

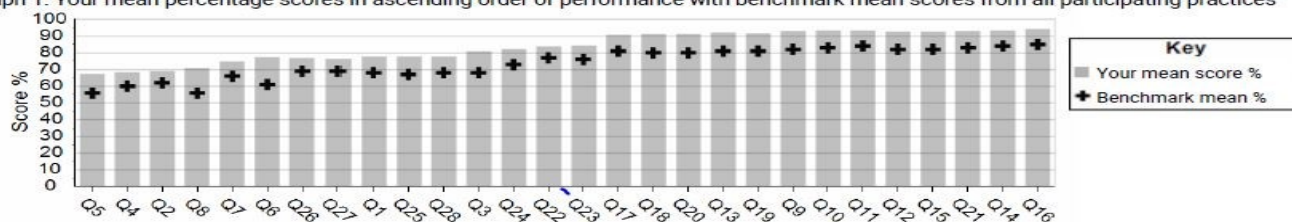
Independent Survey Highly Rates the Grove Medical Centre



The Grove Medical Centre used the Improving Practice Questionnaire (IPQ) to independently assess its rating for patient satisfaction. The IPQ is a reliable and sensitive tool accurately measuring patient satisfaction in designated areas and is sensitive to change. The report issued in June gives the results of 392 patients of the Medical Centre who were surveyed after a visit to the practice to see a GP face to face.

Mrs. Alex Kimber – Managing Partner of the Grove Medical Centre said *“I’m really pleased with our excellent results and to see that we are in the top quartile for all practices of our size, and then all bar one (telephone access) across all practices. Even then we’re still way above the mean. The comments are interesting and show a variety of opinions, mostly good. The constructive criticism is fair and we always look to be able to improve where we can. We have changed our telephone answering message and increased the number of staff working on the telephone at peak times, as a result of these comments. I’d like to thank all the patients who spared the time to take part.”*

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Sherborne Town Council ~ Wellbeing Committee

Sherborne Town Council has a new Wellbeing Committee. The inaugural meeting, with councillors was held at the Manor House, Newland on the 6th June. Roger Marsh, Chair of the Grove Patient Participation Group has joined the committee as Health Representative along with representatives from the Gryphon School, Police, Rendezvous Young Peoples Support Facility, Sherborne Area Youth & Community Centre, and a Community Hub Advisor. Among other subjects, the Committee that meets quarterly, discussed issues related to the health and wellbeing of the younger people within our community and the work already conducted by the Church of England Salisbury Diocese Community Hub Project who partner with key people in the community, along with both church and school leaders.

SURVEY RESULTS/ NEWS / OTHER MESSAGES

Roger Marsh is our own Community Champion



Grove Patients' Group Chairman, Roger Marsh, was presented with the 2022 Mervyn Smith Community Champion Award, by the Mayor of Sherborne Cllr. Anne Hall at the recent meeting of Sherborne Town Council.

When presenting the award Cllr Hall commented;

“On behalf of my fellow councillors and Town Council colleagues I am pleased to present the 2022 Mervyn Smith Community Champion award to Roger Marsh, in recognition of his work as Chairman of the Grove Patient Participation Group, his commitment to the Covid-19 vaccination programme locally and his diligent reporting at council meetings, keeping the public up to date with progress. He is a worthy recipient”

NHS South West General Practice Nurse Awards 2022

Danielle Moncrieff (Nurse Manager)

Lisa Considine (Senior Practice Nurse)

The practice are so very proud of our two nurses Danielle and Lisa who were short-listed for the NHS South West General Practice Nurse Awards 2022.

Danielle was a finalist for the General Practice Nurse Leadership Award and Lisa for the Above and Beyond Practice Nurse Award.

Congratulations to you both, recognition of your hard work and dedication to our patients and the practice is highly deserved.

Danielle came 2nd place in the South West General Practice Nurse Leadership award



Become an embedded digital champion



Do you work with Dorset residents?

If you do and would like to become a digital champion and help them become more confident online please see the link below.

You will receive free training from Dorset Council:

<https://news.dorsetcouncil.gov.uk/digital-first/2022/01/31/become-an-embedded-digital-champion-and-help-our-residents-get-online/>

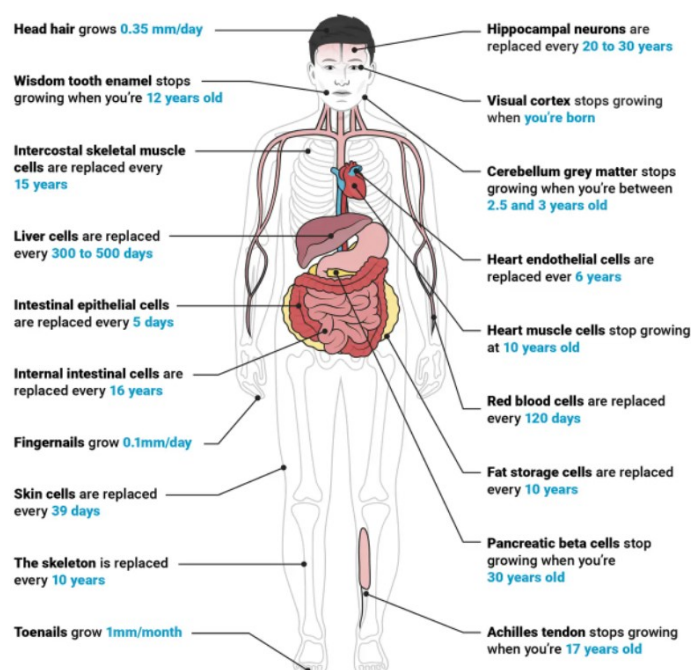
A View from the Waiting Room



Can we heal ourselves?



