



APRIL-JUNE 2026

13TH EDITION

DON VALLEY HEALTHCARE

NEWSLETTER

BOTH SITES WILL BE **CLOSED FROM 12 PM ON 15TH APRIL, 13TH MAY & 10 TH 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**.

FAREWELL DR WAGSTAFF

We would like to let patients know that Dr Wagstaff will be leaving the practice on **7th April 2026**.

Dr Wagstaff has been a valued member of our team, and we are very grateful for the care and dedication she has shown to her patients during her time at Don Valley Healthcare.

She is moving on to an exciting new opportunity in Scotland, which will allow her to spend more time with her family. While we are sad to see her go, we wish her all the best in this next chapter and hope she has every success and happiness.

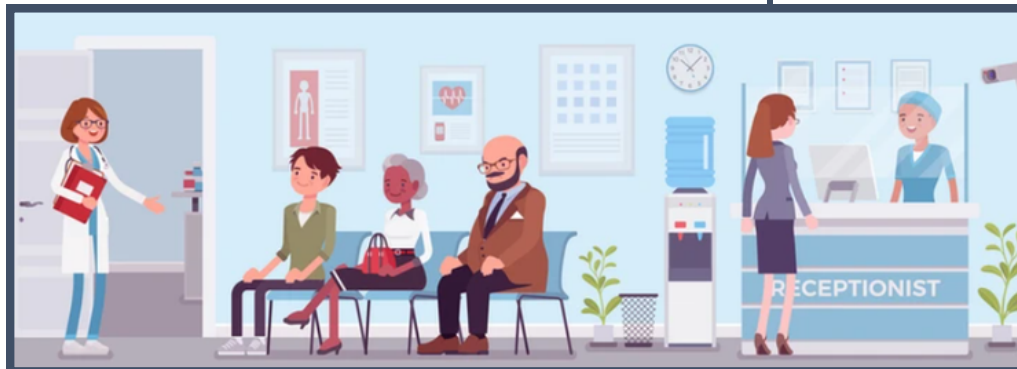
Thankyou Dr Wagstaff!

KEEP YOUR DETAILS UP TO DATE

We use text messages and phone calls as our main way to contact patients about appointments, test results, and important updates.

We are currently experiencing delays due to incorrect contact details, unanswered calls, and voicemails, which can affect GP call-backs and patient care.

If you have recently changed your phone number, email, or address, please let us know as soon as possible. This helps ensure you don't miss important information about your care. You can update your details by contacting us via our website <https://accurx.nhs.uk/patient-initiated/c86023>



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 **Jan-March 2026**.

14,091 Total Registered Patients

7085 Appointments Given (Tel Con & Face to Face)

499 Did Not Attend Appointments (Non Tel Con)

23,479 Calls Answered (Averaging 372 Calls Per Working Day)

7396 Prescriptions Issued (Non Repeat Dispensing)

85 Home Visits (Non Residential Care Homes)

273 New Patients Registered

HELPING YOU GET THE RIGHT CARE, FIRST TIME

We know getting an appointment can sometimes feel difficult, but using the right service at the right time helps you get care more quickly.

When you contact the practice, our team will ask a few questions as part of our care navigation system. This helps ensure you are booked with the right clinician first time. Our team are fully trained and work confidentially to help you get the right care promptly, while keeping GP appointments available for patients with more complex needs.

Same-Day vs Routine Appointments

- Same-day appointments are for urgent problems that need prompt attention.
- Routine appointments are for non-urgent issues, reviews, and ongoing care.

Our care navigators will help choose the right appointment to help you be taken care of as soon as possible.

Using Our Online Services

You can manage many requests online, including:

- Ordering repeat prescriptions
- Viewing test results
- Submitting online consultation forms
- Updating your contact details

Using online services like Accurx or the NHS APP helps save time and keeps phone lines free for patients who need urgent care.

Minor Illnesses

Many minor illnesses will get better with rest, fluids, and advice from a pharmacist, such as:

- Colds and flu-like symptoms
- Mild stomach upsets
- Minor aches and pains

Self-care and pharmacy advice can often be the quickest way to feel better.

Helping Appointments Run on Time

You can help us by:

- Please arrive on time
- Cancel appointments you no longer need
- Stick to one main problem per appointment where possible or ask for a longer session.

Remember, that a missed appointment means someone else misses out on care.

By using the right service and working with our care navigation system, you help reduce frustration, avoid unnecessary appointments, and improve access for everyone in the DVH community.

PODIATRY REFERRALS

TO CANTLEY HEALTH CENTRE

A podiatrist is a 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 realize 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 see 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; however, our staff 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.

HAYFEVER SEASON IS UPON US!

Spring and summer can be difficult for people affected by hay fever. Symptoms are caused by pollen and commonly include sneezing, itchy or watery eyes, a runny or blocked nose, coughing, and fatigue.

