



## *The Grove Medical Centre opens its doors to patients today*

As of the 1st July 2019 The Grove Medical Centre opened its doors for the first time and welcomes its first patients.

Previously Newlands Medical Practice and Bute House Surgery, The Grove's 54 staff of doctors, nurses, dispensary, patient services and administration teams have completed the merger of both practices to deliver excellence and expanded clinical services to its 12,500 reregistered patients.

Dr Rob Childs, senior partner commented;

*"Our primary focus and objectives remain unaltered, which are to provide the best clinical services to all of our patients. To achieve what is best for the patient, we have to adapt and use the best clinicians and communication skills in the practice".*

*"At The Grove we are fortunate to have 8 highly qualified doctors, each with a wealth of experience and clinical interests. Similarly, our 2 Advanced Nurse Practitioners and 5 Practice Nurses, 7 Dispensers and 5 Healthcare Assistants bring their own skills and disciplines to the practice. In fact, we wish to increase our staff members and a new GP, Dr Nick Berry, will be joining us in September. We are also recruiting new staff for our patient services and administration teams. Ask at reception for information".*

*"We all recognise that a number of our patients may have worries regarding some of the changes we are introducing. This is natural and expected. However all of our patients can be sure we are committed to providing them with the best clinical care available."*

The Grove's Managing Partner – Alex Kimber continued;

*"One of the new services is the introduction of a fully trained Patient Services Team. These staff members will be the patient's first point of contact in the practice. The role of this team is to gather information about the patient's needs. We can reassure patients they are not looking for or wanting the detail of the issue, just enough to enable them to guide to the most appropriate member of the team."*



One of the new services to be introduced at The Grove Medical Centre is a new online patient service.

“ eConsult is the first step in our approach to online consultation. This allows those patients who have a non-urgent need or query, the ability to find reliable advice and information about their issue or communicate directly with the clinical team online who will respond within 48 hours by email or telephone with advice or next steps. More information can be found on our website [www.thegrovemedcentre.co.uk](http://www.thegrovemedcentre.co.uk)

## *The Grove Patient Group*

Since last November the Patient Groups of both Newland and Bute House Medical Practices have been working together to form ‘The Grove Patient Group’ in anticipation of the practice merger on the 1st July 2019. The new group held its first meeting in April and it has been working alongside the practices to ensure that you the patients have been kept fully informed of events leading up to the merger.

The feedback that we have received from you the patients regarding the proposed merger has been extremely positive. You have told us how helpful the ‘Frequently Asked Questions’ information that we published has been.

‘The Grove Patient Group’ exists to represent you the patient. It is not considered to be an ‘add on’ but it is an integral part of your practice at The Grove Medical Centre.

## *Frequently Asked Questions*

### **Do I need to do anything now?**

Patients do not need to do anything with regard to their registration as they will automatically be transferred from their current practice to the new one.

### **Who will be in charge?**

All the partners of the current practices will be partners of The Grove Medical Practice. The Senior Partner and registered manager for our CQC registration is Dr Rob Childs. Dr Christine Foster has recently retired, however we welcome Dr Nick Berry to the Practice. Our Managing Partner is Mrs Alexandra Kimber and is responsible for the management of the business.

All GP Partners also have their own individual clinical or business leads and interests.

### **Will I remain registered with the same doctor?**

Everyone will be moving to be registered with The Grove Medical Practice rather than a specific GP however, this is for administration purposes. You will still have your same ‘usual GP’ and this named GP will be responsible for overseeing your care as now. More information on the ‘named GP’ responsibilities can be found on the website. If you are not sure who your usual GP is, then ask next time you are at the Practice.

### **Can I still order my prescriptions as I currently do?**

Yes, we will still have a prescription telephone line for orders or you can continue to order using the online portal or you can drop your request into the box outside the dispensary or ask in person at the desk.

