

Sherborne medical practice raises £4,530 through Movember

STAFF at the Grove Medical Centre have raised an impressive amount for Movember this year.

£4,530 was raised in total over the month as eight members of staff grew out their moustaches throughout November.

Money was raised for the Movember charity, which raises awareness of men's mental health issues as well as prostate cancer and testicular cancer.

"Supporting men's health is a serious issue, one which is often ignored, sidelined or forgotten," said Dr Charlie Middle, senior partner at the Grove.

"Big boys don't cry. They hide their illnesses – cancers and depression, often with fatal consequences."

Movember hit a little closer to home for Dr Lucius Covell as two of his family members were diagnosed with prostate cancer.

He said: "Movember is more than a gimmick – it supports men's health charities and health research and allows all of us to think about the fragility of our family members, especially the men in the family, and to support their wellbeing.

"Raising awareness is crucial as is encouraging men to talk about their mental health. Testicular and prostate cancer risks are so important.

"Death by suicide is a leading cause of death in men aged 18-54, often in violent and shocking ways.

"This is why we at the Grove Medical Centre in Sherborne adopt Movember every year to raise funds to support the charity."



Thanks from Military Veterans

Members of the Sherborne Military Veterans Support Group presented the group organisers with gifts at their December meeting. Table decorations were presented to Lizzie Kingsbury, Vicky Morland and Jill Marsh. A cake made by Jakki Dickson-Smith was also cut to celebrate the 80th. Birthday of Roger Marsh — Patient Participation Group, Chair of the Grove Medical Centre.

Green at The Grove

GREEN IMPACT
FOR HEALTH
2024



greenimpact

THIS IS TO CERTIFY THAT
The Grove Medical Centre

ACHIEVED A SILVER
GREEN IMPACT FOR HEALTH AWARD
IN 2024



Congratulations to The Grove Medical Centre

Congratulations to all the staff who have worked very hard to achieve a Silver award for their work as a Greener Surgery.

Green Impact for Health is delivered by Students Organising for Sustainability (SOS-UK) and general practice volunteers led by Terry Kemple (Past President RCGP, and the current RCGP representative for Sustainability, Climate Change and Green issues). The programme is designed to provide practical advice and tips to general practices across the UK, that want to improve their sustainability.

The toolkit helps General Practices in the UK make better decisions for the climate and ecological emergency. The NHS is responsible for 4-5% of the UK's carbon footprint.

A Gold Star for Debbie

Congratulations to our Operations Manager, Debbie Ryalls who has gained a 'highly commended' in the national Primary Care Stars awards. "Debbie does so much behind the scenes to ensure the smooth sailing of our ship. She is willing to put her hand to everything and anything and is a real team player and fantastic support".

The Primary Care Stars Awards were created in 2023 to celebrate and reward the amazing work that healthcare professionals do every day.



Dorset GP Alliance Survey

Let us know your views

The Dorset General Practice Alliance has launched a survey to help GP surgeries better understand how people across Dorset manage their health, especially when it comes to self-care for minor illnesses or ongoing conditions.

Whether you're managing a long-term condition or simply want to feel healthier in everyday life, your input is vital.

Please take 5 minutes to complete their confidential survey. Every answer counts and helps to create a healthier Dorset for everyone.



<https://www.dorsetgpalliance.co.uk/news/selfcare/>

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



A View from the Waiting Room



Just what is Your Patient Participation Group?

As this is our first newsletter of the year I am taking the opportunity to share a few words with you about your Patients Participation Group— who we are and what we do.

- Firstly, we are all registered patients at the Grove Medical Centre.
- We are of various ages and backgrounds, but we all have one thing in common – we want to help make the Grove Medical Centre the best it can be for all patients.
- We are a voluntary group – so the amount of time we commit is up to each individual member.
- The group and its work are non-political.
- To be representative of a wide age range we have student members representing local schools.
- Meetings, which generally last an hour, are held every 6 weeks at the Grove Medical Centre.
- We also have a ‘Virtual’ group who receive information by email and who take part in our surveys etc.
- The Grove Medical Centre is represented at all of our meetings.
- The subjects discussed are not complicated or confidential – they range from:
 - ◆ Healthcare and social care issues,
 - ◆ Informing patients on a wide range of subjects,
 - ◆ Staff changes,
 - ◆ New and improved services,
 - ◆ National healthcare matters.
- * To keep patients informed we make use of social media. We also produce a regular newsletter. Other methods of information are found on the Grove Medical Centre website and the screens in the waiting rooms.
- * We work closely with our social prescribers in their involvement with the various local support groups, including the Military Veterans Support Group.
- * Our Chairperson attends the monthly meetings of Sherborne Town Council to report on Healthcare matters, both locally and more widely.
- * The PPG has produced ‘The Sherborne Area Directory for Health and Care’. This comprehensive directory is updated and published regularly.
- * The group has been active for more than 5 years – one of its first challenges was COVID – and communicating accurate and effective guidance to our patients. However, in that time we become well established and recognised as an integral part of the local healthcare system.

