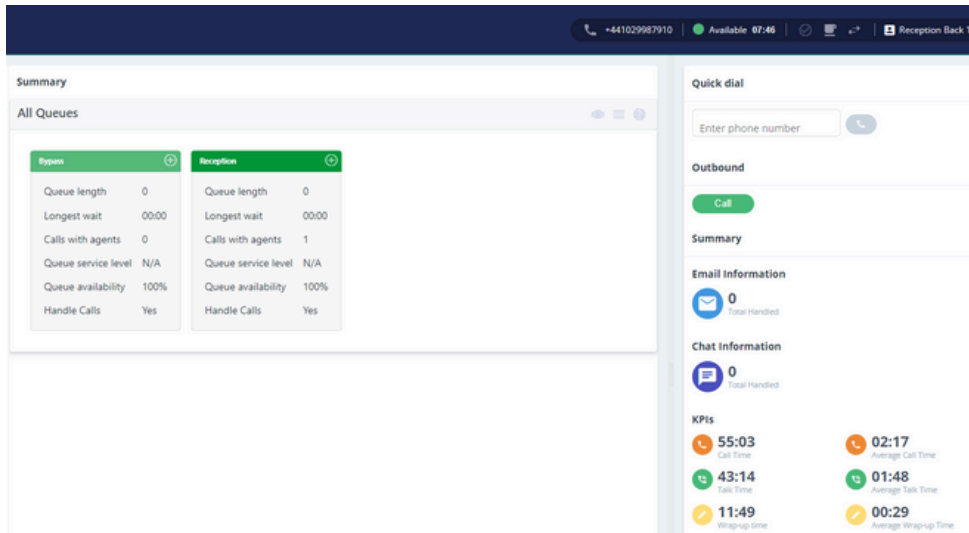
The results from April-June 2024 on how patients thought we performed last quarter.



## FANCY A CUPPA?

Bumping Space are places in the community where we naturally bump into each other, they are our communal spaces, gathering places. A trusted environment where we spend time together, share space together, be in relationships together and walk beside each other. Bumping Space are places where we can be in conversation with one another, but more importantly hear one another.

**Every Thursday at The White Wings Centre, Spa Pool Road, Askern, DN6 0HZ. 12PM - 2PM.**



## 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 **April - June 2024**.

- 14,104** Total Registered Patients
- 6925** Appointments Given (Telephone & Face to Face)
- 418** Did Not Attend Appointments (Non Tel Con)
- 9549** Calls Answered (This number reflects calls taken 01/04/24 - 15/05/24 prior to switching over to our new telephone system)
- 7331** Prescriptions Issued (Non Repeat Dispensing)
- 72** Home Visits (Non Residential Care Homes)
- 271** New Patients Registered

## HELLO, HOW CAN WE HELP?

### OUR NEW AND ADVANCED TELEPHONE SYSTEM EXPLAINED

We always strive to listen to our patients and endeavour to discuss any feedback given through appointments with our clinical team or by attending our quarterly PPG meetings, further with our DVH Team to see how we can implement change and better Don Valley Healthcare as a surgery.

It's no surprise that the main form of feedback surrounds our telephone system and how it can be extremely difficult to get through to the surgery when needed.

The arrival of Covid-19 in March 2020 changed the way we deliver healthcare nationwide when it became unsafe to offer face to face appointments. Telephone consultations became the new way of triaging patients with March 2021 seeing the highest ever number of telephone appointments in general practice having offered 11.4 million nationwide. Whilst telephone consultations are proven to be an efficient way of triaging and can mean you don't have to go out if you are feeling under the weather, we appreciate that it can feel like a chore initially speaking to a care navigator.

Having taken all feedback into account, in May Don Valley Healthcare was updated to a new, state of the art telephone system known as "GP Voice" which integrates seamlessly with our current NHS software which holds all patient data.

GP Voice has been proven to reduce call waiting times with "place in queue" notifications for patients on hold. It also gives patients the option to request a call back when they reach the front of the queue if they don't want to actively wait on the phone. We also have wall time dashboards (demonstrated in the picture above) and reporting tools to help manage workloads and practice efficiency. We hope our new telephone system helps to make the start of the patient journey smoother and have received multiple positive reviews since going live.

