

The Grove Medical Centre ~ Facing Challenges 'Working Hard to continue improvements for our patients'.

As to be expected the merger of two medical practices involving 12,500 patients, 50 staff along with clinical responsibilities and reporting was never going to be perfect from day one.

As an example of the volume of calls received by the practice, during the week 9th-13th September 8862 calls were received with over a quarter of those occurring on the Monday. The average wait time for answering was 1 minute 10 seconds, however on the Monday morning unfortunately patients waited longer.

During the week of the 7th – 11th October 9513 inbound calls were answered with just 6% of calls waiting longer than 5 minutes to be answered.

There are literally a handful of patients who waited significantly longer than 5 minutes and the practice is investigating if/how they got lost in the system or whether they just called at a really busy time.

Recently a fault has been found with the dispensary telephone line which has been resolved and explains why some of the calls were getting lost as they weren't being directed to the dispensary.

As patients, we do **not** need to call at 8am on the dot anymore to get an appointment, for non-urgent issues, we can use 'e-consult' 24 hours a day, 365 days – from anywhere.

Our Appointment System:

Same Day Appointments:

You can book an appointment by:

- Calling the practice to speak to a Patient Services Adviser between 08:00 and 18:30 Monday to Friday.
- Online booking is available for routine appointments with your GP using the new NHSApp (available from July) or your current online login. If you don't have a login or have forgotten your login details, then please speak to the patient services team.
- Using the 'e-consult' service for advice, administration queries or to have an online conversation with your GP.



The official opening of The Grove Medical Centre by the Town Mayor Cllr. Jon Andrews

Patients can still see their preferred GP:

Approximately 50% of our GP availability is bookable up to six weeks in advance.

The key benefits of this system are:

Urgent appointments or advice are dealt with by the Triage Team of GPs and Nurse Practitioners, who contact each patient to discuss the concern and agree a course of action.

If necessary an appointment with a GP, Nurse Practitioner or Practice Nurse will be made, usually for the same day.

At this point patients can request to be seen by a specific GP or Nurse Practitioner.

If patient demand is excessive, only Emergency Issues will be placed on the Triage List. This is essential in order to manage patient demand and ensure safe and effective clinical care. The Triage Team continuously monitor the list and call back patients in order of clinical priority and will phone back within four hours (usually quicker).

Further information on how the phone appointment and Triage Teams work is available on the Grove Medical Centre website <https://www.thegrovedocentre.co.uk/> or a printed leaflets available at the surgery.

New faces and Voices at the Grove Medical Centre

Since we became the Grove Medical Centre we have recruited 5 new staff members and transferred existing staff to new roles to meet the ever-increasing demands on the new service. During the next few months you will meet them either face to face or on the phone.

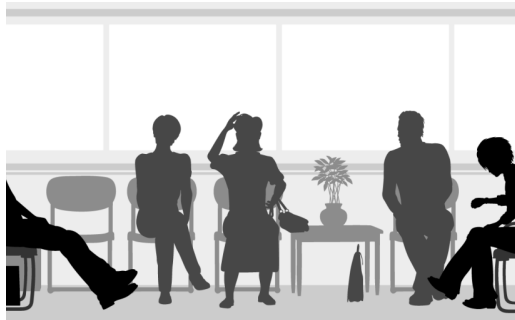
Julie, Katie, Emily and Lucy have joined our expanded patient services team.

Ali has moved to become our new nurse clerk and Hayley is the new Trainee Dispenser both having moved from the Patient Services Team.

In administration and management areas Amy has taken on the additional role of finance administrator. In addition Emma has joined the team as our Human Resources and Programme Manager.

Vicky has re-joined our wider team as our Link Worker working for Help and Care to support our patients with social needs. We also look forward to welcoming our new full time practice nurse Steph in early November.

A View from the Waiting Room



‘The Merger’

It is only since I joined the Patient Participation Group three years ago that I began to realise the complexity of running a medical practice. I am still learning, and the more I learn the more appreciative and impressed I become. It is hugely complicated and it seems can only get more so with ever more new houses being built and our ageing population.

The Merger of the two surgeries was indeed a huge test of good will and co-operation, and now serves 12,500 patients. Of course there have been hiccups. Of course there are ongoing wrinkles to be sorted. One of the most understandable irritations has been the length of time some patients have experienced just trying to get through on the telephone. Just prior to the opening day on a tour of the top floor I remember vividly how startled I was to find a room heaped full of dead computers/ phones and sundry wiring. This was due to a whole new phone system which has had to be installed to handle the increased volume of calls. (It appears that the gremlins that caused these problems have now largely been sorted.)

