



## The Burvill House Patient Participation Group

Spring 2023 Newsletter

We are pleased to issue this patient newsletter, which has been produced jointly by the Practice and the Burvill Patient Group. It's our first widely distributed newsletter and we hope it will give you an update on the services the surgery provides and how best to access them in these difficult times.

This newsletter covers

1. Practice update – the staff and the surgery
2. Appointments
3. Vaccinations
4. Warm Hubs
5. Health Matters events
6. Waiting rooms
7. Joining the Friends of Burvill



Keep well! Best wishes from the Patient Group team. Pictured above: Lorraine Cooke, Chris Goward (Patient Group Chair), Claire Davies and Sarah Smith (Practice Manager).

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You should find the electronic version of this newsletter on our website:

<https://www.burvillhousesurgery.org.uk/news.aspx?pr=E82023>

We are very grateful to all our patients for your generally understanding response to the many changes we have had to make in response to COVID-19. We are still making changes daily, so please bear with us and listen to the telephone message or look on the website.

We welcome any feedback by email at [patientgroup.bvh@nhs.net](mailto:patientgroup.bvh@nhs.net), or by hand at the surgery.

## 1. Practice News

### Staff Changes

There have been several changes in the last year, the most important being:

Dr Neil Dytham has taken over as our lead GP, and Doctors Rachel Pay, Dean Chen and Chandi Doshi have joined the GP team.

Sarah Smith has taken over as Practice Manager from John Phipps, who was with us for four years. Sarah takes over at a challenging time, and we wish her well.

*We hope to publish at least some staff photos in the waiting rooms before too long!*

### Staff shared with other Hatfield Practices

In addition to the dedicated Burvill House team we share staff with other Hatfield practices. For an up-to-date list see <https://www.burvillhousesurgery.org.uk/page1.aspx?p=18>

### Social Prescribers

We share 4 social prescribers with the other three Hatfield based practices: Lisa Fisher, Caroline Goodchild, Fiona Brown and Teresa Hutchison.



The social prescribers rotate around the 4 practices, and each prescriber typically deals with 60 or so new and continuing patients per month. The patients are generally referred by GPs and are provided with general support e.g., for the lonely, and helped to access a wide range of other services and support.

[Social Prescribers are separate from social workers who are provided through Herts County Council]

### Care Co-ordinators

Care coordinators play an important role within the four Hatfield practices (the PCN) to proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services. Our care coordinator at Burvill House is Rebecca Pearce.

### Health and Wellbeing Coaches

The four practices share two Health and Wellbeing Coaches Eva Wiktorko and another due to start. Their role is to support patients to develop the knowledge, skills and confidence to become active participants in their own health and wellbeing. To guide patients to take

more control of their own health by supporting them to develop their own plan by identifying their needs and their own goals, that can lead to long term lifestyle and behaviour change. To be referred contact your GP practice.

***We try to keep staff changes up to date on the website***

***<https://www.burvillhousesurgery.org.uk/page1.aspx?p=18>***

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## **Premises**

We need more space to handle the increasing number of patients, and expansion of the surgery. We have planning approval for 3 new consulting rooms. More on this in future newsletters!



Car parking is a known but unfixable problem. Our best advice right now is to park in the Asda Car Park.

There is no provision for Blue badge holders as such, but Reception will do whatever they can to make space in the surgery car park for those that need it, and blue badge holders can park on the double yellow lines outside the surgery.

We have asked the council for support with use of local car parks.

## 2. Appointments

The team at Burvill House and our Patient group are very well aware that the difficulty in making an appointment is by far the main issue raised by patients. This is a national problem as well as a local issue. Which is why we are introducing several changes to try to address the problem.

Please bear in mind that our GPs and nurses are already working at full capacity. Alongside appointments at the surgery, our GPs have a number of other responsibilities during the working day including, but not limited to, visiting the housebound and care home patients, supervising trainee staff, actioning results and requests from hospital letters, and attending essential training. This means that the number of appointments we can offer to patients each day can vary and may not meet the demand.



We have introduced changes to our booking system to make the best use of the appointments available and to meet your needs as closely as possible. Appointments are bookable by telephone from 08.30am and we are planning to upgrade our phone system in the coming months. In addition, you may request help via our website [www.burvillhousesurgery.co.uk](http://www.burvillhousesurgery.co.uk), where you can send us an eConsult between 10am- 1pm Monday-Friday. We are now offering a mix of appointments available in advanced or on the same day for true emergencies.

When you contact Burvill House Surgery, you will be asked some questions by our Care Navigation team in order for us to match you to the right outcome for your needs. This could include a face to face or telephone appointment with a GP or nurse, or you might be better looked after by our Physiotherapist or Pharmacists. You may be appropriately directed to community pharmacists or A+E. At Burvill House surgery we aim to offer more than 70% of our appointments as face to face.

## 3. Covid Vaccinations and Flu Jabs

A big thank you to those patients who helped with “marshalling” with flu and Covid jabs this year. Staff dealt with these exceptionally well in 2022, with a little help from their friends.

Boosters for the over 75s and immunosuppressed in 2023 are currently being booked: eligible patients are being phoned and offered appointments at the surgery in priority order.

