

## Things are happening at Burvill House Surgery



As we all know the NHS is working under unprecedented pressure and GP surgeries are carrying much of the burden. With this in mind Burvill House has recognised the need to plan how best to serve our current 12,000+ patients and make provision for future challenges and opportunities. The demographics of the area are fluid and while now 25% of our patients are under 30, and 25% over 80, these statistics may change dramatically. Our planning must be flexible and appropriate and include those who need us the most. The construction of three new consulting rooms is under way. We have recruited new staff and we know you will be delighted to hear that we have a new phone system.

It's good that we are planning, but planning will be useless if we neglect to ask you what you want. We ask for your opinions and suggestions in a variety of ways. One way is through this newsletter produced jointly by the Practice and the Burvill Patient Group. We aim to produce it twice yearly with updates on the surgery's activities and we hope that you will find it interesting.



If you find it interesting how about joining the team producing the newsletter or simply putting yourself on our mailing list? There are plenty of opportunities to get involved. Please ask at Reception, email us on [burvill@hatfieldhealthmatters.org.uk](mailto:burvill@hatfieldhealthmatters.org.uk) or call Chris on 01707 265213.

This version of the newsletter covers:

1. Practice update – the staff and the surgery
2. Appointments and results
3. Community Spaces and Events
4. Health Matters
5. Waiting rooms & Noticeboards
6. Patient Group: getting involved.



The Patient Group team is pictured here:

Chris Goward (Chair),

Sarah Smith (Practice Manager).

Lorraine Cooke,

Claire Davies (Secretary),

.and Jyoti Bhojani

## 1. Practice update

If you've been to the surgery lately you must have noticed the building works. The plan is for three new consulting rooms to be ready for use by May this year, to cater for the increases in staff and patient numbers. The only downside is that Car Parking may become even more of a problem. We have asked the council for support with the use of local car parks, but this is an uphill struggle. Let us know if you have any influence.

For those who really need parking assistance Reception will help where they can, and disabled parking is OK on the double yellow lines, but our best current advice for most people arriving by car is to park in the **Asda Car Park**, where you have 3 hours of free parking.

**Staff Changes** We have greeted some new faces and familiar ones have changed roles, the most significant of these being that Dr Dytham has stepped up to lead Partner. If you want to see who does what in the surgery go to our website to see how the staff, clinicians and administrators, work on your behalf [.https://www.burvillhousesurgery.org.uk/page1.aspx?p=18](https://www.burvillhousesurgery.org.uk/page1.aspx?p=18)



In addition to the dedicated Burvill House team we share staff with the other three Hatfield practices (Lister House, Wrafton House and Potterells). An up-to-date list of these staff and their roles is also on the website.

### **Hate computers???**

We would love to be able to offer help in the use of computers, but we don't have the resources to do it. Don't forget the local library has public machines and helpful librarians, but your best bet could be a young relative or neighbour, but as a last resort get in touch and we'll do what we can.

And if you are reading this and have IT skills and can spare the odd hour for a good cause please get in touch!!

We welcome any feedback by email at [burvill@hatfieldhealthmatters.org.uk](mailto:burvill@hatfieldhealthmatters.org.uk), or [info@hatfieldhealthmatters.org.uk](mailto:info@hatfieldhealthmatters.org.uk). Or by hand at the surgery. Or call us on 01707 269091, but after 11am please.

## 2. Appointments

Top of the list of patients' issues is making an appointment. Joining the queue by phoning in at 830am is time consuming and frustrating. The alternative is making an on-line request through eConsult.



### 2.1 Telephone appointments

We have now upgraded our telephone system allowing you to request a callback. This does not solve the problem, and we know it's not the answer to the basic problem of capacity, but it is a step forward.

Once through to the surgery, our Care Navigation team may ask for details to establish what appointment is best for you, then a doctor may also call you. Depending on discussion you may be offered a routine appointment in the next three weeks, or if it is urgent a same-day appointment. The decision could be made on whether instead of a GP you should see a nurse, or one of the other specialists, such as a physiotherapist, a pharmacist, or a social prescriber. The appointment itself may be face-to-face, via video or telephone. At Burvill House surgery we aim to offer more than 70% of our appointments face to face. Routine appointments will, if possible, allow you to choose the doctor.

