

# Devonshire Green & Hanover Medical Centres

## Spring/Summer Newsletter 2019

Devonshire Green: 0114 272 0255

Hanover: 0114 276 2248

[devonshiregreenandhanover.co.uk](http://devonshiregreenandhanover.co.uk)



### NHS Cancer Screening Campaign 2019

In partnership with Shipshape, we are running an open morning at each surgery to raise awareness of NHS Cancer screening and the importance of keeping up to date with your health checks. For example; cervical screening, bowel screening, breast screening etc.

Charlotte and Alison, our Practice Nurses, as well as the Shipshape Team, will be on hand to answer any questions you may have. The dates are:

**Thursday 21st February at Hanover – 10am to 12pm**  
**Thursday 14<sup>th</sup> March at Devonshire Green – 10am to 12pm**

There will be leaflets available promoting this initiative, and of course if you cannot make it to any of the above dates, please speak to any of our healthcare team who will be happy to give you advice.

Shipshape is one of the Community Wellbeing Programmes in Sheffield who work to tackle health inequalities and to empower people to achieve their own health and wellbeing goals. For more information please visit: <https://www.shipshape.org.uk/>

### Meet the Team....

#### Our five GP Partners:

Dr Elizabeth Allsopp  
Dr Helen Briddon  
Dr Alicia O'Rourke  
Dr Helen Burke  
Dr Kieran Brown

#### Urgent Care Practitioner

Angela Ord

#### Our current GP Registrars

Dr Jane Croft  
Dr George Guest  
Dr Lauren Fernandes

#### Our Practice Nurse Team

Alison Farrow  
Charlotte Davis  
Susie Hewson

#### Health Care Assistant

Janine Hill

#### The Practice Team

Deirdre Malesa - Practice Manager  
Sarah Denton-Assistant Practice Manager  
Jackie Thiselton - Data & IT Lead  
Susan Wastenev – Senior Receptionist  
Hodoo Maalin – Somali Link Worker  
2 Medical Secretaries  
9 Receptionists.  
Nurse Administrator  
Medical Notes Summariser

### Wrap Around Services....

Don't forget we offer baby clinics, midwife appointments, health visitor sessions, IAPT and Counselling services, health trainer appointments and links with community support workers – please ask at reception for details or see our website.

### Flu Vaccinations

If you haven't already received your flu vaccination, it is not too late!

We still have vaccines and appointments available.

To check whether you are eligible for a free NHS vaccination, please contact our reception team who will be happy to advise you and book you an appointment.



## Patient Participation Group

We would like to increase our patient participation group, we meet about four times a year and discuss changes within the practice, the NHS and how this affects you as our patients. There are many changes happening at the moment, so, please join in to give us your ideas to help shape health care locally.

Please contact the Practice Manager if you are interested and would like more information on 0114 276 2248.



## Travel Vaccinations



For patients that are travelling abroad this year, please remember to contact us **as soon as possible** regarding your vaccinations.

A 30 minute appointment is required with the Practice Nurse (even if you have travelled in the last year) as we check on latest outbreaks, advise you on current information relating to the country that you are travelling to and check your vaccination history.

Sometimes patients may need a course of vaccinations which may require us to order vaccines in and arrange more than one appointment for you. This could take several weeks to complete. Many vaccinations are free on the NHS but some may carry a charge. Reception and the nursing team can advise you on prices.

**So, please book early to avoid disappointment** so that you can be adequately protected and enjoy your holiday!

## Appointments

Over the next few months we will start to let patients know our attendance rates. There is increasing demand for GP appointments and I'm sure you have all been frustrated at one time or another, if you have been unable to get an appointment in a reasonable time.

Here at Devonshire Green and Hanover we are very pleased to be able to offer **36 on the day appointments**, but, we do appreciate that this does not suit everyone and is more for on the day problems.

During January 189 appointments were not attended. This works out to an average of ten and a half hours of clinical time lost in one month. So, please consider your fellow patients and remember to **keep, re-arrange or cancel your appointment**. Thank you

**We value each and every one of our patients and your care is at the heart of what we do. We love to hear when we are doing well and you are happy with the service, but, we acknowledge that we do not always get it right. We are always happy to listen to how you feel we may improve.**

If you feel you've had a good experience at the surgery then you can tell us by visiting: <http://www.nhs.uk/services>. Type 'devonshire green' into the search box on the top right, then click on our surgery, once on our page click on 'leave review'. Alternatively you can visit our website or submit written feedback via our comments boxes at reception.

If you feel there is room for improvement then please contact the Practice Manager for a chat on: 0114 276 2248.