

# DON VALLEY HEALTHCARE NEWSLETTER

BOTH SITES WILL BE **CLOSED FROM 12 PM ON 16TH APRIL, 14TH MAY, 4TH & 11TH JUNE** FOR STAFF TRAINING. IF YOU NEED CARE DURING THIS TIME, PLEASE CONTACT **NHS 111** OR THE **SAME DAY HEALTH CENTRE ON 0300 123 3103**.

## SPRING COVID VACCINE UPDATE

We are offering the COVID appointments on Saturday 5th and Saturday 12th April and on late nights 8th & 16th April.

**You may be offered a COVID-19 vaccine in spring if you:**

- are aged 75 or over
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment
- live in a care home for older adults

If you are eligible and would like your spring COVID vaccine, to book you can call us on 01302 874551, call 119 or book via the National booking service:

<https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/>.

## ANNUAL REVIEW RECALL

Our recall year at the surgery runs from April - March. You will be invited for your annual reviews in your birth month, these include diabetes, hypertension, asthma etc.

Missing or not booking these appointments means that you are not being monitored correctly for your condition and/or medication so it is imperative that you attend when requested.

Any questions about your annual recall, you can call us on 01302 874551 or follow the Accurx link.

## REQUESTING APPOINTMENTS

When requesting an appointment online, please be aware you are not being booked in for an appointment, you are being care navigated by staff who will call you back either between 8am-12pm and 2pm-6pm that day to care navigate your problem.



## YOUR NHS APP

THE FREQUENTLY ASKED QUESTIONS SURROUNDING THE NHS APP

### What can I view on the NHS app?

You can check the following on your app: medicines your GP has prescribed • allergies you have • vaccinations you've had • conditions you've been diagnosed with • notes from appointments at your GP surgery • results of tests your GP surgery has arranged • letters that hospitals or specialists have sent to your GP

### Can I order prescriptions on the NHS app?

You can request prescriptions via the app 24/7! (Please note these requests can take 48 working hours to be actioned). Your medicine request needs to be approved by the GP before it can be prepared by the pharmacy. Once the medicine has been approved, the request is automatically sent to the pharmacy if you have nominated one.

### Can I get updates about my referral?

Yes! You can manage your referral if you are aged 16 or over and also if you were referred through the NHS e-Referral service. You can book, view, reschedule and cancel your first appointment. To manage your referral, go to [nhs.uk/referrals](https://nhs.uk/referrals). You can only manage your first referral appointment in the NHS App. If you want to manage any further appointments for an existing referral, you need to do this with the healthcare provider you have been referred to. You can also view your upcoming hospital appointments on the NHS App.

### Can I send messages to the surgery?

The messaging services available in your NHS App depend on your GP surgery or healthcare providers.

You may be able to:

- view messages from your NHS healthcare services • send messages to your GP surgery
- request advice and view responses from your GP surgery • view and send messages between you and your healthcare provider (for example, from specialist doctors at a hospital)

### Can I view another family members record in my app?

You can view another record as long as you have permission from the patient if they are over the age of 16 years or you are the parent of the patient if they are under 16 years. We require ID for this and we cannot action this without ID. Any questions please ask reception and we can advise.

## QUARTERLY SPOTLIGHT

Every quarter, we release our GP infographics to give you an insight into DVH. The infographics below relate to the three month period between **January- March 2025**.

**13985** Total Registered Patients

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

**7126** Appointments Given (Tel Con & Face to Face)

**22,520** Calls Answered (Averaging **382** Calls)

Per Working Day)

**7236** Prescriptions Issued (Non Repeat Dispensing)

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

## PHYSIOTHERAPY AT DVH

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...

On a Tuesday Craig holds appointments at Bentley and we have Joseph on a Tuesday and Shubham on a Friday at our Sprotbrough site, we also some Saturdays from Carcroft. If you would like to book, please contact us via telephone on 01302874551.

# STAY SAFE THIS SPRING

**Enjoy a hobby** - Whether its reading a book or learning a new skill, hobbies help occupy your hands, your mind and reduce stress levels.

**Know yourself** - Winter is the peak season for illness, many of which can be treated using over the counter medication from your local pharmacy, however, if you need medical care, contact us via the NHS app or by calling us on 01302 874551.

**Socialise** - Directly following the festive season, the months after can feel lonely. Make time for social activities and regular meet ups with family and friends.