The long term benefits of the new system are already beginning to show. Appointments can now be made in three ways: online as before, using the new **‘e-consult’** system which seems to work very well, or on the telephone which we know most older patients including myself still prefer. You will be asked by trained staff to give a few details of your problem, which enables them to direct you to the best help available. To avoid the 8 am rush, calls to the surgery can be made throughout the day and urgent appointments fast-tracked. This new system has already allowed an appointment increase of 17% over the past two months. (The reception area will soon be more private for these matters when it is enlarged and relocated on the right in the present ‘semi-outdoor’ lobby, with a large hole punched through the existing brick wall.)

I am sure we all wish the very best for the new practice which has been formed with our best interests at heart.

P.S. Sobering thought. Our daughter’s family in Dublin with two children is charged 60 euros for every doctor’s appointment. They hardly ever go!

JOAN COOPER ~ Patient

Your Patient Participation Group ~ Annual Report



Tony Meehan
PPG ~ Chair



Roger Marsh
PPG ~ Vice Chair

The Grove Medical Centre Patient Participation Group (PPG) is a voluntary group and was established by patients of the Grove Medical Practice as a link with the clinicians and staff to represent the interests of all patients.

A virtual membership is open to all patients via the Grove website. Meetings are held regularly and reports of the groups work are published online. See: <https://www.thegrovedcentre.co.uk/patient-group-meeting-minutes>

The Grove Medical Centre (PPG) is proactive and became an entity on 1st July 2019, following the merger of the Bute House and Newlands practices on that day.

The Grove PPG works on a range of issues, for example; 'The Who's Who in Healthcare in the Sherborne Area' Directory, Bereavement Services, liaison with Yeatman Hospital, interaction with local schools.

A new initiative for the Grove PPG in the coming year is how to address Sherborne community's mental health needs across all ages.

Ongoing Activities:

In recent months the Grove PPG's interests include:

- A review of new patient services and offering critiques of the services
- Mental Healthcare Acute Pathway review
- Annual Health Checks for elderly patients
- Non- emergency patient transport support
- Provision of Primary Care services infrastructure to meet the needs of a growing local population – 3000 new homes in 5 years
- Impact of withdrawal of Out Patient clinics at the Yeatman Hospital
- Forthcoming meeting hosted by Sherborne Town Council
- Support for Grove PPG Member's appointment as the Town Council's elected member responsible for health care issues in the town.
- New Community Garden project
- Forthcoming launch of 'Who's Who' Directory website
- Liaison with Apples and other North Dorset patient groups.

Bereavement is a lonely place to be . . .

A member of The Grove patients group, recently conducted a review of the available bereavement services in and around Sherborne and uncovered a lack of support for those who are recently bereaved. She makes the following suggestions to create a support group for the bereaved.

As part of her study, she consulted hospitals, hospices, surgeries, undertakers and any one who has dealings with the bereaved, the formation of regular group meetings over a specified time would seem to be the best way forward. As the aim is to not only help the bereaved but ease pressure on surgeries then meetings should be elsewhere.

The PPG groups at the Apples Surgery and the Grove show great enthusiasm for the project and look forward discussing how they may create the project.

Having a good idea and an enthusiastic group of people is not the solution, training for the running of weekly groups would be necessary and this would be available from the Weldmar Hospice and possibly "Cruse", the bereavement counselling service who have introduced a new initiative for Bereavement Work has been set up in the wider domain of Health North Dorset.

Our next objective is to conduct joint research and present a proposal to both Dorset and Sherborne Town Councils to seek their support to make this good idea a reality.

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

You can book an appointment by:


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- Using the 'e-consult' service for advice, administration queries or to have an online conversation with your GP.

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.

The main telephone numbers are:

01935 810900 / 01935 813438



Have you had your flu jab?
Don't put it off. Get your flu jab straightaway.
STAY WELL THIS WINTER

Did you know we now offer an 'e-consult' system?



e-consult Advice from your GP online without having to wait for an appointment
Click away your concerns

Get in touch with your GP from home, work or play, day or night without the hassle of waiting for an appointment or phone call. You may not even need to come in for an appointment. If you need advice, we have lots of self-help information on how to treat hundreds of conditions or you can consult with a GP online.

1. Visit the practice website www.thegrovemedcentre.co.uk and click on "consult our doctors online", make your choice of how you wish to get help and follow the simple on-screen questions. Your GP only gets sent information about what you've searched for if you choose to send it to them and require a response from them.
2. If you have chosen to consult with your GP, the practice will contact you by the end of the next working day with a response. If you choose a specific GP to respond, then this may take longer if that GP is unavailable. In this instance another GP will contact you. PLEASE NOTE that this service is not for any urgent needs.

If you would like some advice on a medical condition initially, please use our 'e-consult' service on our website to 'consult our doctors online'. www.thegrovemedcentre.co.uk or you can ask for a telephone consultation. If the GP feels they need to see you to discuss your issue, then you will be invited in.