**IF YOU WOULD LIKE TO LEAVE FEEDBACK, PLEASE FILL OUT OUR FEEDBACK FORM ON OUR WEBSITE - [WWW.DONVALLEYHEALTHCARE.CO.UK](http://WWW.DONVALLEYHEALTHCARE.CO.UK)**

## ENHANCING MOVEMENT, ENHANCING LIVES

Physiotherapy has been proven to aid recovery for many conditions. Research has shown that physiotherapy can significantly improve the rehabilitation process and help prevent further injury. 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
- Neuro-musculoskeletal disorders such as whiplash, joint pain and arthritis
- Respiratory problems such as COPD & asthma along with many more...

Physiotherapists, Craig holds appointments at our Bentley site on Tuesdays with Shubham, offering appointments on a Friday at our Sprotbrough branch and some Saturdays from Carcroft. Joseph holds appointments on Tuesdays from our Sprotbrough site. If you would like to book, please visit our website [www.donvalleyhealthcare.co.uk](http://www.donvalleyhealthcare.co.uk) or contact us via telephone on 01302874551.

# BE SUN SAFE THIS SUMMER!

**Skin Cancer Awareness is about speaking up about the dangers of skin cancer and sharing the fact about sun protection and detection which can help save lives.**

Melanoma is a type of skin cancer that can spread to other areas of the body. The main cause of melanoma is ultraviolet light, which comes from the sun and is used in sunbeds. Melanomas can appear anywhere on your body, but are more common in areas that are exposed to the sun. Use a mirror or ask a partner or friend to check any areas you cannot see and book an appointment to see a GP if you notice any of the following:

- you have a mole that's changed size, shape or colour
- you have a mole that's painful or itchy
- you have a mole that's inflamed, bleeding or crusty
- you have a new or unusual mark on your skin that has not gone away after a few weeks

**To help avoid melanomas and stay sun safe this season, follow these simple tips:**

- spend time in the shade between 11am and 3pm
- cover up with suitable clothing and sunglasses
- always use at least factor 30 sunscreen with a 4 star UVA rating
- take extra care with children and elderly friends or relatives by helping them drink plenty of clear fluids to keep hydrated

*if you find yourself suffering with sunburn this summer, seek advice from your local pharmacist who can advise over the counter treatment. Sunburn can be unsightly and uncomfortable but will usually go away within 7 days.*



## 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, Care Navigator, Jessica, has provided some words to share with our newsletter readers.**

Working across both Bentley and Sprotbrough sites, my role as Care Navigator mean I assist in answering patient calls in our telephone hub and take shifts managing the reception desks.



Alongside my role as care navigator, I am also responsible for Administrative work for the surgery including registering new patients, our Birth Month Recall system where patients are called when their reviews are due and creating our quarterly newsletters. In my home life I enjoy visiting family in my hometown of Ilkeston, spending time with my other half Paul and have recently took to going the gym.

## HAYFEVER RUINING YOUR PLANS?

**Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.**

Symptoms of hay fever are usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest and can cause hay fever to last for weeks or months. *Symptoms of hay fever often include:*

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ears
- pain around the sides of your head or headaches

Treatment is readily available over the counter at your local pharmacy and supermarkets in the form of tablets, nasal sprays and treated wipes. For further advice online visit [www.nhs.uk/conditions/hay-fever](http://www.nhs.uk/conditions/hay-fever)



## THE NEW NORTH WEST PCN

**A Primary Care Network is a group of GP practices working closely together, aligned to other health and social care organisations providing services to their local population.**

The benefits of a Primary Care Network include:

- allowing practices to share resources and services including Dietician and Physio
- improved access for patients
- sustainability of smaller GP practices
- reduction of health inequalities
- enhanced health and wellbeing of the local population

Don Valley Healthcare is proud to have joined together with The Great North Medical Centre and Lakeside Practice respectfully, to form the new North-West PCN and hosted our first meeting on 5th June at Owston Hall.

This new primary care network will help us deliver services such as physiotherapy, dietetics and mental health services to our patients on a weekly basis.



The next PPG meeting will be held at our **Sprotbrough** site on **14th October 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.

*At the end of September our contractors officially broke ground at the site of the new Health Hub on Chapel Street. Since then the rubble has cleared and the land where the library used to be remains vacant. Although manual labour has come to a standstill, there is plenty of work happening behind the scenes. This part of the project is for the legal teams involved in Bentley Build who are working hard and progressing well in the background.*