**Spend time outdoors and exercise** -

Take a daily walk to get some fresh air, get your body moving and boost serotonin levels which in turn, help your mood.

**Eat well and stay hydrated** - Eating well and hydrating play a large role in physical and mental health.



**Hayfever:** Symptoms 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.

**Rhinovirus:** Most rhinovirus infections are mild, but they can cause serious illness in higher-risk populations. You can take steps to reduce your risk of getting infected with rhinoviruses and reduce the risk of their spread by practicing good hygiene and keeping up to date with immunisations.

**Heatstroke:** Heat exhaustion does not usually need emergency medical help if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

**Insect bites:** Insect bites or stings are not usually serious and get better in a few days. But sometimes they can become infected or cause a serious allergic reaction. You can now see a pharmacy about this.

**Sun protection:** Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy. There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

## ENHANCED ACCESS OPENING

**We are now opening on some Saturday's throughout the year as well as our enhanced access on Tuesday and Wednesday evenings and Thursday Mornings. If you would prefer one of our enhanced access appointments please request this when booking your appointment.**

If you do attend on of these appointments, you will be sent a survey via the NHS app, we appreciate any feedback as it helps us improve our service.

We will update our website and social media to let patients know the dates we are offering. In April we are open between 8am and 1pm at Bentley on the 12th and Sprotbrough on the 26<sup>th</sup> (Please note this is for booked appointments only we will not be running triage on this day).

Don't forget we also offer some physio appointments at Woodlands and Carcroft on some Saturdays too!



## AWARENESS DATES APR-JUN

**Stress awareness Month (April):** Stress is normal, but when it builds up, it can overwhelm us. It is important to recognise stress and manage it before it leads to burnout.



**Bowel Cancer Awareness Month (April):** The earlier bowel cancer is spotted, the more treatable it's likely to be. In fact, more than 9 in 10 people survive bowel cancer when it is diagnosed at the earliest stage #PassItOn

**World Parkinson's Day (11th April):** Parkinsonism is a term that covers several conditions. This includes Parkinson's and other conditions with similar symptoms, such as slow movement, rigidity and problems with walking.

**Skin Cancer Awareness Month (May):** Whether you are directly affected by skin cancer, or you just want to find out more, we have information that can help.

**Diabetes Awareness week (10th-16th June):** The week is all about creating awareness of the condition and encouraging people to share their experiences of living with diabetes.

**Learning Disability Week (19th-25th June):** This year is all about busting myths about living life with a learning disability

**MND Awareness day (21st June):** Acknowledging the impact that MND has on people around the world. This date is selected for the special reason that it marks a solstice seen by many as a turning point in the year the start of a new season of hope.



## OUR PATIENT PARTICIPATION GROUP

**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 enable patients and practice staff to work together to share ideas and help improve the services offered at the practice in addition to sourcing any local community services that would help enhance patient's lives. The group also offers an avenue for patients to have a say in how services are planned, developed and build good working relationships with practice staff and GP's alike.

Our recent meetings have given patients an insight behind the scenes at DVH, such as how we have improved our telephone system, staff updates and new changes to some of the services we provide such as ear syringing and minor operations.

If you would like to join our patient participation group, we invite you to attend our next meeting as advertised below. We would love to have your insight and help us strive to make Don Valley Healthcare a pinnacle of healthcare within Doncaster.

**OUR NEXT PPG MEETING WILL BE HELD AT OUR BENTLEY SITE ON 14TH APRIL, 14TH JULY AND 13TH OCTOBER ALL AT 5PM. IF YOU WISH TO JOIN OUR PATIENT PARTICIPATION GROUP, WE WELCOME YOU TO ATTEND OUR NEXT MEETING.**

## 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 DVH Phlebotomist Denise has provided some words to share with our newsletter readers.**

Hi, I am Denise and I started work at the then Bentley Surgery 18 years ago. I have seen many changes in that time including the COVID pandemic. Those were scary times but I feel as a team we all helped each other and our patients through difficult and uncertain times. I am a Phlebotomist and work at the Bentley site but I am about to start training to include other things in my clinic. I am a Bentley girl born and bred and many of my family live local. I am married with 3 children and 10 grandchildren and I wouldn't swap it for the world.

**TO HELP US IMPROVE DON VALLEY HEALTHCARE, COMPLETE OUR FEEDBACK FORM ON OUR WEBSITE.**

