

Practice Update from the Grove Medical Centre

Welcome to our new staff (since the last newsletter): Ellie and Lewis have joined our patient services team, Victoria has joined our administration team, T and Debbie have joined us as a Primary Care Network (PCN) Pharmacy technicians. James has joined as an administrator within the PCN team supporting all three practices (Grove, Apples and Yetminster) in the network.

We also have two new posts of Care Coordinators, this role is a new role funded through our PCN to provide support to the GPs in helping getting patients the right care and support they need from the right person and help untangle any small knots within the system. Jasmine and Mandi, previously worked within our patient services team so can hit the ground running and are getting stuck in and proving their worth already.

Dr Aimee Barnes will be away from the practice on maternity leave from the end of August for approximately 1 year. We would like to welcome Dr Jonathan Tham who will be joining us in mid-September and will be looking after Dr Barnes' patients during this time.

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We have recently carried out an audit of the type of calls and requests we get to our patient services team. Initial results show that between 8 and 10am is our busiest period and that we get a considerable amount of calls regarding blood tests and queries over appointment times. Please be aware that if you are able to call us later for these type of enquiries your wait time on the phone will be much shorter. Alternatively you can always use our online services or the NHS App to look up your appointment times or test results. Did you know you can also see your patient record online including any hospital correspondence and medication?



Volunteers Help Again

A BIG THANK YOU once again to all the many volunteers who gave up their time during May to help out at the Covid Vaccination clinics held at the Grove Medical Centre. We couldn't do it without you. We had so many comments from our patients thanking both staff and volunteers on how well the whole process went so smoothly. **WELL DONE!**



The Grove Medical Centre recognised for reducing its carbon footprint through its prescribing

You may recall from a previous newsletter that here at The Grove Medical Centre we are signed up to the Green Impact for Health Toolkit and are actively taking steps to reduce our carbon footprint.

The climate emergency is also a health emergency, and health care in the UK contributes 5.4% of the UK's carbon emissions. We need to enhance the health of our current population without compromising the health of future generations, and this means operating within the sustainable boundaries of the planet. The NHS has committed to reducing its carbon footprint by 80% over the next 5-10 years.

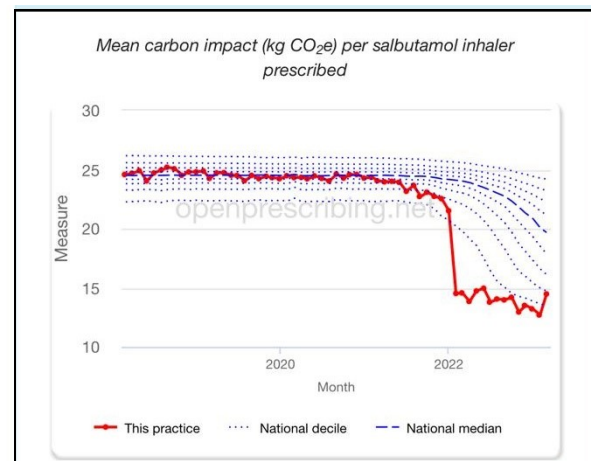
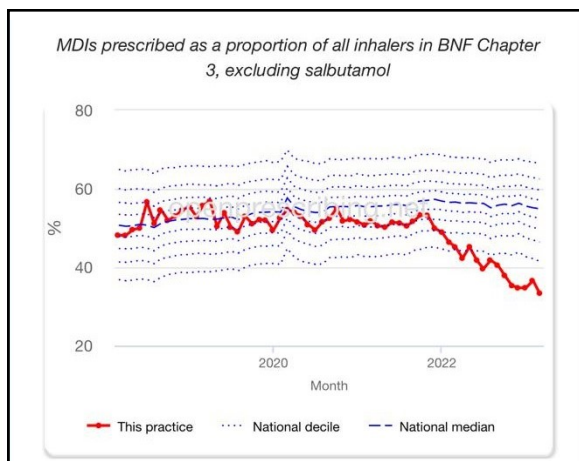
The latest national initiative is to look at elements of our medication prescribing and in particular the use of certain types of inhalers used to support patients with respiratory issues such as asthma. The traditional metered dose inhalers (MDIs) such as those like the blue inhaler brand Ventolin, account for 3% of the NHS carbon footprint alone. The newer soft mist inhalers that are available now, including dry powder inhalers, are much less harmful to the environment. The aim of this project is to encourage prescribing of salbutamol products associated with lower carbon emissions.

