

## *Sherborne Health Directory updated for 2023-24*

The Grove Medical Centre - Patient Participation Group, with the help of the Sherborne Health Champions, has produced the 2023-24 edition of the 'Sherborne Area Directory for Health and Care' which has been increased to 20 pages.

The latest edition has been expanded to include information on local Day Activities and Support Groups and all local Healthcare Services. Copies are available, free of charge, at the Grove, Apple and Yetminster surgeries.

The production of 4,000 printed copies of the Directory was jointly funded by the Simon Digby (Sherborne) Memorial Trust and the Sherborne Summer Festival.



left to right: David Birley (Chair – Sherborne Summer Festival); Roger Marsh (Chair – Grove PPG); Cllr. Margaret Crossman (Chair – Simon Digby (Sherborne) Memorial Trust); Vicky Morland (Health Champion Lead).

Roger Marsh, the Grove PPG Chair received £300 from David Birley (Chair of the Sherborne Summer Festival), and £700 from Cllr. Margaret Crossman (Chair of the Simon Digby (Sherborne) Memorial Trust) who jointly funded the project.

An online version will soon be available to view on the websites of the Sherborne Area Primary Care Network (The Grove, The Apples and Yetminster Medical Practices).

## *Our Volunteer Health Champions*

### **Update on Sherborne Health Champion Groups**

The groups are all run by our volunteers, and include a weekly **Wellbeing Walk** (2pm every Friday from the Paddock Gardens) and the weekly **Chatty Café** (2pm every Monday in the Pear Tree Café).

#### **Bereavement Group**

This group started in January and is run by two volunteers. We meet twice a month, on a Thursday morning and a Sunday afternoon, and have now supported 20 people. Some come to one or two sessions, some more regularly, but all are benefitting from the support and being able to share their experiences.

#### **Fibromyalgia Support Group**

This is our newest group, run by two Health Champions who have Fibromyalgia themselves. We meet once a month to share advice and ways to deal with this 'invisible' illness, and have 10 to 12 people attending regularly.

We are currently working with the **Rendezvous** in Sherborne to help them set up volunteer support for young people from 13 to 25 with low-level mental health problems.

Our next project is to try and develop a **Carers Support Group**. This is much needed in Sherborne so watch this space!

Thanks to all our Health Champions who help us provide invaluable resources for people in the community. We literally couldn't do it without you. For more information on any of the Health Champion groups or if you would like to talk to someone about starting a group, please contact Vicky at:

[vicky.morland@dorsetgp.nhs.uk](mailto:vicky.morland@dorsetgp.nhs.uk)

***PATIENT GROUP ACTIVITIES / NEWS / OTHER MESSAGES***

## *A Fair Appointment System for all Patients at The Grove*

**In case you were wondering.....or hadn't noticed..... we have changed the way we manage your GP appointments.**

Managing Partner Alex Kimber outlines the reasons for the changes and options patients have when making appointments with doctors or other clinical staff.

"As a result of the ever-increasing population in and around Sherborne, since 2020 we have increased the number of doctors, nurses, pharmacists, and administration staff, whereby today in 2023 we employ more than 80 members of staff.

"With the demand for appointments outstripping our resources, we recognised the need to change our appointment booking systems to enable us to prioritise those patients with the most urgent need first. At the same time, we had to ensure all patients could access care within a suitable timeframe for their need. At the beginning of September, we introduced the **Accurx** patient triage booking system to allow us to manage and prioritise same day GP appointments.

"As many of you will have experienced, 8am on any morning is the busiest time with heavy demands on our staff and phone lines.

"By introducing the **Accurx** booking system, one of the most important patient benefits is you don't have to phone the surgery and wait in a queue. When you use the online triage system you improve our ability to respond your needs and free up our phone lines.

"Not surprisingly, this is already proving to be a patient benefit .

"we have already experiences significant changes since we introduced Accurx in the shift from phone calls to online appointment requests. At the start about 33% were using the online form, this is heading more to 50% now and some days online requests outnumber telephone. This is good news for us and for you.