### **Will it be harder to get an appointment?**

The aim of the merger is to make us more resilient to be able to continue to serve our growing population with the limited resource we have. Our aim is to ensure that we are still able to offer the same good service as we currently do and ultimately improve our services.

### **How will I benefit from this arrangement?**

By merging we are ensuring your GP surgery is able to continue to run to serve the population of Sherborne and surrounding areas in the future. As a larger practice we will have a larger group of GPs and nurses that you can see and we will potentially be able to attract funding to grow our team and employ other clinicians such as a pharmacist or paramedic who can also see and support patients.

### **Are there any negative effects for patients?**

We cannot envisage any negative effects for patients. Change is always unsettling and there will be a bedding in period while the staff adapt to the new team and ways of working but we are working on any back office changes now so hopefully this will be less obvious to patients following the merger.

# The Grove Medical Centre ~ Floor Plan



**YELLOW** ~ same day / urgent care

**BLUE** ~ prebooked / routine care

The Grove Medical Centre

- 1-11 Consulting rooms
- TR1-8 Treatment rooms
- T Public Toilet
- HV Health visitors

Patients will be directed to the correct waiting room by the check in screens or a member of the patient services team.



Tel. 01935 810900 or 01935 813438  
www.thegrovemedcentre.co.uk

The Grove Medical Centre  
Wootton Grove  
SHERBORNE  
Dorset  
DT9 4DL

Opening	Times
Monday	08:00 - 18:30 (19:15 by appointment)
Tuesday	08:00 - 18:30 (19:15 by appointment)
Wednesday	08:00 - 18:30 (19:15 by appointment)
Thursday	08:00 - 18:30 (19:15 by appointment)
Friday	08:00 - 18:30
Weekend	closed

**If you need to contact a doctor outside these hours then you should ring the Out of Hours Service on 111, unless it is a medical emergency then dial 999.**

Dispensary open for prescription collections between 08:00 - 18:30. If you want to order repeat medication by telephone please ONLY call between 08:30 - 12:00 daily.

**All patients currently registered with either Newland or Bute House practices do not need to re-register.**

## *The Grove Medical Team*

### **GP Partners:**

- ◆ Dr Aimee Barnes
- ◆ Dr Rob Childs
- ◆ Dr Sally Dangerfield
- ◆ Dr Ruth Lawes
- ◆ Dr Liz Long
- ◆ Dr Charlie Middle
- ◆ Dr Matthew Phelan
- ◆ Dr Katie Thomas
- ◆ Dr Nick Berry (Joining Sept 2019)

### **Advanced Nurse Practitioners:**

- ◆ Leah Hughes
- ◆ Debbie Brewer

### **Practice Nurses:**

- ◆ Julie Brown
- ◆ Lisa Considine
- ◆ Danielle Moncrieff
- ◆ Rita Sibson

### **Health Care Assistants:**

- ◆ Sara Holder
- ◆ Victoria Morris
- ◆ Julie Nutland
- ◆ Claire Pounce
- ◆ Klaire Whittle

## *The Grove Management Team*

- ◆ Alex Kimber – Managing Partner
- ◆ Sarah Mackrell – Patient Services Team Leader
- ◆ Debbie Ryalls – Patient Services Manager
- ◆ Zoe Bowen – Nurse Manager

**THE CREATION OF THE GROVE MEDICAL CENTRE IS AN EXCITING OPPORTUNITY FOR ALL OF US ~ PATIENTS, DOCTORS, NURSES, DISPENSERS, PATIENT SERVICE AND ADMINISTRATION TEAMS WHICH ALLOWS US TO SUPPORT OUR PATIENTS TO LIVE HEALTHIER LIVES AND MEET THE EXPECTATIONS OF CLINICAL CARE THROUGH THE NEXT DECADE AND BEYOND.**

**THE GROVE MEDICAL CENTRE – THE FOCUS OF HEALTH SERVICE EXCELLENCE  
FOR SHERBORNE AND BEYOND.**