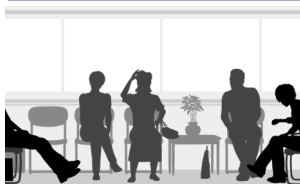
At the Grove, our clinical pharmacist Brian, our respiratory nurse specialist Lisa and myself have been reviewing and talking to many patients about changing their brand and type of inhaler over the last year, with all the GPs looking at their own prescribing too. We identified and contacted patients who could clinically, safely move across to a new inhaler with no impact on their health. This wasn't a forced change, we advised patients if it would be beneficial, both to their care personally and the planet. The graph below shows as a practice just how successful this has been with a significant drop in the % of metered dose inhalers prescribed as a total of inhalers compared to the national average and the subsequent drop in mean carbon impact per salbutamol inhaler prescribed.

We are delighted to say that our achievements have recently been recognised by NHS Dorset. Brian, Lisa and myself were recently asked to attend a meeting to discuss the project with the aim of being an exemplar practice to show others what is possible.

We'd like to thank all patients who have agreed to change their inhalers. Whilst only a small individual change, you have done your bit to help us, the NHS and the planet in being that little bit greener.

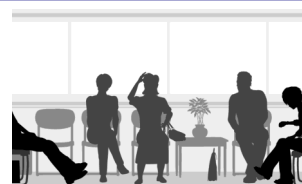
Dr Rebecca Lye





A View from the Waiting Room

Just one small step ...



It is a truth, universally acknowledged, that today's world has gone mad!

It is easy to feel somewhat despondent ... in such unhappy times what can just one person do?

We could start locally by looking at our own beleaguered surgery.

The Grove Medical Practice has been affected by not only Covid which has created a backlog, but also by an increased population of 10% in just five years. It has a higher than average register of elderly patients needing more frequent support. The pressure on the staff is intense ... in one typical week the practice received 3,470 telephone calls. 4 out of 10 appointments are now with 'frequent attenders' who consult five times more than the average patient, many with complex needs .

Many people, and not just the elderly, are visiting the surgery every day basically because they are lonely. People need contact.

How can we help?

It is well known that small acts of kindness increase our feeling of well being. Perhaps we mean to help, to contact a neighbour or join a local charity but we keep putting it off, and of course the more we put it off the harder it is to get started.

Our motivation may be low because we fear we might be intruding, or we may be criticised or perhaps we are just too disorganised.

It might be helpful then to think first about just how we would like to help ... perhaps getting in touch with a neighbour we think might be lonely, or joining one of the many local volunteer groups.

For Coronation Monday , King Charles expressed a wish that as many as possible try volunteering. He's called it 'THE BIG HELP OUT' ... a day of volunteering with 1500 of Charlie's charities involved. Could we not take that inspiration to do a little ourselves?



Joan Cooper

Patient

The Grove Medical Centre



If you are out and about in Sherborne on a Monday afternoon between 2.00PM and 3.30 PM pop into The Pear Tree in Half Moon Street for a chat.