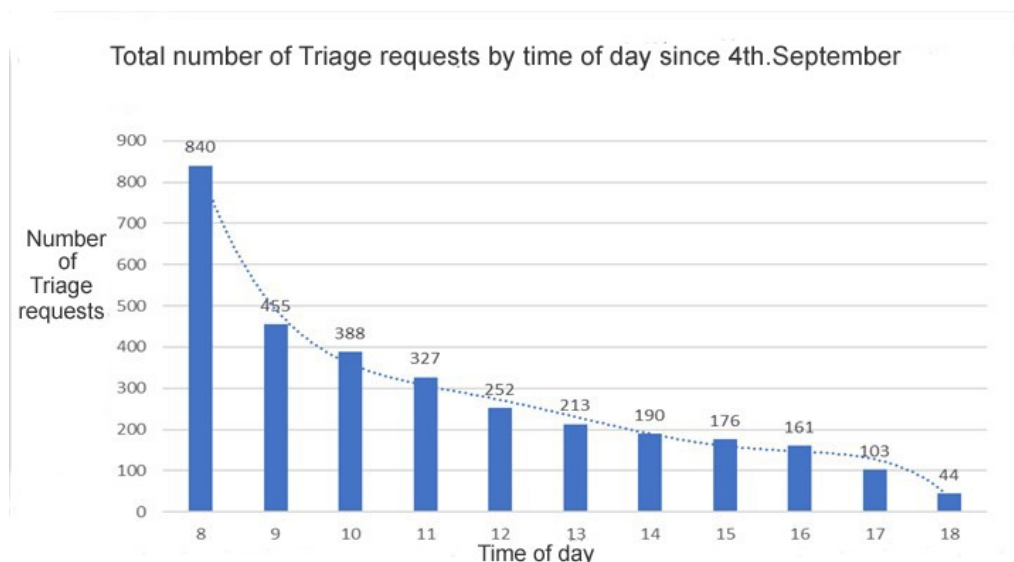
"If you want to book an appointment for a routine consultation with a GP, you will still be able to do so either by phone or via our online services or the **NHS App** when the surgery is open."

**However, it is important to know.....**

Online forms shouldn't be used if your need is urgent, please still call as patient services can flag an urgent need to the duty GP rather than waiting in a queue.

**Patient Triage... what does this mean for you, the patient and what is the difference?**

"The new system has a Triage team which includes a GP throughout the day to review the information you give either when you complete the form online or speak to a member of the patient services team, following which you will be contacted with the outcome based on the urgency of your medical need."



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

## *Continued . . . . .*

### **How it works.**

“When you call to make an appointment, a member of the patient services team will take you through a short questionnaire about your medical condition and your concerns. You can complete the same questions online instead of ringing. This allows us to create a record your information. Once completed, it is reviewed by the GP who will assess your information, alongside your medical record. You’ll then hear back from the GP, or a member of the team, with the outcome and/or appointment details. Subject to your condition, you will be offered an appointment on the same day, the following day, within 5 working days or a routine appointment.

### **What questions will I be asked?**

There are 3 initial questions you must answer to identify the urgency of your medical condition.

- *Describe the medical problem.*
- *How long have you had these symptoms/concerns?*
- *How would you like us to help you?*

There are 2 other questions you can answer if you wish:

- *Is there anything you are particularly worried about?*
- *Any times during our opening hours we cannot contact you?*

### **What are the advantages of completing the triage form online?**

- By completing the form online, you don’t have to speak to anyone and you are not in a telephone queue, allowing those who can’t or don’t want to use our online services to get through to us quicker.
- No need to call at 8am to get a same day appointment as the triage forms are reviewed by the Duty GP throughout the day.
- You can complete the form wherever you are, either online or using the NHS App at any time during our opening hours.
- You can be assured that all queries go into same system and are reviewed fairly, regardless of your contact method.
- You can use your NHS login and skip a few steps.

### **What else can Accurx Patient Triage do for me?**

You can also make a request regarding administration queries for issues such as a fit note (sick note), test results, questions about a referral to hospital or elsewhere, a doctor’s letter or a repeat prescription.

You can access reliable health information from the NHS for advice and guidance online.

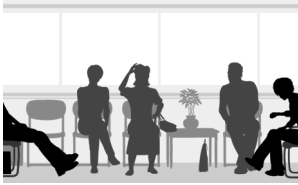
Did you know there are several local services you can refer yourself without having to go through the GP. The system will give you the links for self-referring to physiotherapy, **steps2wellbeing** (mental health talking therapies help) and **Live Well Dorset** who can help with weight, stop smoking and lifestyle.

### **How can I access Accurx Patient Triage online?**

You can only access it when the surgery is open.