Patient Participation Groups are established to discuss practical healthcare issues.

Our individual experiences matter as they result in the different ideas we bring to the Practice.

If, as a patient of any age, you feel that you can contribute to our group – a warm welcome awaits!

Please contact: grovesherboreppg@gmail.com with your details.

Roger Marsh

**Chair – Patient Participation Group
The Grove Medical Centre, Sherborne**

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Military Veterans help for Ukraine

The Sherborne Military Veterans Support Group organised by the Sherborne Primary Care Network pulled out all the stops to give those in war-torn Ukraine some Christmas cheer.

At their November meeting Tim Anstee, founder of Ukraine Freedom Company (UFC), gave the Veterans a talk on the work of the group that he founded in 2022 to provide aid for Ukraine.

Tim explained that UFC was a not for profit enterprise whose purpose is to source and provide humanitarian aid and other supplies to the people of Ukraine. He went on to say that they had made several previous convoys to Ukraine delivering aid directly to where it was needed. This had meant traveling right into the war zone.

With the Ukrainian power infrastructure constantly being attacked, there was an ongoing requirement for a range of petrol generators to keep the supply of electricity to schools, hospitals, and thousands of the general public affected by constant power cuts. Their aim was to source and provide generators from 2Kw to 5 or 8Kw output. They had already supplied 15 generators and are constantly on the search for more.

Tim went on to explain that they had delivered high-end medical supplies to hospitals and other regional medical centres. The UFC team includes a highly experienced surgeon who helps us source and secure medical supplies which they deliver into war-torn areas in Ukraine. UFC was also working in a close partnership with World Extreme Medicine who have delivered over £1.8m of trauma medical supplies into Ukraine and shared their knowledge and know-how by training medics on the ground in delivering trauma care.

He explained that there is a real ongoing demand for vehicles to support their humanitarian aid work. They need vans to transport the aid through Europe and into Ukraine and they are specifically being



Tim Anstee (Founder of Ukraine Freedom Company) addressing members of the Sherborne Military Veterans Support Group.

asked to source Mitsubishi durable 4x4 vehicles that are excellent for moving humanitarian supplies around, particularly on difficult roads and rough surfaces.

When asked by the Veterans Group how they could help, Tim explained that they had a convoy leaving the UK on the 7th. December and if members could make up Christmas gift boxes for those people in the war torn areas.

In true military fashion the group got organised and within a couple of weeks, along with some Sherborne residents, they had produced a stock pile of Christmas gift boxes to be taken directly to Ukraine by the convoy.



The Grove Medical Centre ~ Facebook

Did you know that The Grove Medical Centre is on Facebook and Instagram?

No! — then you have been missing something.

Then visit: <https://www.facebook.com/thegrovemedcentre> and [@tgmcsherborne](#) for up to date health information.

Also check out The Grove Medical Centre website: <https://www.thegrovemedcentre.co.uk/>



#HelpYourNHS Prescribing over the counter medicines



In line with NHS England recommendations, NHS Dorset has asked GP teams to stop prescribing medicine and treatment for 35 minor conditions. This allows GPs to focus on caring for people who have more complex needs.

NHS Dorset wants people to have the confidence to look after themselves where they can. This gives people greater control of their health without the need to visit their GP for minor conditions.

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns, even if you qualify for free prescriptions. Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

The Grove Surgery - Working with NHS Dorset

Alex Kimber, Managing Partner at the Grove Medical Practice, introduces a guest article by Gill Foott, the Community Engagement Officer at Dorset NHS which explains in simple language the relationship between the practice and the NHS.

Alex explains; “One of the regular questions I am asked by friends and patients is “What’s it like working for the NHS”? Which I then explain I don’t work for the NHS, I work at The Grove Medical Centre, which is an independent business that holds an NHS contract. The distinction is perhaps slight but important...which I then have to explain. My colleague Gill Foott, who does work for the NHS, has made my answer easier, which I now want to share with you”

Relationship between NHS Dorset and the Grove Surgery

All general practices in England, including the Grove in Sherborne, must hold an NHS GP contract to provide services commissioned by the NHS. Funding comes from NHS England to the commissioners, in Dorset’s case this is NHS Dorset, the Integrated Care Board which then commissions each practice or surgery set out the core medical services they must deliver as part of the contract.

