

# The Grove Medical Centre - Practice Update Sept 2022

Dear Patients,

## Our New Doctors



Dr Ruth Spedding



Dr Aimee Hobbs



Dr Adam Wood



Dr Rebecca Lye

As you'll be more than aware from media reports, it is an exceptionally busy time at the moment in the NHS and here at the practice, we are seeing or speaking to approximately 1 in 5 of all of our 12,800 registered patients every week. This is an enormous increase from pre-pandemic and we ask that you remain understanding with how stretched we are with the limits on our resources. We have been extremely fortunate that we have attracted new staff where many areas within the NHS haven't been able to.

During the past few weeks and over the next couple of months we will have quite a few new starters joining the practice and also some new Sherborne PCN (Primary Care Network) staff who will work across all three local practices.

We are delighted to wish a warm welcome to:

- Our new GPs:- Dr Ruth Spedding, Dr Aimee Hobbs, and Dr Adam Wood who have all now started.
- Health Care Assistant Sue and Patient Services Advisor Amanda
- Julie and Hannah our PCN Mental Health Practitioners
- Eve our PCN Frailty Nurse

And congratulations to our GP Registrar, Dr Rebecca Lye who has completed all her certification and we are thrilled to say has agreed to stay on with the practice, becoming a GP Partner in October.

In other changes, Dr Charlie Middle and Dr Liz Long are reducing the hours that they work and as such both will now only be working three full days a week.

A period of change is often an unsettling time for anyone. However here at the practice we are embracing our changes, which will have positive outcomes for both our team and for patients. Our team will continue to do our absolute best to help you and in return we please ask for your patience and kindness when speaking to anyone in our team. To the vast majority of our patients, thank you so much for your support and understanding, we are extremely grateful. I am sad to report we have unfortunately seen an increase in verbal aggression towards our GPs and staff. We kindly ask that everyone remembers that none of us come to work to be shouted or sworn at, nor can we fix the problems with the NHS alone. I'm really sorry to have to say this but we will take a zero-tolerance stance for the small minority of patients who push the boundary.

On a positive note, the practice is growing and thriving and we all feel very lucky and fortunate to be working in such a supportive and inclusive community. If you would like to get involved then please consider joining our patient group or if you would like to volunteer to support our increasing number of community projects then consider becoming a health champion. For more details please contact Roger Marsh [grovesherborneppg@gmail.com](mailto:grovesherborneppg@gmail.com) for the PPG or Vicky Morland [vicky.morland@dorsetgp.nhs.uk](mailto:vicky.morland@dorsetgp.nhs.uk) for health champions.

Mrs Alex Kimber - Managing Partner

## Covid Vaccinations

The 3 practices in Sherborne that make up the Sherborne Primacy Care Network (PCN) will NOT be doing the covid vaccinations this autumn at the Digby Hall. The contract for delivering the vaccine for this phase sits with Dorset Healthcare NHS Foundation Trust who run the community services including the Yeatman Hospital. Details of the programme can be found here [www.dorsethealthcare.nhs.uk/covid-19-vaccination-service](http://www.dorsethealthcare.nhs.uk/covid-19-vaccination-service) Please do not ring the surgery about covid vaccinations.



## Changes to surgery times and appointments

We are restructuring the way we do our surgeries such that we are offering a wider variety of appointment times across the day. Rather than have a morning or afternoon surgery we will now be offering appointments at lunchtimes and more during the early evening. We hope this will help our working age patients have more convenient access to appointments as well as support our GPs with an ever growing workload.

We will still be offering a mix of prebookable face to face and telephone calls as well as some same day appointments for those that need more urgent help on the same day. This split is approximately 55%/45%. Our same days slots will be prioritised for those of most need and we aim to update our telephone message to let you know how busy we are before you get into our queue.

Please let the patient services advisor you speak to know your preference as to whether you wish for a face to face appointment or a telephone call. Our prebookable appointments are all bookable online.

## Flu Vaccinations

Our big flu vaccination clinics will take place at the Digby Hall on **Saturday 24<sup>th</sup> September** and **Saturday 15<sup>th</sup> October**. We have been busy contacting all 5691 eligible patients but if you are eligible for a flu vaccination on the NHS and haven't yet booked your appointment, please get in touch with the practice either via email [reception.thegrovedcentre@nhs.net](mailto:reception.thegrovedcentre@nhs.net) or by phoning in an afternoon.

If you are unable to make those two Saturdays, we will be offering a few smaller catch up clinics at a later date.

### Eligibility for a free flu vaccine in 2022/23 season

Those eligible for the NHS influenza programme are:

- all children aged 2 or 3 years on 31 August 2022
- all primary school aged children (from reception to Year 6) to be delivered by the school health teams
- those aged 6 months to under 65 years in clinical risk groups
- pregnant women
- those aged 65 years and over
- those in long-stay residential care homes
- carers
- close contacts of immunocompromised individuals
- frontline staff employed by the following types of social care providers without employer led occupational health schemes:
  - a registered residential care or nursing home
  - registered domiciliary care provider
  - a voluntary managed hospice provider
  - Direct Payment (personal budgets) or Personal Health Budgets, such as Personal Assistants
- Those aged 50-64 will become eligible in mid-October. We will contact these patients in due course.

## Our new GP team Structure

Our GPs are now working in three teams. We hope that this will improve the continuity of care you receive such that if your usual GP is not available or has an extended wait to see them (e.g. as they are on holiday), then you will be offered another appointment with a GP from the same team. This allows each team to get to know a third of our patients just a little bit better than a tiny amount about all 12,800 and will mean less repeating histories for patients. This will also help our patients get to know our new GPs.

Due to our incoming GPs, GPs leaving and some reducing their working hours, we will be reallocating the 'usual doctor' for some patients. This does not prevent you seeing another GP, but helps ensure all our GPs have a fair spread of the workload and patients are able to get timely access to their usual doctor. If you are over 75 and affected by these changes then we will write to you. For those under 75, you will see your usual GP recorded on your repeat prescription request slip or can ask at reception or the next time you call or by emailing [reception.grovedcentre@nhs.net](mailto:reception.grovedcentre@nhs.net)

## Sad Goodbyes

We have some sad goodbyes for staff. All will be very much missed:

- As previously reported, Dr Rob Childs retires from the practice at the end of September and although not hanging up his stethoscope fully is looking forward to a quieter life.
- Dr Nick Berry will be moving on from the practice at the end of December, to join his wife who has a new job with one of Sherborne's overseas schools. We hope to invite him back to the practice on his return.
- Nurse Sylvia is retiring at the end of November. She has been with us during the covid years and has really made an impact in our team. She will be very much missed. We wish her all the best.
- Nurse Steph is leaving at the end of November to move with her young family to follow her husband's career. She has been a nurse with us for over 4 years as well as working previously at Stalbridge Surgery and Milborne Port Surgery. We wish her every success for her future career.

## THE NHS App and your NHS Account

We encourage all patients if they are able, to use online services as this helps free up our telephone lines. You can use the NHS App/your NHS Account to order your repeat prescription 24 hours a day, get your covid travel pass, book appointments and get health advice. Plus lots more.

Download the NHS App, or open the NHS website in a web browser, to set up and log in to your NHS account. Owned and run by the NHS, your NHS account is a simple and secure way to access a range of NHS services online.

The NHS App is available on iOS and Android:



You can also access your NHS account using the NHS website. [www.nhs.uk](http://www.nhs.uk)

To have an NHS account, you must be aged 13 or over and registered with a GP surgery in England.

Further information on the NHS App and your NHS Account can be found here:

[About your NHS account - NHS \(www.nhs.uk\)](#).