For more details contact Vicky Morland 07859 201617 or

Email: vicky.morland@dorsetgp.nhs.uk

IF YOU CAN'T MAKE YOUR APPOINTMENT PLEASE PHONE THE SURGERY TO CANCEL

‘A Decade of Change: Imposing new and different challenges on your GP surgery –

As we all know, especially post covid, there are new and different challenges and forced changes across the NHS. This means all of us - doctors, nurses, staff, and patients have had to accept and adjust to new realities. To put this into perspective here are some statistics regarding our challenges, staffing levels, patient contacts, and ways of working that have changed over the last few years.

The number of patients currently registered with the practice is 12900 and rising. This is an increase in registered patients of 10% in 5 years. This means 25 new patients registering each week. We are not allowed to close our practice list by the NHS. We are required to register any new patient who resides in our practice area that wishes to be registered.

Other headlines statistics

- Each GP sees on average 35 patients per day.
- Each retrieve, review and action 4600 patient records each week.
- representing a weekly total of approximately 422 patients and 386.5 hours of time reviewing patient records for each of the 12 GPs.
- On average each of our GPs work in excess of 44 hours just seeing or speaking to patients, every week. This does not include the admin.
- 30% of our patients, (3,975) are over the age of 65, which is a higher percentage than the average practice population. This age group have more co-morbidities and illnesses and as such seek health care support more frequently than an ‘average’ patient.
- The practice receives between 3000 – 3500 telephone calls each week and makes between 1600 – 1850 outgoing calls. This has increased considerably in the past 2 years.
- The number of patients each GP is responsible for has increased nationally by nearly 17% since 2015 to 2,260.

In addition, our GPs complete other patient services, including prescriptions, correspondence, insurance forms, emails, liaising with hospital consultants, district nurses and mental health services or outside bodies such as the coroner, funeral directors, care homes, social services, the police, schools, CQC etc. These add to the workload on top of seeing or speaking to patients.

A recent national report confirmed 4 out of 10 consultations are with ‘frequent attenders’, these are patients that very frequent levels of consultations above the 90th percentile. This cohort of patients has been shown to consult with general practice 5 times more than the rest of the population and the request for support from this cohort has increased faster than average. This is challenging to manage as these patients are often have the most complex needs and require the most time. We must balance the needs of all our patients and often are supporting patients where other services have not been able to step in yet.

Going forward, the challenge we and the NHS have, is managing, in a safe way, the demand against the capacity we are able to offer. No one wants to be seen by an exhausted doctor or nurse.

Having said of all that, in Sherborne we are in a better place, offering a higher level of service than many other areas. At the Grove we offer same day access for anyone with a clinical need that cannot wait; if your usual GP is not on duty, and your clinical need is such that you need to be seen that day, you will usually be cared for by one of 3 others such that you can build a relationship with more than one GP who knows you. In the most urgent cases, the duty GP will ensure you get the care and support you need.

Whilst it is by no means a perfect system, we do very well, we prioritise those in most clinical need. We ask patients to consider when they contact us that we are potentially also helping patients who have a more pressing concerns and we are doing our very best to do what we can with our limited resources.

Mrs Alex Kimber

Managing Partner – Practice Manager

Adolescent health issues resulting from social media abuse

by Amy, Jenny and Sinali ~ Sherborne Girls School

Impact of internet related to mental issues

One of the biggest causes of adolescent mental health problems is the abuse found on social media platforms. Several studies link the abuse on social media to sleep disruption and loss, which in turn are linked to depression, poor academic performance, and memory loss.

Be aware of the warning signs. Younger social media users compare themselves to others, which, in the worst-case scenario, is detrimental to their self-esteem and view on life. In addition, this can lead to, anxiety and depression because they think they are missing out. It is true that others carefully curate their lives to focus on the positive elements. It would be wrong not to mention the issues of online bullying and grooming. Research shows these are deliberate and mainly focus on a perceived personal weakness, such as a disability, appearance, or sexual orientation.