- from the home page of the practice website [www.thegrovemedcentre.co.uk](http://www.thegrovemedcentre.co.uk)
- through the **NHS App**
- or directly on this link <https://florey accurx.com/p/J81078>

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



## *A View from the Waiting Room*

### *Triage*

*by Chris Carver - (guest contributor)*



*I have heard the term but did not know what it meant. I thought it was another layer of bureaucracy imposed by the NHS. Anyway, I thought, it will never affect me, so I did not bother to find out. And then Tuesday 1st August dawned.*

*About mid-morning, whilst I was in the loo, I suddenly started haemorrhaging very heavily. I had had no warning, no pain or discomfort. Everything had seemed normal. It just happened. I immediately telephoned The Grove Medical Centre in Sherborne, where I am registered, and was put through to a doctor at once.*

*The doctor questioned me in detail about what had happened, and I explained everything as accurately as I could. Then she suddenly said, 'it sounds like cancer' and immediately activated the Centre's "Two Week Wait Suspected Cancer System". She made several appointments for me at Yeovil Hospital, telephoning me to confirm the dates were suitable. This was followed up by written instructions from the hospital confirming the date, time, and place of the appointment, who I would be seeing and what would happen. It was all very efficient and easy to understand. All this was done on the strength of the original telephone conversation with the doctor. There was no suggestion of doing the first appointment and waiting for a result before doing the next. That would have wasted time.*

*On 16th August I had my first appointment with Urology. I was given a flexible Cystoscopy examination. The urologist said there were two small growths there which could be removed without open surgery, i.e., by keyhole surgery.*

*On the 19th of August I had my second appointment with the Scanner. This took half an hour.*

*On 23rd August I had my third appointment with Anaesthetics for pre-assessment before a general anaesthetic.*

*On 5th September I had my fourth appointment at the Day Surgery Clinic where I met the surgeon who would be doing the operation. Moira, my wife, was with me. He took us into a cubicle and sat us down. He said directly "I am not going to pretend. What I have seen shows me you have cancer of the bladder." He then went on to explain the various options available. The operation would take one hour, he would be fitting a catheter and I would be spending the night in hospital. I was third on the list that day and eventually went in at 10.30am. The last I remember is the anaesthetist with a beard saying, "I'm going to send you to sleep now; open your eyes,"*

*I next remember another person with a beard leaning over me and saying, "open your eyes." I was in the recovery unit with no feeling of nausea, no pain, no bleeding. I could feel the catheter tubes over my leg but was feeling very well and clear headed. Whilst there the surgeon came in smiling. It all went very well, he said, and added that his original assessment may have been too harsh, but we will only know when the result of the tests on the specimens he had taken are known in ten days' time. That was good news. Eventually I was wheeled up to the Kingston ward where a bed was ready for me.*

*I spent the night in the ward. Every two hours they took my blood pressure and checked my pulse and breathing. At 6.30am the following morning they removed the catheter. At 7.30am the surgeon visited me. He told me what he had done and warned me not to do any heavy lifting for a while. At 11.30am they discharged me and at 1.00pm I was back home. The care and attention I had received from the doctors, including at the Grove Medical Centre, and all the NHS staff throughout was exemplary.*

*On 21st September I had another meeting with the urologist. He confirmed that the tests showed it was cancer and I am now starting the treatment process. The whole procedure from the first sign - haemorrhaging on the 1st August - to the final operation on the 5th September, was completed in five weeks. There can be no doubt that a potentially serious situation could have developed into something far worse if immediate action had not been taken.*

Chris Carver September 2023





## *‘Keeping Patients and the Community Informed*

Rollo Reece May - the American existential psychologist once said, “Communication leads to community, that is, to understanding, intimacy and mutual valuing.”

Since 2020. Roger Marsh the chair of Patient Participation Group (PPG), at the Grove Medical Centre, and a member of the Sherborne Area Primary Care Network (PCN), has attended Sherborne Town Council monthly meetings and reported on local Primary Health Care matters to Council members.

Roger informs them on the changes and challenges in the Sherborne PCN.

“There are three main headings which I address on behalf of the PPG and PCN; staff changes, updates relating to the Dorset GP Alliance and the work of the Social Prescribers and Health Champions.

“Our ability to communicate with Councillors and Officials was never more important than during the COVID-19 pandemic when we were all in lockdown.

“Following the Covid lockdown in March 2020 there was an immediate end of face-to-face communication and we had to resort to various alternatives. Of course, many of us had been using email as a method of communication for many years, but we quickly found the use of ‘Zoom’ the video conferencing media, to be an effective way of communicating with one another.

“But what about the patients whom we represent?

“There are many different reasons why there are changes in local primary care, and across the wider and national health and care system. As an active Patient Group, we have accepted the responsibility to ensure our patients and local community leaders are accurately informed and understand the impact of the changes on patients and the community.

To achieve this, social media has become a valuable tool in our ability to inform patients and the public.

