



The Grove  
Medical Centre



Patient Participation Group



Annual Report – 2024



# 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

AJ (Student – Sherborne Girls)

Amanda (Student – Sherborne Girls)

Annabelle Crabb

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 Challenging Year

In the past year, the Practice, like all others across the country, has experienced a demand for its services at levels that have not been experienced before. This coupled with a very low level of financial increase in the annual GP Contract has presented difficulties within the Practice. Patient safety is paramount and the Practice has worked extremely hard to ensure that its services have not been compromised in any way.

The new Accurx triage system has been shown to work very well, whether patients complete an online request, or telephone, or present at reception for an appointment. In all three situations, patient's requests for an appointment are all treated equally by the system.

The annual NHS GP Survey continues to highly rate the overall patient satisfaction with the Practice.

The Practice continues to take steps to reduce its carbon footprint. Like other practice across Dorset, it has been working in conjunction with the Dorset GP Alliance on various projects to become a greener practice.

Your Patient Participation Group is working on a project to identify health inequalities affecting people in various ways such as disability, gender, ethnicity etc.

In addition, your Patient Participation Group continues to work closely with both the Social Prescribing Team and the local Health Champions.

Two new student members from Sherborne School for Girls have joined the Patient Participation Group.

# The Grove – Patient Participation Group

## The Grove – Patient Participation Group

### 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 again 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 Ruth Lawes, explaining the difficulties the Practice was under having to cope with a huge increase in demand. She also highlighted the alternative services of help that the practice provided for patients that in many cases are more appropriate than a GP appointment.

More recently, the newsletter contained a major article explaining how, along with other bodies, we are all working together within the community.

Finally, our PPG committee member Joan Cooper has retired, but her articles entitled 'A View from the Waiting Room', have appeared in each of the editions.

# The Grove – Patient Participation Group

## Patient Participation Group – Activities

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

**In the past year, the Grove PPG activities include:**

- Production of editions of the Grove Newsletter
- Supported the Primary Care Network in producing two health related talks for patients
- Distribution of health related information to patients via social media
- Supported the Primary Care Network in organising a Health Fair
- 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 a further update of ‘The Sherborne Area Directory for Health and Care’
- Conducted a follow up survey of patient’s views following the introduction of the ‘Accurx’ triage appointment system

# **The Grove – Patient Participation Group**

## **Your Patient Participation Group – Representation on Other Groups**

- North Dorset PPG Chairs Group
- Our Dorset Public Engagement Group
- Sherborne Area ‘Health Champions’
- Sherborne Town Council
- Sherborne Military Veterans Support Group



# The Grove – Patient Participation Group



**The Grove Patient Participation Group at the Sherborne Primary Care Network Health Fair in the Digby Hall in May 2024.**



## **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**