



The Grove
Medical Centre



Patient Participation Group



Annual Report – 2023

Introduction

The Grove Patient Participation Group (PPG) was established in July 2019 following the merger of the Bute House and Newland medical practices.

The PPG is a mutually supportive group of patients, health care workers, together with the lead and managing partners of the Practice that meet regularly to:

- Ensure the views of patients are heard
- Support the Practice to make positive changes
- Support the Practice in helping patients to play a greater role in their own health.



The Grove – Patient Participation Group

Your Committee:

Roger Marsh – Chair

David Bartle – Vice Chair

Amy (Student – Sherborne Girls)

Jenny (Student – Sherborne Girls)

Sinali (Student – Sherborne Girls)

Cllr Jane Carling

Joan Cooper

Jenny Davis

Carol Foster

Sarah Garside

Karen Gough

Maria Heard

Tony Meehan

Lorraine Wallington

Alex Kimber (Managing Partner)

Vicky Morland (Social Prescriber)

The Grove – Patient Participation Group

A Year of Recovery

As both patients and practice staff have recovered from the Covid virus, but the effect has been a marked increase in patients suffering from long-term health conditions. This in turn has placed additional strain on the Practice.

To cope with the additional heavy workload the Practice has recruited new personnel, including patient services team members, administration staff, pharmacy technicians, and a new GP to cover maternity leave. In addition, Care coordinators have been appointed to assist the GPs in providing appropriate care for patients.

Practice Nurse Rita Sibson received the Queen's Award for long service.

The Practice replaced 'eConsult' with the 'Accurx' triage model to improve communication between patients and healthcare professionals, with the aim of reducing waiting times significantly.

The Practice has taken steps to reduce its carbon footprint by switching to a more environmentally friendly dry powder inhaler from traditional metered dose inhalers. This initiative has made the Practice the greenest in Dorset.

Your Patient Participation Group has welcomed three new student members from Sherborne School for Girls.

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Patient Participation Group – Activities

Newsletters

Communicating with our fellow patients to keep everyone informed on health news is a priority for the PPG. We achieve this in several ways by using social media, emails, the practice website and regular newsletters.

Your Patient Participation Group has produced three editions of the Grove Newsletter in the past twelve months.

The newsletters have carried a variety of health related subjects. Not only did they contain articles relating to the practice itself, such as Dr Rebecca Lye coming runner-up in the GP Trainee of the Year Awards and Dr Middle celebrating 25 years with the medical practice, but also an informative article by Alex Kimber the Managing Partner on ‘A Decade of Change’ detailing the new and different challenges being imposed on your GP surgery.

Importantly, the newsletter contained detailed information regarding the Accurx triage system.

Our student PPG members wrote an important article on the subject of adolescent health issues resulting from social media abuse.

Finally, our PPG committee member Joan Cooper has continued with her articles entitled ‘A View from the Waiting Room’, which has appeared in each of the editions.

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Patient Participation Group – Activities

The PPG has held 6 meetings during the year all being face-to-face.

In the past year, the Grove PPG activities include:

- Review of patient services
- Carers Support Awareness
- Production of editions of the Grove Newsletter
- Distribution of health related information to patients via social media
- Liaison with the Apples and Yetminster PPGs
- Worked in conjunction with local health related volunteers
- Supported military veterans health
- Promoted health and wellbeing activities
- Supported the Grove Medical Centre at Covid-19 and flu vaccination clinics
- Worked locally with Sherborne Town Council as part of the 'Integrated Care System'
- Produced an update of 'The Sherborne Area Directory for Health and Care'
- Focussed on children and young adults mental health issues
- Conducted a patient survey following the introduction of the 'Accurx' triage appointment system

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Your Patient Participation Group – Representation on Other Groups

- North Dorset PPG Chairs Group
- NHS Dorset Public Engagement Group
- NHS Dorset – ICS Working Group on Urgent Treatment Centre
- Sherborne Area ‘Health Champions’
- Sherborne Town Council
- Friends of the Yeatman Hospital

The Grove – Patient Participation Group



**The PPG updated the Sherborne Area Directory for Health & Care
This was funded by The Sherborne Summer Festival and Sherborne Town Council**

Your Patient Participation Group

The Patient Participation Group is totally committed to maintaining and improving services to the Grove Practice. We would welcome new members with new ideas and particularly younger patients who can spare some time. Do come along and see at first hand the enthusiasm and commitment of the members!

On behalf of the Grove – Patient Participation Group

We thank the patients and staff of the Grove Medical Centre for their support during the past year.

For details of The Grove Medical Centre – Patient Participation Group see:

<https://www.thegrovemedcentre.co.uk/patient-participation-group-index>

The Grove Medical Centre – Patient Participation Group

Roger Marsh

Chair

David Bartle

Vice - Chair