“We already had a large group of patients who have given their consent to be contacted by email, but we needed to reach a much wider audience. This is where we found the use that local Facebook groups provided us with a platform by which we could reach a much larger audience. We immediately began to put out regular posts using this media to ensure information reached as many patients as possible.

“Regular communications are sent by email to those patients who have become ‘Virtual’ PPG members. This involves no more than giving your permission to receive email updates from the PPG and it also gives you a chance to respond directly to the PPG who work on behalf of you the patient. If you wish to receive regular information, please email: [grovesherborneppg@gmail.com](mailto:grovesherborneppg@gmail.com)

“As we all became aware of the devastating effects of Covid people were asking more and more questions and we came to realise that this pandemic was having the effect of drawing our community closer together with various volunteer groups springing into action. We all began to look at our local council as leaders in our community for information and guidance.

“It was at this time The Grove Medical Centre PPG, and the PCN found it very important to communicate with the Town Council to inform them about the changed way of working by our medical practices to ensure that patient safety was uppermost and the measures that were put in place to reduce the risk of spreading the deadly virus.

“With the introduction of the Covid vaccine, the first clinic was held in the Digby Hall in January 2021. People were understandably thirsting for information regarding the vaccination clinics and it was important that our Town Council was kept well informed on the subject, as their help was paramount in its implementation.

“The 1st July last year was a significant date in the NHS calendar with the introduction of the Health and Care Act 2022 that introduced the Integrated Care System (ICS). This is the biggest reforms to the NHS in nearly a decade, laying the foundations to improve health outcomes by coordinating NHS, social care and public health services at a local level to tackle growing health inequalities.

“As the ICS develops more involvement will be required at a neighbourhood level involving our local council, health and voluntary organisations. Therefore, it is most important that information and our ability to communicate across our community is developed.”



## Say hello to Damian

As we approach the Christmas season, we traditionally buy gifts for family, friends and neighbours. A time to be jolly, but also to be careful and guard against phone and on-line fraudsters.

To ensure you are aware of local community support, we are sharing with you a welcome hello note from our newly appointed Dorset Police Fraud protection officer Damian Cranny.



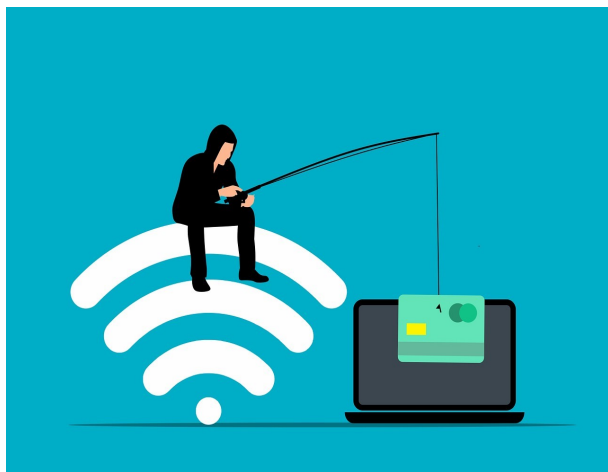
In my first month as Fraud Protect Officer, I've been busy building skills and knowledge to help you to avoid and prevent fraud. As they say, to beat criminals you must think like one. I've met Britain's Greatest Fraudster Tony Sales who, since reforming his life, now fights fraud with insider expertise on social engineering and scams.

I've also met inspirational women Cecilie Fjellhøy of Netflix's "Tinder Swindler" and Anna Rowe of "Catch the Catfish." Both suffered the devastating effects of romance fraud yet now use their experience to empower others.

In my new post I met the North Bournemouth Crime Prevention Panel, who engage their community to cut crime opportunities and reassure those living in fear, which is why I am pleased to talk to you.

These exceptional individuals have set the bar high, motivating my efforts to combat fraud across Dorset. Together, we will outsmart scammers and secure our community's financial and emotional well-being. I'm energized by the passion I've witnessed this past month. Dorset has many fraud fighters, and I'm honoured to now stand beside them.

### PHONE FRAUD



Part of my job is to deliver courses and presentations to members of the public, to improve their understanding phone fraud. One of the most important messages I aim to convey is that these fraudsters are experts in social engineering. Dorset Police understand that people are not stupid or gullible, but that these criminals prey on all of us. This is why we need you to report all fraud to Action Fraud, as it is estimated that 80% of victims do not report.

If you don't recognise the number on your phone let it go to your answer phone where you can listen to it without any pressure. If the caller hasn't left a message then you have nothing to worry about.