Years ago when I was an eager young student nurse we had our very first ... and to me the most memorable ... medical lecture. It was from a warm hearted doctor who we grew over the years to know and love. He had been assigned the care of the entire three year student body, approximately 300 young women, all living in nurse's quarters with the minefield of problems this presented. He talked about how our bodies have an amazing natural capacity to heal themselves. They change and regenerate throughout our lives. He said that despite the huge advances in medical knowledge, most aches and pains get better all by themselves, sometimes with just a little medical help to speed things up. We learned that cells can repair themselves when they become unhealthy. A fever helps the body to fight infection. Intruders like toxins, viruses and bacteria are dealt with in the first instance by our immune system. We were riveted.



I have often thought back to the content of that first lecture. Our bodies are remarkable. They try their best to fix things. Of course there are huge exceptions, and advanced years do indeed get in the way ... the idea is not much help to an ageing pensioner with multiple medical issues. But looking back I can see that often our house doctor was spot on. The tinnitus ... noise in my ears ... that drove me to distraction for many months ... and suddenly vanished. The persistent groin pain, what was that? And a nasty crick of the neck which caused a sleepless night pacing the floor, head at a crazy angle. Two days and some pain relief later and it had vanished. There is comfort in having a mental image where, after a malfunction or injury, our cells rush to heal the damage. Quite often it's hard to know when to see the doctor, though most people are well aware of serious symptoms. But sometimes spontaneously, or more often with just a little medical assistance, the pain that seemed so driving our lives will fade into a distant memory. I like to visualise an army of lymphocytes ... our white blood cell infection fighters ... mobilising to go to battle on my behalf ... and always on my side! It is true, and very reassuring.

Joan Cooper
Patient
The Grove Medical Centre

What is social prescribing?

Social Prescribing Works

Social prescribing is designed to support patients with a wide range of social, emotional or practical needs. Many programmes focus on improving mental health and physical wellbeing. Those who benefit from social prescribing include patients with complex health conditions, who are socially isolated and those with multiple long-term conditions. The poster below illustrates a simple guide to the range of services available.



Within the Sherborne Area PCN, (The Grove, The Apples and Yetminster Health Centre), there are three Social Prescribers who work alongside our health professionals. Their work enables people to have more control over their lives, develop skills and give their time to others, through involvement in community groups.

Social prescribing involves a range of services typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports. Not forgetting our military veterans, NHS Dorset has a specialist social prescriber in a new personalised care approach for those veterans who have more specialist needs.

Social prescribing leads to a range of positive health and wellbeing outcomes. Studies point to improvements in quality of life and emotional wellbeing, mental and general wellbeing, and levels of depression and anxiety

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

IRON-MAN - MARATHON DOCTOR – MATT PHELAN GOES ALL THE WAY TO HAWAII -

Our ultra-athlete GP, Dr. Matt Phelan, is on a challenge like no other.

HE's DONE IT!!!

The amazing machine that is Dr Matt Phelan has completed the EPIC DECA challenge.
10 Iron Man triathlons in 10 days!



When asked why he did it... Matt responded

"I set myself a goal that I have always wanted to do, - but never had the moment, excuse or motivation to do it.

"The original plan 3 years ago was to do what is known as the Epic 5 - 5 Ironman, in 5 days on 5 Hawaiian islands, which I thought was impossible, and I had to mentally wrap my head round that challenge. However, due to the enforced postponements, because of multiple pandemics, I convinced myself that I should extend it to the Deca – 10 Days – 10 iron man triathlons in 10 days.

"With the support of my amazing crew, and inspired by all your messages and pledges to do something now to improve your own health and well-being however big or small. I finished day 10. I could not be more elated (if a little tired!)."

The physical and mental challenge to complete this is phenomenal. Matt has swum 24 miles, cycled 1120 miles and ran 266 miles. That's 1410 miles in ten days! Awesome! Don't think any of us can comprehend just how hard this was.

What an inspiration you are! Congratulations! We're all exceedingly proud of you!

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

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

Ways to contact us:

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 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 Practice Team

Dr Aimee Barnes

Dr Lucius Covell

Dr Liz Long

Dr Matt Phelan

Dr Nick Berry

Dr Sally Dangerfield

Dr Rebecca Lye

Dr Ruth Spedding

Mrs Alex Kimber (Managing Partner)

Dr Rob Childs (Senior Partner)

Dr Ruth Lawes

Dr Charlie Middle

Dr Katie Thomas

New GPs Join the Grove Medical Centre

The practice is delighted to announce an additional new GP Dr Ruth Spedding who has joined our practice.

Dr Rebecca Lye who is presently with the practice will be staying on as a GP Partner. In addition Dr Aimee Hobbs will be joining the practice in August along with Dr Adam Wood who will be starting in September, both also as GP Partners.



Dr Ruth Spedding

Do we have your correct details?

You can update your details 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://www.dorsetccg.nhs.uk/involve/ppg>