

Devonshire Green & Hanover Medical Centres

Spring/Summer Newsletter 2024

Devonshire Green: 0114 272 0255

Hanover: 0114 276 2248

Website: devonshiregreenandhanover.co.uk



Always here

It is a pleasure to be in touch with our patients again and to see Spring 2024 coming into bloom. Demand continues to increase, often putting pressure on our service, particularly the phone lines. We understand your frustrations and assure you that this is something we are constantly reviewing. We would like to thank you for your understanding, and we welcome your feedback. The welfare of our patients and staff continues to be at the forefront of all we do and this newsletter will update you on how you can best access the services currently available to you, both from us as your GP Practice and Sheffield as a whole.

Our Team

Our GP Partners:

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

Our Practice Nurse Team

Charlotte Davis
Nuala Leake

Business Manager

Deirdre Malesa

Assistant Business Manager

Sarah Denton

Salaried GPs

Dr Munirih Shah
Dr Elizabeth Dunningham

Health Care Assistant

Janine Hill

Patient Services Manager

Susan Wasteneay

Physician's Associate

Ilir Osmani

Data & IT Lead

Jackie Thiselton

Staff changes

We will be very sad to be saying goodbye to **Dr Guest** at Easter time. We wish him all the best for the future.

It is not just goodbyes though, as we are pleased to welcome **Dr Dunningham** our new Salaried GP. Welcome to the practice.

As we are a **training practice**, we also wish a warm welcome to our new GP Registrars and Trainee Nurse. They will shadow our GP's/Nurse team and you may be consulted by them/asked permission for them to be present during consultations. Please be kind and accommodating to them as our GP Partners were trainees once 😊

Primary Care Networks – PCNs

In April we will be moving to work with the Primary Care Network, **Heeley Plus**. This will bring new Social Prescribers and other services into our practice.

Our out of hours HUB will change to the **Matthew's Practice**, Asline Road (just off London Road) and we hope will be more accessible to you. We welcome your feedback on this.

Our Practice is switching to SystmOne

The surgery will be moving to a new, trusted clinical system called SystmOne on 26.4.24 which we hope will benefit all patients and staff to better manage healthcare and is also the most commonly used clinical system in South Yorkshire.

As part of this move you may find that you may lose your current online services with the surgery that are linked to the old EMIS system. We are advising that if you wish to use online services to manage your healthcare, (if not done so already) to sign up to the **NHS App**. Details can be found on our website, the NHS website or by downloading the NHS App. You do not need to do anything as your record will be transferred from the old system to the new system but please bear with us as we make this transition, we will send out further communications and inform patients of any changes within surgery over the coming weeks.

Patient Participation Group

We have a practice patient participation group and are always looking to increase patient involvement in this. Prior to the pandemic, the group met about 3 times a year to discuss changes within the practice, the NHS and how this affects you as our patients.

We would really like to get our group active again with increased numbers increased numbers representative of our patient population.

If you are interested in joining to give us your ideas to help shape healthcare locally or would like more information, please contact the Business Manager on 0114 276 2248.



Getting out and about

As the weather improves and the days are brighter, this is a great opportunity for us to get out and explore the lovely green spaces around us. Whether that is taking children to the park, taking a stroll alone or in a group or just sitting on a bench and enjoying the sights and smells of spring can really be a boost to your health and wellbeing.

The Zest Centre, Uppertorpe offer a lot of activities for our community to engage with, whether you would like to meet new people and go on a community walk, join a group and learn a new skill like knitting, take a trip the library and borrow a book, meet a friend for a cuppa in their community cafe or visit their gym or pool. Events are also run for young people and little ones. Zest has something for everyone.

Please visit their website for more information: [Home - ZestZest - Zest is an award winning community enterprise delivering high quality and responsive services to local people. \(zestcommunity.co.uk\)](https://www.zestcommunity.co.uk) or telephone: 0114 270 2040.

Working Together

Every member of our Practice team are here to help you and we try to be as polite and as helpful as possible to every patient.

The reception team particularly, try their very best to resolve any queries and signpost you in the best possible way to meet your needs. We do require them to ask for a brief history of your query, so please remember this when you speak with them.

Sometimes we have new staff members that require support and training, so your patience and understanding is appreciated.

WE have a zero-tolerance policy to any form of inappropriate behaviour. Lets work together with mutual respect so we can get you the help you need.

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 require a course of vaccinations which may require the ordering of vaccines and arranging more than one appointment. 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 as to costs.

So please book early to avoid disappointment so that you can be adequately protected and enjoy your holiday with peace of mind.

National NHS Screening

The NHS invite patients for various screening and this is a vital way to keep your healthcare in check and ensure that any abnormalities are discovered and treated as quickly as possible.

Tests like these may seem daunting for some but you will be helping yourself, your GP and the NHS as a whole by keeping up to date with any appointments that you are invited for.

Cervical

Any person with a cervix will be invited for a routine cervical smear test every three years (aged 25-49) and every 5 years (50-64 years). You will receive 2 invites from the central team and if you have not yet attended, then one from our Practice. If your text is returned abnormal then you may be invited for more frequent testing/referred to the hospital. **Cervical screening is a free health test that helps prevent cervical cancer.** More information can be found at: [Cervical screening \(smear test\) | Jo's Cervical Cancer Trust \(jostrust.org.uk\)](#)

Bowel

Everyone aged 60-74 (and now expanding to 50-59 year olds) will be sent an NHS bowel cancer screening kit for you to return (this does not come from the practice). **Regular NHS bowel cancer screening reduces the risk of dying from bowel cancer.** For more information please visit: [Bowel cancer screening - NHS \(www.nhs.uk\)](#)

Breast

Anyone registered as female with a GP will be invited for NHS breast screening (this does not come from the practice) every 3 years (first invite aged 50-53) between the ages of 50 and 73. If you're a trans man, trans woman or non-binary you may be invited automatically, or you may need to talk to us or call the local breast screening service for an appointment. **Anyone can get breast cancer including men, trans and non-binary people. It is the most common form of cancer in the UK.** More information can be found at: [Breast screening \(mammogram\) - NHS \(www.nhs.uk\)](#)

Diabetic Eye Screening

This is a test to check for eye problems caused by diabetes and can find problems before they affect your sight. You will be invited by the Sheffield Diabetic Eye Screening Team based at the hospital. **If not checked or found early, some sight problems in people with diabetes can cause sight loss/blindness.** For more information please visit: [Diabetic eye screening - NHS \(www.nhs.uk\)](#)

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, then once on our page click on 'leave review'. Alternatively, you can visit our website or submit written feedback.

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