One important note - if you are a vulnerable person, you should contact 101 rather than Action Fraud.

***As it is coming up to Christmas Dorset has seen an increase in online shopping fraud.  
If in doubt – hang up***



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](mailto:vicky.morland@dorsetgp.nhs.uk)

***Send any comments regarding the newsletter to: [grovesherborneppg@gmail.com](mailto:grovesherborneppg@gmail.com)***

## *Continued . . . . .*

### **BUYING ONLINE**

It is always wise to research to find out what a fair or competitive price is for similar goods in the same condition, here are a few tips to help you from being scammed.

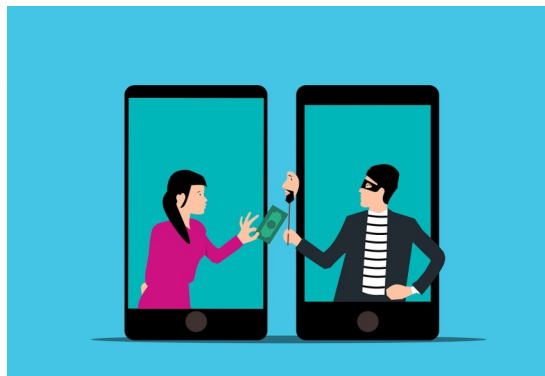
If the offer sounds too good to miss out on, it might not really exist, it could be fake or of inferior quality.

Check the seller or buyer's review history and feedback from other reviewers.

Beware of accounts that may have been set up very recently with lots of favourable feedback that sounds similar, this could be an indication of fake reviews.

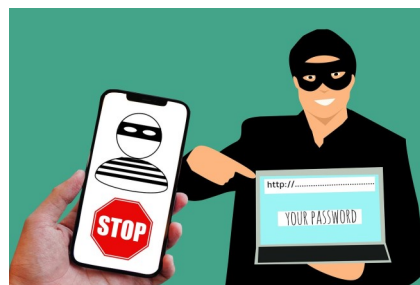
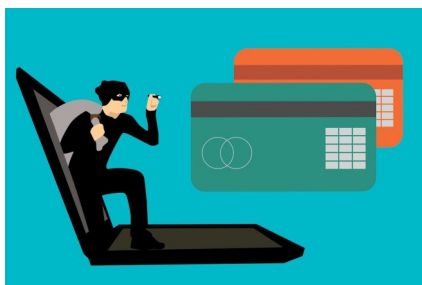
Always use the site's recommended payment site. If you pay any other way than via a recommended payment site, you may not be able to recover your money. Never pay off site or following a link.

Where there's no recommended payment site, paying via credit card or known third party payment providers, is preferable to direct bank transfers. Check your bank statements or online account regularly. Never go to a link you have been sent to buy off the main site.



### **REMEMBER TO BE CAREFUL:**

**Never give out your bank details. The Police and Banks will never ask for your bank details or to transfer money.**



*Here are some useful links.*

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

<https://mysaferdorset.com>

[www.getsafeonline.org](http://www.getsafeonline.org)

Let me wish you all safe and successful shopping, by phone or online and remember we are always here to help if needed.

Have a good Christmas and a happy 2024.

Your Fraud Protect Officer

***Damian***

[fraudprotect@dorset.pnn.police.uk](mailto:fraudprotect@dorset.pnn.police.uk)

## *Welcome Dr Jonathan Tham*

A very BIG welcome to Dr Jonathan Tham who joined The Grove Medical Centre in early September as an experienced GP to cover Dr Barnes' maternity leave. He will be with the Practice for the next year.

Dr Tham has recently moved down to Dorset from London with his young family and is getting to know the area and the local community.



***JOIN OUR PATIENT PARTICIPATION GROUP – THE GROVE PPG – ONLINE INFORMATION . . . . .***

### 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 **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 '**Accurx**' 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 is 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.

You can also order by dropping the paper slip into the box in the foyer at The Grove Medical Centre.

Alternatively, repeat prescriptions can be ordered 24 hours a day by using the **NHSApp**, **SystemOnline** or **Accurx**.

## The Practice Team

Dr Aimee Barnes

Dr Lucius Covell

Dr Sally Dangerfield

Dr Aimee Hobbs

Dr Ruth Lawes

Dr Liz Long

Dr Rebecca Lye

Dr Charlie Middle (Senior Partner)

Dr Matt Phelan

Dr Ruth Spedding

Dr Jonathan Tham

Dr Katie Thomas

Dr Adam Wood

Mrs Lisa Considine (Advanced Nurse Practitioner)

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/>