If you need urgent help, you should call 111 for advice, and in a real emergency call 999 for an ambulance or go to the Lister A&E in Stevenage.

### 2.2 On-line appointment requests - eConsult

Some practices ask patients to use an eConsult entry to screen most appointment requests. We offer it as an option. You can access the eConsult system through the Practice website at <https://www.burvillhousesurgery.org.uk>

The system allows you to enter information about your problem, including photos (subject to constraints). Your questions may be entered for Burvill House from 10am to 1pm. We are considering extending the eConsult entry time window, although the assessment will not start before 11, so that telephone appointments will get priority. Around 90% of our appointments are currently made by telephone.

If you make an eConsult submission you will get a text message within 24 hours advising that the information has been received and giving a date/time by which, you can expect a reply.

### 2.3 Saturday and Evening Opening

Pre-booked appointments are available for weekday evenings, Saturdays, and Sundays at Springhouse Surgery in Welwyn Garden City. We run Saturday morning clinics here at Burvill House every other Saturday morning. Appointments will be open to all, and we hope that this will appeal particularly to those who are working during the week and have previously found it difficult to see the doctor.

## 2.4 The NHS App

There's lots of talk about the NHS App, which is seen as the future direction of travel for online access to NHS services. With full access you should be able to:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them (Burvill *traditionally uses the Patient Access system for this*)
- book and manage appointments (*online booking isn't currently available*)
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information such as test results)

The Burvill Patient Group will be keeping an eye on the reality of appointment booking. Let us have your comments.

## 2.5– SMS Messaging

From time to time the practice team may need to use SMS texts to communicate with you. If you do not wish to receive communication via text, please let our reception team know. If you have recently changed your mobile number since you last used Burvill House services, please also update us with your details.

## 3. Community spaces and events in Hatfield

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We are very keen to let patients know of places and activities in the Hatfield area where people can meet and share problems, do social activities, or just drop in for a chat. There are many sources of help, far too many to list here. A few are shown below, with a website address, phone number or contact information where we have it. All the organisations we have contacted are keen to welcome new people, and we would encourage you to contact them and let us know how you get on.

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### **Community spaces in Hatfield**

The table below is an initial very sketchy list of places we know of in Hatfield where community support services are provided,

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The information on community spaces and events is only kept up to date by people like you letting the list-makers know. Herts County Council have a big project in progress to improve communication in this area, but meanwhile if you know of activities in or near Hatfield that aren't on the list (or that are on it but you think shouldn't be!) please let us know on [burvill@hatfieldhealthmatters.org.uk](mailto:burvill@hatfieldhealthmatters.org.uk) and we will forward the information. This is a very important area and changes happen daily! We very much need patient volunteers to check that the links work and the information is kept up to date on a fairly regular basis.

| Organisation                    | Activities   | Day/s           | weblink address  | Contact       |
|---------------------------------|--|-----------------|--|---------------|
| Hatfield Library, White Lion Sq | Several reported. Board games, colouring, reading (for adults) | Fri, Sat, Weds  | Not known  |               |
| Friendship House                | Lunch club, exercise classes etc                               | Weekdays 10-3   | <a href="http://hils-uk.org">Our Community Hubs - HILS (hils-uk.org)</a>       |               |
| Jimmy Macs                      | Chair exercises, line dancing, bingo                           |                 | <a href="#">Diane's Page – JimmyMacs</a>                                       |               |
| Breaks Manor Youth Centre       | Activities for young people                                    |                 | <a href="#">Breaks Manor Youth and Community Centre in Hatfield, Herts</a>     | 01707 263 201 |
| Age UK WGC                      | Support for elderly and isolated.                              |                 | <a href="#">Age UK Hertfordshire   About us</a>                                |               |
| Gracemead Hatfield              | Food Bank. Food provision by referral                          | Tues 1130-2     | <a href="#">Hatfield Foodbank   Helping Local People in Crisis</a>             |               |
| Galleria                        | Potential to grow plants                                       | Fri 11-1        | Car park   |               |
| Mind in Mid Herts               | Mental Health Help WelHat hub, White Lion House Hatfield       | Thurs 1030-1230 | <a href="#">Mind in Mid Herts – For better mental health</a>                   | 03303 208 100 |
| Sparks Cafe                     | AL10 0LW   | Daily 930-4     | Pay as you feel cafe, warm hub   |               |
| St Johns Community cafe         |  | Weds 10-1230    |  |               |
| St John's Church                | Free pastries  | 9am-2pm         | High View AL10 9BZ   |               |
| Birchwood                       | Fitness classes, women only mental health                      | Weds 2-4        | AL10 0AN   |               |
| Hatfield Social Club            | Chat, drinks   |                 | <a href="http://www.hatfieldsocialclub.co.uk">www.hatfieldsocialclub.co.uk</a> |               |

