



The Grove
Medical Centre



Patient Participation Group



Annual Report – October 2020



Introduction

The Grove Patient Participation Group (PPG) was established in July 2019 following the merger of the Bute House and Newland medical practices.

The PPG meets on a regular basis. It is a mutually supportive group of patients who;

- Works with the Practice to ensure the views of patients are heard
- Supports the Practice to make positive changes and improvements
- Supports the work of the Practice in helping patients to play a greater role in their own health

The Grove – Patient Participation Group

Your Committee:

Roger Marsh – Chair

Tony Meehan – Vice Chair

Jeganathan Alpagappa

David Bartle

Cllr Jane Carling

Joan Cooper

Penny Gardner

Janet Little

Linda Manaton

Alan Woodward

Charlotte (Student – Sherborne Girls)

Issy (Student – Sherborne Girls)

May (Student – Sherborne Girls)

Keith Harrison (Social Prescribing & Wellbeing Lead)

Vicky Morland (Social Prescribing Link Worker)

Vicky Russell (Social Prescribing Link Worker)

Alex Kimber (Managing Partner)

Dr Rob Childs (Clinical Director – Sherborne Area Primary Care Network)

The Grove – Patient Participation Group

A Challenging Year

It was always recognised that following the merger of both Bute House and Newland medical practices there would be challenges to be met. The most prominent challenge being the appointment system. During the initial period it was soon recognised that changes to the system were required. Unfortunately some patients resorted to social media to make adverse comments which was not helpful. Furthermore front line staff suffered verbal abuse from patients which was totally unacceptable. We are pleased to say that improvements have been made to the benefit of both patients and staff.

A further challenge to both staff and patients has been the changes required to the building entrance and the updating of various consultation rooms. After having to go through a period where the Practice was required to get revised quotations for the work, alterations began around the end of last year and were finally completed some months later.

The issues caused by the lockdown due to the Covid-19 pandemic presented a major challenge. This has not only affected patients but also the way the the Medical Practice operates. Patient safety is a major concern for the Practice and in order to reduce the risk of transmission of the virus the practice had to created a special room for only covid patients to ensure other areas of the practice were kept as clean as possible.

The more recent challenge for the Practice involved organising the flu clinics under Covid-19 restrictions once again ensuring patient safety. Your PPG members and volunteers from those who helped with the operation of 'Sherborne Viral Kindness' worked with the Practice to ensure the smooth working of the clinics.

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Patient Participation Group – Health Promotion

Late last year the PPG in conjunction with Sherborne Town Council organised a presentation entitled 'Working Better Together'. The event held in the Digby Hall, to which representatives of local health related volunteer groups were invited, was introduced by Sherborne Town Mayor. A presentation was given by Dr Rob Childs on the work of the 'Sherborne Area Primary Care Network'. In addition presentations were made on the subjects of organisations 'Working Together'; 'Prevention at Scale'; and 'Collaborative Practice'. It is intended to further pursue this work with Sherborne Town Council and the various voluntary organisations once the Covid-19 restrictions are eased.

Your PPG was successful in applying for funding from Sherborne Town Council and the Sherborne Summer Festival to enable an update of 'The Sherborne Area Directory for Health and Care'. This enabled the 2020 edition of the directory to be updated from the previous 4-pages to a 16-page document which was subsequently distributed widely within both Sherborne and the surrounding area.

Your PPG was actively working with the medical staff at the Practice to stage a 'Spring Clean Your Health' event to be held at the Digby Hall during April 2020. The event was offering patients from the three practices within the Sherborne Area Primary Care Network (The Grove, Apples and Yetminster practices) the opportunity for a free health check by medical staff with follow-up appointments for those requiring additional support and treatment for ongoing medical conditions. Unfortunately this event had to be cancelled due to the Covid-19 lockdown.

The Grove – Patient Participation Group

Patient Participation Group – Activities

The PPG has held 8 meetings during the year (including 4 using Zoom video conferencing facility)

In the past year the Grove PPG activities and on-going interests include:

- On-going review of new patient services and offering critiques of the services
- Mental Health – Integrated Community Service
- Provision of Primary Care services infrastructure to meet the needs of a growing local population – 3000 new homes in 5 years
- Carers Support Group – Review of service pathways
- Bereavement Support Group – Ongoing review
- Impact of withdrawal of Out Patient clinics at the Yeatman Hospital
- Impact of temporary withdrawal of Minor Injuries Unit at the Yeatman Hospital
- Health related presentation hosted by Sherborne Town Council
- Support for Grove PPG Member appointment as the Town Council's elected member responsible for health care issues in the town.
- Production of three editions of the Grove Newsletter
- Published a press release of a letter to patients produced by Dr Liz Long
- Distribution of health related information to patients via social media during Covid-19 lockdown
- Plans for a 'listening table' at the Medical Centre such that patients can express their views by having face-to-face access to PPG members
- Liaison with Apples PPG

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Your Patient Participation Group – Representation to Other Groups

- North Dorset PPG Chairs Group
- North Dorset Health & Wellbeing Strategic Group
- North Dorset Health Network Group
- Sherborne Town Council
- Friends of the Yeatman Hospital

The Grove – Patient Participation Group



The Grove Medical Centre PPG (Patient Participation Group) has produced an updated directory of local health and care services in the Sherborne area. The Sherborne Area Directory for Health and Care lists almost 150 local providers of advice and support from day activities to dental care, healthcare services to help in the home. 10,000 copies of the directory have been produced with funding by Sherborne Town Council and the committee of the Sherborne Summer Festival. A weekly community health hub has been set up in Sherborne Library on Thursdays where directories are handed out. Forty groups listed are offering their support at a 'Spring Clean Your Health' event run by the Sherborne Area Primary Care Network to be held in the Digby Hall, Sherborne on 21st April. From left: David Birley (Chair - Sherborne Summer Festival Committee); Roger Marsh (Chair - The Grove Medical Centre PPG); Jon Andrews (Sherborne Town Mayor)

Your Patient Participation Group

On behalf of the Grove – Patient Participation Group
We thank the patients and staff of the Grove Medical Centre
for their support during the past year.

For details of The Grove Medical Centre – Patient Participation Group see:
<https://www.thegrovemedcentre.co.uk/patient-group-index>

The Grove Medical Centre – Patient Participation Group

Roger Marsh

Chair

Tony Meehan

Vice - Chair