Solutions to change the structure

Despite the different issues and challenges of social media, largely caused by increased use of the service, many amendments have been introduced on the different platforms. For example, to reduce users being traumatised by the content, each service has introduced trigger warning settings against certain information. Even though this provides a level of security for the user, there is still the risk of personal demoralisation, low-esteem. Therefore, a solution that can be introduced to reduce insecurity in people, is to remove the filters icon on social media. To remind the user, no matter their age, everyone has imperfections, but we are all equally amazing on the inside and outside.

Responsibilities of internet providers to benefit teenagers

It is important for internet providers to allow content filtering. While online cyber bullying may seem less serious or dangerous when compared to real life violence and bullying teenagers may think a few words do no harm. However, a few words can have a lasting damaging effect on the victim when it is interpreted as hate speech. It is important for internet providers to establish reporting mechanisms to restrict abusive and harmful content, thereby helping teenagers to develop a more wholesome and positive environment. Moreover, social media must promote positive online forums that encourage positive and useful discussions. Through constructive and meaningful conversations allow teenagers to learn from each other and have a broader horizon of life.

Orienteering ~ What is that?

by David Bartle ~ Vice Chair, The Grove Patient Participation Group

"Sherborne Orienteering Project" as it's called or more specifically two nice walks around Sherborne using a map incorporating Ordnance Survey (OS) points.

First conceived in 2019 as part of a health initiative by Public Health Dorset following the already created courses at Gillingham and Sturminster Newton. After receiving sponsorship from Public Health Dorset, Sherborne Town Council and Sherborne Independent Market, the Grove Medical Centre along with Wimborne Orienteers were able to go forward with the project.

There are two courses, 1 x 2.5km and 1 x 5k which start and finish at Sherborne Library. The maps can be borrowed from the library (when open), alternatively one can download the map using the "maprun6" app.

One can also use the hard copy map as one would any other map, or alternatively using a smart phone, walk the course "clocking" in at the OS points on the map. The shorter course is more centralised around the historic part of Sherborne. The longer course covers parts of the town which visitors would not normally visit. The longer course has areas which are not easily accessible for the less able, but using the map the difficult areas can be avoided.

The courses were planned to make it interesting to visit Sherborne and view from a different perspective. There are several courses similarly run around Dorset which can be found using the "maprun6" app or logging into the Wimborne Orienteers site. Hard copy maps are normally located near to all other courses in Dorset.

Dr Middle – celebrates 25 years as a Sherborne GP

Silver Anniversary Bells for Dr Charles Middle



“We are delighted, happy and extremely fortunate to have our senior partner, Dr Charlie Middle in the Grove Medical Centre, Sherborne, for the past 25 years – it would be a very different place without him”.

These were the words of PPG Chairman Roger Marsh, when congratulating Dr Middle on behalf of members of the Grove PPG and all patients on reaching 25 years at the practice.

Dr Middle, was born in Amersham, Buckinghamshire, in 1966 into an established medical family, both his parents were doctors, it was inevitable he would follow in their footsteps. He performed his first triage at the age of 10. Educated at Cheltenham College and St Thomas’s Hospital, London he graduated in 1990.

Dr Middle’s medical interests include. Teenage health, orthopedics, minor surgery, and mental health issues. He has been Doctor to Sherborne Girls School for 20 years. He is also the Chairman of the Sherborne Voluntary Ambulance, which as its name states provides voluntary transport for patients to local hospitals for clinical appointments.

Alex Kimber, Managing Partner commented...

“Charlie joined the original Bute House Surgery in 1998, having moved to Sherborne from Gloucestershire. For the past 20+ years he has been Doctor to Sherborne Girls school. His work as Chairman of Sherborne’s Voluntary Ambulance is an outstanding example of his commitment to Sherborne and its wider community.

A committed family man, married to Ruth and with 3 grown up children, sports and walking are his main pleasures. At Cheltenham he played in the Cricket XI, Hockey XI and Rugby XV for 2 years. A proud member of MCC, when time allows, he can be seen in the Pavilion at Lords during the season. He is a member of St. Moritz Tobogganing Club.