## 4. Warm Hubs

In these hard times it’s important that there are places in the area where people can meet and share problems over a cup of tea or just drop in for a chat. There are many sources of help, a few in the Hatfield area. Some are on the list at the end of this Newsletter. There’s a front end index at <https://one.welhat.gov.uk/healthy-hub>

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The locations include Hatfield Library, The Hive (Jimmy Mac), and Birchwood. If you have updates to the list please get in touch with one.welhat direct, or with us on and we will forward. This is a very important area and changes happen daily!

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## 5. Health matters events: Mental Health Awareness June 27<sup>th</sup> 2023

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The Burvill Patient Group, together with Potterells, Wrafton and Lister House Surgeries, have set up a series of evening events in the Hatfield social club under the heading 'Health Matters'. The first session, on dementia, was attended by around 100 carers, patients, and professionals on October 25<sup>th</sup> 2022.

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Following Diabetes on 17<sup>th</sup> January and Understanding Cancer on 28<sup>th</sup> March the next event is Mental Health Awareness on 27<sup>th</sup> June 2023.

To find out more or register for the event click on <https://HPCNMentalHealth.eventbrite.co.uk> Space is limited, so we ask you to register in advance if you intend to come.

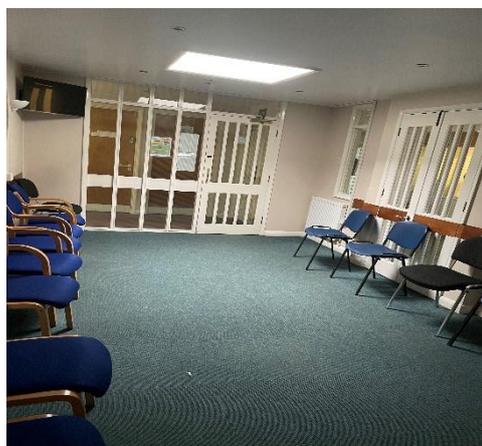
To join our mail list for future events mail us on [patientgroup.bvh@nhs.net](mailto:patientgroup.bvh@nhs.net)

## 6. Waiting rooms

We want to return the waiting rooms to their pre-Covid welcoming state. The practice plans to acquire a notice board and a small table for each of the rooms, and in a while you should find interesting leaflets there too.

There should be relevant and useful information on the screens, and we are hoping to set up a poster rack in the entrance area and wall posters in each waiting room with

- Staff, with photos even from the shy ones
- Roles, eg social prescriber, pharmacist,
- Access for appointments: methods summary (phone, econsult..)
- Warm hubs list (see list at the end of this newsletter)



We want to make the waiting rooms more fun. Ideas include kids' drawings [\(see competition flyer on the next page\)](#) and music as well as relevant posters, but we need more people to help us keep the material interesting and up to date. If you can spare a bit of time maybe once a week please get in touch

**Burvill House Surgery  
Patient Participation Group**

**We need your help!!**

We need your art work to brighten up our waiting rooms. If you are aged between 5 years to 13 years and love drawing, painting and coloring, we would love to see your pictures. The theme for your picture is:

**“What makes you happy” –**

**This could be a place, a thing, an experience or a person**

**Get your picture to us at the Reception  
by 28<sup>th</sup> August 2023**

**3 age categories:**

**5 to 7 years,**

**8 to 10 years**

**11 to 13 years.**

**There will be a small gift for our artists who are displayed in our waiting rooms.**



**More information contact –  
[patientgroup.bvh@nhs.net](mailto:patientgroup.bvh@nhs.net)**

## **7. Friends of Burvill (FoB) mail list**

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The Friends of Burvill (FoB) email list currently holds the email addresses of around 100 of the 12,000 + Burvill House patients. The newsletter is produced by a handful of patients (the FoB committee) whose aim to communicate between the surgery and its patients. Our best means of communication is email, and we aim to greatly increase our FoB mail list.

Our plans to do this include asking people joining the surgery to give us an email address which the committee can use when joining the practice, in the same way and at the same time as they give a mobile phone number for text messages and phone calls.

In the meantime, you will be able to join the Friends email list when you attend the surgery for an appointment or a flu or Covid jab, or when you enquire about Health Matters events. Or just email us on [patientgroup.bvh@nhs.net](mailto:patientgroup.bvh@nhs.net) with your name and postcode and we will add you to our list.

We aim to distribute newsletters three or four times a year and we will not use your email address for anything other than mail about Burvill House. We will not give your email address to anyone else, and on your request we will immediately remove you from the address list.

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

Meantime *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!**

**Burvill House Patient Group      June 2023**

## Warm hubs in Hatfield

- St John's Church Hatfield Café, Free pastries, warm space  
High view

AL10 9BZ

Open 9am-2pm

- Sparks Cafe Hatfield  
AL10 0LW

9:30 -4pm

Pay as you feel cafe, warm hub

- Active in mind - women only mental health group  
Birchwood Leisure Centre, Hatfield

AL10 0AN

Wednesday 2-4pm

- Hatfield Library  
White Lion Square

AL10 0LD

(They offer sparks vouchers for the cafe for anyone to get a free hot meal, this is open to anyone who is struggling you don't need any proof just go in and ask for a voucher)

There's a better list we think at <https://one.welhat.gov.uk/healthy-hub>

***If you have any comment on the list or know of other "warm hubs" please let us know***

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