



DON VALLEY HEALTHCARE NEWSLETTER

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

HAPPY NEW YEAR

Happy New Year from us all at DVH! Thank you for your patience and support over the last year whilst we have had system and staff changes.

We now also have 13,935 patients registered at our surgery!



MENTAL HEALTH SEASONAL AFFECTIVE DISORDER

SAD is a type of depression that usually occurs in winter and improves in summer (less commonly, the reverse). Common symptoms include:

- Low mood/energy and loss of interest/poor concentration
- Feeling hopeless, guilty, or irritable
- Sleeping and eating more than usual

If you're 18 or over (or 16 or over in some areas), you can refer yourself directly to an NHS talking therapies service without a referral from a GP.

NEW STAFF

We have welcomed some new staff to our team! Care Navigators Emily and Nadine, Dr Niwosu, Nurses Debbie and Geri, make sure to say hi and give them a warm welcome!

PHARMACISTS

Jake will no longer be our pharmacist he will be starting his new role as ACP (advanced care practitioner). We now have Mohammad, Naana and Natasha as new pharmacists. Also a reminder that our pharmacists complete our medication reviews, so if you are asked to book you will receive a call from a pharmacist to discuss your medication.

OUT OF AREA AND DID NOT ATTEND

Any patients that have moved address after 01/01/24 will be sent a letter to confirm that they are not in our catchment and will need to find a surgery closer to their current address.

In the last year 1,636 since we changed systems in June appointments have been missed, our minimum appointment times are 10 minutes (other than phlebotomy bloods) meaning that. 272 hours and 40 minutes of appointments have been missed that could of been given to other patients.

FLU UPDATE

We have administered 2,184 Flu vaccines between September and December 2025.

If you are still wanting your flu vaccine and are eligible, please call the surgery for availability.



DONNY DOT

Connecting people of Doncaster to mental health and wellbeing information, advice and support. The site covers a range of topics including:

New mental health and wellbeing support website for the people of Doncaster.

Mental Health Anxiety, Stress Depression Autism ADHD Eating Disorders Perinatal Dementia Alcohol Drugs



Scan the QR code for more information:



NHS APP FAQ'S

Below are a few questions that we have had recently from our patients about the NHS app OR issues that can be helped via the NHS app

Q: Can you see if my prescription has been sent over?

A: Any authorised prescriptions will show on the NHS via **View and manage prescriptions > Your approved prescriptions** - This will show all of the approved medication that has been sent to the pharmacy within the last year

Q: How do I send you a message if you are not open?

A: In the bottom right corner there is a Messages button, this will then take you to 2 inboxes, to message the surgery click on **GP Surgery Messaging > Send a message**

Q: Can you tell me if my results have come back yet?

A: Under **GP health record > Test results** you will be able to see blood tests, swabs, smear results. Please note that results are not instant but will show on your app once they have been reviewed by a clinician

Q: How do I order prescriptions?

A: If your medication is on repeat, you can request this on the home page under Request Repeat Prescriptions, you will be then asked to check your nominated pharmacy and select the medication that you want, you can add a note here if you are needing extra due to going away etc, once this has been confirmed providing that you are up to date with reviews etc it will be sent to your nominated pharmacy within 48 working hours. If your medication is not showing under the Request Repeat Prescriptions tab it could mean several things, you have not had this medication put on repeat, you are not due it within the next 7 days or you are overdue your reviews.

Q: Can I have someone else on my app?

A: Yes, if you have someone else that would like you to access their record you can ask them to fill out a proxy form. If the patient is a child under the age of 16 the parent can fill the form out but would need to bring in the child's birth certificate (please note we cannot allow access to any other person for a child other than parents/legal guardians), if the patient lacks capacity you will need a power of attorney document to be able to access the patients records.

BENTLEY PRIMARY CARE CENTRE



The build is moving very quickly! Follow our Facebook page for more updates on the build!

PHARMACY FIRST REFERRALS: YOUR QUICK ACCESS TO CARE

Did you know your local pharmacy can be your first stop for minor health concerns? The Pharmacy First service offers free, easy access to advice and treatment for common ailments without needing a GP appointment.

You can contact your pharmacy for:

- Earache - 1 to 17 years
- Impetigo - 1 year and over
- Infected insect bites - 1 year+
- Shingles - 18 years and over
- Sinusitis - 12 years and over
- Sore throat - 5 years and over
- Uncomplicated urinary tract infections -
- Women 16 to 64 years



Pharmacists are trained to assess your symptoms, provide treatment, and if necessary, make referrals to your GP or other NHS services. This helps you get the right care quickly and reduces pressure on other healthcare services. Next time you feel unwell, visit or call your pharmacy first for fast, expert help!

COMMUNITY CUPPA

Free brews, biscuits and a warm welcome! Come and chat with Care co-ordinator Kelly and get local support with day to day health and social worries!

First Thursday of each month 12:30pm - 2:30pm

Homestead Community Hall. Dietician Grace is the guest speaker for this session.

If you also have any queries about the NHS app, Kelly will be available to answer as many questions as she can. Scan the QR code for more info!



AWARENESS MONTHS

January: Dry January is a month-long challenge where people avoid alcohol in January to reset habits and feel healthier. People do it to improve sleep and mood, save money, and check their habits. It often means choosing non-alcoholic drinks and paying attention to how they feel.

Veganuary: Veganuary 2026 is the latest edition of this transformative movement, inviting individuals to embrace veganism throughout the month of January. It provides an opportunity for people from all walks of life to experience the positive impact of a vegan diet on their health, the environment, and animal welfare. Participants commit to avoiding all animal products, including meat, dairy, eggs, and honey, while exploring the wide variety of vegan foods and recipes available.

February: LGBTQ+ Awareness Month is a time to celebrate LGBTQ+ identities and communities while promoting understanding, inclusion, and equality. It encourages learning about LGBTQ+ history, listening to diverse voices, and standing against discrimination to help create safer, more welcoming spaces for everyone.

23rd Feb - 1st March - Eating disorders awareness week - Eating disorders can be isolating, making people feel alone whether someone has an eating disorder themselves or whether they are supporting someone. Right now, at least 1.25 million people in the UK are living with an eating disorder. That's more than 1 in 50 people - but the real number could be even higher.

ENHANCED ACCESS OPENING

We are now open on alternating Saturdays each month (one Saturday per site) throughout the year. In addition, we offer enhanced access appointments on Tuesday and Thursday mornings as well as Tuesday and Wednesday evenings.

On the following dates we are open between 8am and 1pm (Please note this is for booked routine appointments only we will not be running triage on this day):

Bentley: 31st January, 28th February, 28th March **Sprotbrough:** 17th January, 14th February, 14th March



OUR PPG MEETINGS WILL BE HELD AT OUR BENTLEY SITE ON **6TH APRIL, 13TH JULY AND 12TH OCTOBER AT 5PM AT BENTLEY.** 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 Care navigator and administrator Nicola has provided some words to share with our newsletter readers:

Hello! I'm Nicola, and I've been proud to work with DVH since August 2022. My role here is quite varied, I handle reception duties, manage calls, organise birth month recalls, coordinate pathology links, assist with positive steps programs, process mail, arrange smears, and more recently, I've taken on secretarial work as well. I'm truly passionate about helping people and making sure your experience at the surgery is as smooth and supportive as possible.

Whether you need assistance at the front desk or behind the scenes, I'm here to help!