5 July 2023 marked 75 years of the National Health Service.

Treating over a million people a day in England, the NHS touches all of our lives. When it was founded in 1948, the NHS was the first universal health system to be available to all, free at the point of delivery. Today, nine in 10 people agree that healthcare should be free of charge, more than four in five agree that care should be available to everyone, and that the NHS makes them most proud to be British.

Send any comments regarding the newsletter to: grovesherborneppg@gmail.com

‘Stormbreak’ ~ Supporting Children’s Mental Health



At the sharp end of child healthcare is an organisation which many of you will not have heard of. It is called ‘Stormbreak’. Its function, and therefore purpose is to provide training and support for teachers to recognise and respond to mental health issues in children as young as 4 and up to 11 years and older.

The need to support children’s mental and physical health has never been so great. It is understood that 1 in 6 children aged between 5 - 16 years old now have a probable mental health disorder, with more children showing persistent behaviours with anxiety, focus and attention, self-worth, resilience, and relationships.

‘Stormbreak’ is a charity that supports primary-aged children’s mental health through movement, equipping them with sustainable skills and coping strategies to thrive during the complex demands of growth into adult life.

Every day, every primary school teacher is confronted with, and has to manage a range of mental health needs of their pupils, often without guidance or help. The need far outweighs the resource. Movement can be a powerful tool in which to transform, educate and connect children to their environment, with each other, and establish both awareness and understanding of their own emotional state.

Established in 2019 and supported by NHS and voluntary contributions, Dr. Martin Yelling, founder ‘Stormbreak’ outlined the proposition and need for the service.

“Between 8-12% of children between the ages of 5 and 15 have been diagnosed with mental health disorders. We cannot ignore this challenge any longer.

There are three core audiences – the children, the teachers, and the parents.

“Our objectives are easy to understand – but require a co-ordinated programme involving the child, the teacher, and parents to make the difference.

“While there is no single solution, many of recovery paths are similar, for example;

Teaching the child to build resilience, overcome adversity, learn to face stress and pressure.

Show how they can develop effective self-care, counter depression anxiety, and develop anger management skills.

Develop optimism and abilities to focus, persistence and perseverance.

Improve self-confidence, self-esteem, self-image, and self-worth.

“The role of the teacher in the classroom is to change the perceptions of mental health issues and create a whole school approach and lasting change. Improving confidence and abilities to support a productive mental health environment, with the objective to improve behaviour and reduce absenteeism.

“As with everything in a child’s life, many of the issues which impact on the well-being of the child starts at home. ‘Stormbreak’ encourages the development of healthier, happier families and communities.”

Dr Charles Middle, Senior Partner at the Grove Medical Centre, agreed with Dr Yelling’s appraisal of the growing mental health challenges amongst school children today.

The staff at the Grove Medical Centre provide clinical support to all Sherborne schools as and when needed.

Ways to contact us:

You can book an appointment by:

Opening	Times
Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	closed

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 NHS App 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.

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 08:30 - 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

The Practice Team

Dr Aimee Barnes	Dr Lucius Covell	Dr Aimee Hobbs
Dr Sally Dangerfield	Dr Ruth Lawes	Dr Liz Long
Dr Rebecca Lye	Dr Charlie Middle (Senior Partner)	Dr Matt Phelan
Dr Ruth Spedding	Dr Katie Thomas	Dr Adam Wood
Mrs Alex Kimber (Managing Partner)	Mrs Debbie Ryalls (Operations Manager)	

Do we have your correct details?

You can update you details (including email address and mobile phone number) on the Grove Medical Centre website

<https://www.thegrovemedcentre.co.uk/>



Your Patient Participation Group (PPG)

Interested in finding out how your GP practice works and about the health services it delivers? Your practice Patient Participation Group (PPG) could be for you. See: <https://nhsdorset.nhs.uk/voice/ppg/>