## 4. Health matters events

The Burvill Patient Group, together with Potterells, Wrafton and Lister, run a series of evening events in the Hatfield social club under the heading 'Health Matters'. The sessions have been attended by up to around 100 carers, patients, and professionals.

Previous events were:

Dementia - 25<sup>th</sup> October 2022

Diabetes - 17<sup>th</sup> January 2023

Understanding Cancer - 28<sup>th</sup> March 2023

Mental Health Awareness - 27<sup>th</sup> June 2023

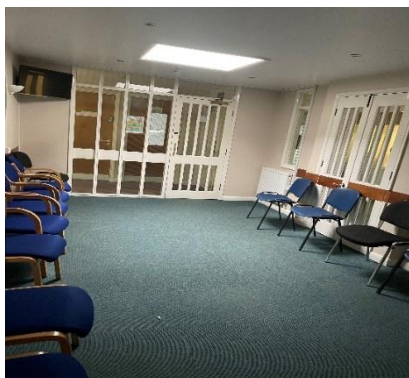
COPD - 7<sup>th</sup> November 2023

Parkinson's - 12<sup>th</sup> March 2024



To join our mail list for future events mail us on [info@hatfieldhealthmatters.org.uk](mailto:info@hatfieldhealthmatters.org.uk)

## 5. Waiting rooms & Noticeboards



We are gradually returning the waiting rooms to their pre-Covid welcoming state. We have acquired a few notice boards, and we hope you will find interesting leaflets there too.

We are aiming to post relevant and useful information on the screens in the waiting rooms, a WELCOME board in many

languages in the entrance area and wall posters in each waiting room with staff and their roles: social prescriber, pharmacist, etc.

We want to make the waiting rooms more fun, and to put useful and current information on the notice boards and screens. Ideas include a kids' drawing competition and background music, as well as keeping the material interesting and up to date. We need more people to help us with this. If you can spare a bit of time, maybe once a week, please get in touch.

**And let us know if there's any information you would like to see!**



## Children's Art competition winner

Winner of Burvill Surgery's children's art competition

## **6. Patient Participation Group (PPG) How you can get involved.**

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This newsletter is produced by a handful of patients who are active members of the Patient Participation group whose aim is to promote and encourage communication between the surgery and its patients. One of our main means of communication is email and we aim to increase the PPG mail list. You can email the patient group at [burvill@healthmatters.org.uk](mailto:burvill@healthmatters.org.uk)

We are always looking for new committee members, and please let us know if you might be interested. Mail us on [burvill@hatfieldhealthmatters.org.uk](mailto:burvill@hatfieldhealthmatters.org.uk) or ask at the Surgery Reception.

Among the ways you could help are:

- Checking out local support groups and gathering information
- Refreshing the surgery noticeboards and screens
- Updating the practice website (and comparing it with others)
- Maintaining the mail list
- Assisting with Health Matters events
- Testing new app features: eConsult, the NHS app

We aim to distribute newsletters twice a year to those on our mail list. **Please join the mail list!** We won't use email addresses for anything other than mail about Burvill House. We won't give email addresses to anyone else, and on your request, we will immediately remove you from our address list.

We are aware that many of our patients have problems with computer technology and/or with language, and we welcome positive suggestions for improvements, and help with communication.

*If you would like to join the Friends but don't have the technology, please call Chris Goward on 01707 265213*

**We look forward to hearing from you with any comments or offers of help!**