In addition to this core funding, surgeries may also receive additional payments for specific services depending on the need in the locality. For example, the Grove Medical Practice provides additional services including contraception and vaccination clinics and support for public health campaigns, by referring patients on to support services.

Healthcare services and benefits

In 2019, Primary Care Networks were introduced and groups of surgeries in local areas began to work together. By working together in this way meant local surgeries were able to attract extra funding for additional health-related services. Patients now have access to a much greater range of different health services, such as contraception services or NHS Health Checks, which may be delivered across the area rather than in individual surgeries, making these additional services much more cost-effective.

Part of my role as Community Engagement Officer is to work with surgeries and their Patient Participation Groups to share information and to ensure that the patient’s “voice” is heard both at local and at regional level. The Grove Medical Practice has an extremely well attended and well engaged Patients Group which meets every other month. The group and practice enjoy an excellent relationship, working in partnership with each other to represent the patients and to discuss patient feedback. The group carries out many activities and you can read more about these on the [Patient Participation Group](#) page on the practice website.

The Grove Patient Group works in collaboration with NHS Dorset and helps to promote numerous health initiatives, many of which can be found on the [Stay Well Dorset](#) website. The website is an amazing resource and has lots of ideas and suggestions of how you can keep yourself well, informed and protected, without having to make a trip to the surgery. For example, keeping hydrated, managing your blood pressure, and finding out your risk of diabetes to name but a few!

If you find you are a little under the weather, remember, your friendly local pharmacist may well be able to help you which will also save you time. As part of NHS England’s Pharmacy First service, high street community pharmacies provide patients with certain prescription medication without a GP appointment - and again saving you a trip to the surgery!

Of course, “doing it online” doesn’t work for everyone but there is lots of help available to you from the surgery’s Digital Coordinator, who will be pleased to help you access online services if this is something you think you’d like to look at.

You can rest assured the Grove Surgery, your Patients’ Group and NHS Dorset are here for you, to ensure you receive the best healthcare when you need it.

Stay well

Gill Foott,

Community Engagement Officer

Dorset NHS

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

The Grove Medical Centre - Practice Update

Appointment Statistics - December 2024:

- ◆ 2,848 GP Appointments
(13 as genuine emergency followed by direct referral to hospital)
- ◆ 1,005 Registered Nurse Appointments
- ◆ 1,520 Healthcare Assistant Appointments
- ◆ 182 Advance Nurse Practitioner Appointments
- ◆ 301 Social Prescriber Referrals
- ◆ 187 Pharmacist Referrals
- ◆ 140 Mental Health Referrals
- ◆ 204 Did Not Attend (DNA's) missed appointments, which equated to 3% of appointments being a waste of 60 hours clinical time, with just under 40 hours being associated with nursing work.

If the current DNA numbers were the same annually then they would equate to £12k wastage (equivalent to employing a part-time healthcare assistant).

More recently, a new analysis tool has been added to SystemOne that enables DNA levels to be predicted such that frequent causes can be identified.

Have you downloaded the NHS App yet?



It contains lots of information including:

- ◆ Your vaccination history
- ◆ Your blood test results
- ◆ Your medical record
- ◆ Access to our triage form for requesting appointments
- ◆ You can order repeat medication
- ◆ Check the time of pending appointments
- ◆ Cancel an appointment
- ◆ Access to NHS health information & advice

Information at your fingertips meaning you don't need to wait in the phone queue to request any of the above!

If you'd like to use the App but don't know how, why not pop in to one of the free sessions at Sherborne Library?

[#nhs](#) [#nhsapp](#) [#helpustohelpyou](#) [#digitaltechnology](#)

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

Opening Times	Ways to contact us:
Monday 08:00 - 18:30	You can book an appointment by:
Tuesday 08:00 - 18:30	Calling the practice to speak to a Patient Services Adviser between 08:00 and 18:30 Monday to Friday.
Wednesday 08:00 - 18:30	All appointments other than cervical smears are booked through AccuRx Patient Triage, which you can access online. Cervical smears can be booked online.
Thursday 08:00 - 18:30	
Friday 08:00 - 18:30	
Weekend closed	

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 **NHS App**, **SystemOnline** or **AccuRx**.

The Practice Team

Dr Aimee Barnes

Dr Lucius Covell

Dr Sally Dangerfield

Dr Ruth Lawes

Dr Liz Long

Dr Rebecca Lye

Dr Charlie Middle

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/>