

FRIENDS of DAVENPORT HOUSE

Your Patient Participation Group

Reg Charity No: 1184307

Bulletin # 41
Summer 2026
News from the Practice



TOP NEWS See report overleaf from our recently held AGM 29th April

MESSAGE FROM THE NEW CHAIRMAN STEVE TWELFTREE

As the new Chairman of the Friends of Davenport House, it's my privilege to welcome you to the summer edition of the Friends of Davenport House newsletter.

A little bit about me. I grew up on the south coast near Brighton and moved to Harpenden in 2002. I've had a varied career but before I retired in 2020 having spent many years working in outsourcing with particular focus on the healthcare sector where I have extensive experience working with the NHS.

I was a keen cricketer and rugby player but now limit myself to watching most sports and regularly playing golf. I am also a season ticket holder at Brighton and Hove Albion which allows me to keep a strong connection to where I grew up. I have a wife and two grown up children, and today spend much of my time keeping fit and working part time as an artisan greenkeeper on the Bocket Hall estate.

I have been a Trustee for the FoDH for the last four years and was delighted to be asked to take over as Chairman. My principal aim whilst in office will be to grow the membership numbers enabling us to add even more value to the practice and staff at Davenport House.

We had a fantastic turnout at our AGM with record numbers of attendees so it is our aim to provide more events in the future where we hope to keep you all updated on DH and the wider NHS news.

I hope you all continue to enjoy our summer.

Best wishes,

Steve Twelftree

Staff Spotlight

The GPs Who Want to Talk

There's a version of general practice that has become familiar in recent years – rushed appointments, long phone queues, and a system that can feel increasingly impersonal. It's the version that makes the headlines but isn't the only version.

Davenport House Surgery's Practice Manager describes here the way GP Surgeries in Harpenden are taking a different approach. Rather than keeping conversations behind consulting room doors, they regularly bring patients together in community settings across Harpenden to talk openly about what's happening in the NHS, how general practice is evolving, and what it means locally.

Davenport House Surgery's most recent event, held at the Eric Morecambe Centre, reflected that ethos. It wasn't a formal presentation or carefully scripted discussion – just doctors and patients coming together as neighbours, speaking honestly about the realities of modern healthcare.

These types of events are organised jointly by surgeries and Patient Participation Groups (PPG): a collaboration that sits at the heart of how many surgeries operate. All GP practices are encouraged to have a PPG, and in Harpenden we have active groups, with patients playing a meaningful role in shaping services. The strong working relationship between practices and their PPGs have become a defining feature of how care is delivered locally.

JOIN YOUR PATIENT PARTICIPATION GROUP

To voice your views to help our GP practice and receive updates from the Practice, what's happening with processes, changes and new developments in our local area.



To find out more about PPGs:
<https://tinyurl.com/2xnn9w7z>

To join our PPG
<https://tinyurl.com/FoDH-Join>

For any specific question, email
membership@patientgroup.org.uk

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UK Health
Security
Agency



Have your RSV vaccine to help protect you

RSV can cause pneumonia
which can be serious



Your GP will invite you for your free RSV vaccination if you:

- are aged 75 years or older
- are an adult of any age living in a care home for older adults

For more information on the RSV vaccine you can read this leaflet here:

www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-vaccination-for-older-adults or **speak to your practice nurse, GP or health team.**



HEALTH NEWS & ACTIVITIES

Cont. from page 1 . The pressures facing general practice are undeniable, and Davenport House has experienced them firsthand. The practice played a central role in Harpenden's mass COVID vaccination programme, and was recognised for its efforts with a nomination for General Practice Team of the Year in 2025.

Yet through these challenges, the partners have held onto something that is becoming increasingly uncommon: a belief that patients deserve to be engaged directly, not managed from a distance. That belief is reflected not only in community events but also in how the practice runs day-to-day. Every patient request is reviewed by a GP and triaged to the most appropriate clinician. Feedback from patients has been striking: many remark on how smoothly the system operates, how quickly they are seen, and how the model, far from being impersonal, actually helps them reach the right professional faster.

Find out more... join the PPG, pass this onto other patients

On the 29th April this year at the Eric Morecambe Centre we held a short **AGM** for the Friends of Davenport House Patient Participation Group (FoDH), followed by a presentation by Malcom Rainbow updating us on the Bedfordshire Trust (which includes Luton & Dunstable Hospital). We had an amazing turnout, with approximately 80 patients attending.

Read all about it and the Q&A here:

<https://www.friendsdavenporthouse.org.uk/Information.htm>



**Further report from Malcolm Rainbow
YOUR BEDFORDSHIRE TRUST GOVERNOR**

The financial recovery plan for the Trust is being affected by intermittent strikes at the L&D by some operating theatre staff which is resulting in some elective surgery being cancelled.

My three year term as Governor is up this summer but even though there is the possibility that Governors' role will be abolished by the Government, I am willing to stand again to help determine what the Trust would replace it with or, if it does not happen, to continue to do my best to look after Hertfordshire patients' interests.

I would welcome the voting support of those of you who are members of the Trust.

Useful Links & Articles

Mental Health

Information for Children and Young Adults can be found here

<https://tinyurl.com/y8nc4ztr> or

<https://tinyurl.com/y5xse8av>

Next Health Walks

There are guided walks all over the county, look under St Albans district for Harpenden walks

www.hertfordshire.gov.uk/healthwalks

or email us at

Healthwalks.cms@hertfordshire.gov.uk

or Tel 01992 555888

FLU SURVEY

Take part in the NHS flu survey

<https://tinyurl.com/flu-survey>

Take a Liver Screening Test

Raising awareness, transforming lives. It only takes two minutes.

<https://tinyurl.com/2r2ssr5s>

NHS APP

There are many helpful YouTube videos which show you how to do things within the App.

<https://tinyurl.com/Help-with-NHS-APP>

Other useful information & 'how to' guides

- *Cancelling appointments*
- *What your pharmacy can prescribe*
- *How to book a blood test*
- *How to use the NHS App sessions*
- *Options for booking an appointment*
- *Vaccine eligibility information*
- *Repeat prescription ordering*

There are usually several ways to do these things, if you scroll down on this page it will show you the options:

<https://tinyurl.com/wr6nbvpp>

FRIENDS:

www.friendsdavenporthouse.org.uk

SURGERY:

www.davenporturgery.co.uk

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