Tips to reduce pollen exposure:

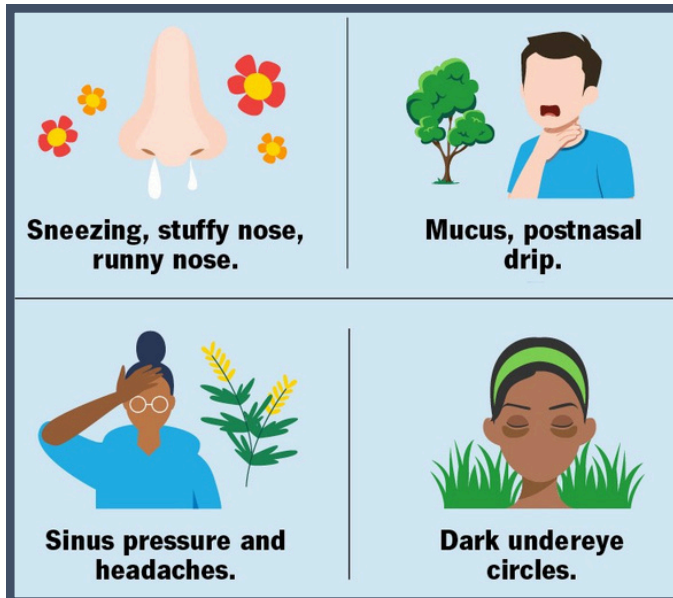
- Keep windows and doors closed during peak pollen times
- Shower and change clothes after being outdoors
- Avoid drying clothes outside on high-pollen days
- Use a saline nasal spray or rinse to clear pollen from the nose
- Apply a barrier balm (such as petroleum jelly) around the nostrils
- Wear wraparound sunglasses outdoors
- Vacuum regularly and dust with a damp cloth

When to see a pharmacist:

Your local pharmacist can help with mild to moderate symptoms without needing a GP appointment. They can advise on antihistamine tablets, steroid nasal sprays, and eye drops for itchy or watery eyes.

When to contact the surgery:

Please contact us if symptoms are severe, not improving with pharmacy treatment, affecting your sleep or daily activities, if you have asthma and symptoms are worsening, or if you experience wheezing, shortness of breath, or chest tightness.



UPCOMING AWARENESS DATES

The important awareness dates you need to know about in the upcoming months:

Stress Awareness Month – All April

April focuses on recognising stress and learning how to manage it. Stress can affect sleep, mood, and physical health. Simple steps such as regular exercise, good sleep routines, and talking to someone can make a big difference.

Bowel Cancer Awareness Month – All April

Bowel cancer is one of the most common cancers in the UK, but it is treatable if caught early. Please complete your bowel screening test when invited and contact the surgery if you notice persistent changes in bowel habits.

World Immunisation Week – 24th April-30th April 2026

Vaccinations protect people of all ages from serious illness. Please check you and your family are up to date with routine and seasonal vaccines, including childhood and adult immunisations.

No Tobacco Day – 31st May 2026

Stopping smoking is one of the best things you can do for your health. Support is available to help you quit, including advice, nicotine replacement, and local stop smoking services.

Mental Health Awareness Week – 11th May-17th May 2026

This week encourages open conversations about mental health. If you're feeling low, anxious, or overwhelmed, support is available. You don't have to struggle alone.

Dementia Awareness Week – 18th May-24th May 2026

Dementia Awareness Week helps people recognise early symptoms of dementia and highlights the importance of support for patients and carers. Early diagnosis can make a real difference.

Men's Health Week – 15th June-21st June 2026

Men's Health Week raises awareness of physical and mental health issues affecting men. It's a good time to encourage health checks, discuss symptoms early, and attend routine screenings when invited.

Pride Month – All June

Pride Month celebrates diversity and inclusion while raising awareness of health inequalities within the LGBTQ+ community. Everyone deserves respectful, inclusive healthcare.

JOIN OUR COMMUNITY CUPPA

Join us for a relaxed cuppa and a chat in a welcoming space. Open to everyone, it's a great opportunity to meet others and chat about day to day health or social worries.

Our community cuppas are held on the first Thursday of every month at The Homestead Community Hall in Bentley between 12.30pm and 2.30pm. For more information please ask at your local reception.



YOU'RE DUE YOUR ANNUAL REVIEW...

Got a recall text? Make sure to book your review and stay on top of your health.

What is Birth Month Recall?

At our practice, we use a "birth month recall" system. This means we aim to invite you for your routine health reviews (such as asthma, diabetes, blood pressure, or medication checks) around your birthday each year. It helps us keep your care up to date and makes it easier for you to remember when your review is due.

These reviews are also part of something called the Quality and Outcomes Framework (QOF). This is a national NHS programme that helps GP practices monitor and improve the care we provide for patients with long-term conditions. By attending your review, you're helping us make sure you're getting the best possible support for your health.

What should you do when you receive a text?

If you get a message from us saying you're due a review, please follow the instructions in the text. This may include booking an appointment, completing an online form, or coming in for tests such as blood pressure or blood tests.

If you're unsure what to do, just contact the practice and we'll be happy to help. Keeping up with your reviews helps us support you to stay well.

DVH PATIENT PARTICIPATION

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 and build good working relationships with practice staff and GP's alike.

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 to make Don Valley Healthcare a pinnacle of healthcare.

OUR NEXT PPG MEETING WILL BE HELDON 13/07/2026.

IF YOU WISH TO JOIN OUR PATIENT PARTICIPATION GROUP PLEASE CONFIRM YOUR CONTACT DETAILS AT RECEPTION TO RECEIVE A FORMAL INVITATION CLOSER TO THE TIME.

GET MOVING THIS SPRING

With lighter evenings and warmer weather, spring is the perfect time to get moving and enjoy the outdoors.

Regular exercise - whether it's a brisk walk, cycling, gardening, or simply spending more time outside - can boost your mood, improve your physical health, and support your overall wellbeing.

It can also help with sleep, reduce stress, and increase your energy levels. **Even small changes can make a big difference so get moving this Spring!**

Get the NHS App

