

Knowing the numbers. . . .

It will come as no surprise to any of you reading this story we use numbers every day in our lives without thinking. . . . to check the time, calendar appointments, or shopping to pay bills. However, when it comes to our health and well-being there are numbers, we must not forget, the important numbers in our medical treatment.

For example, the combination of three personal digits; age, height and weight, will inform your doctor and clinical staff as to your well-being. For some of us it will send out warning signals on obesity or cholesterol levels and other symptoms.

In this issue, Roger Marsh, Chairman of your PPG has written an excellent piece on numbers in medicine for example - *It is estimated over 200,000 people in Dorset are affected by high blood pressure or Hypertension, however only around 50% of those are getting tested regularly.*

If this number increased to 80% the data shows that 81 heart attacks and over 100 strokes could be avoided along with reductions in heart and kidney diseases, vascular dementia, and diabetes.



Read Roger's informed article on page 5

Here are some more numbers to illustrate the success of your Grove Medical Practice.

As a result of the latest internal review by the management team at the Grove the following numbers put into perspective what a great job our doctors, nurses and support staff deliver and how important the surgery is to us as individual patients and to the wider Sherborne community.

Did you know?

The Grove employs a staff of 66

- 15 Doctors
- 16 Nurses and healthcare assistants
- 12 Patient services team
- 9 Dispensary
- 14 Executive management and administration staff

We must not forget the 18 Primary Care Network staff

The Grove has 13,000 registered patients.

Every week.

- Clinicians conduct 4000 patient appointments – 75% face to face - 54% of which are the same day
- Write more than 1500 prescriptions.
- Make 175 onward patient referrals to Hospitals.
- Receive 1200 incoming patient correspondence (letter/emails) from other areas of the NHS and private hospitals.
- Receive 6000 incoming telephone calls per week
- Make 2000 outgoing telephone calls per week
- Respond to 300 online prescription requests plus 1500 requests for repeat prescriptions.
- Send 800 prescriptions to community pharmacies.
- Dispense 1450 items of medication in our dispensary to patients living in rural areas.
- Respond to 850 triage requests for an appointment with a GP

(The Grove, as with every other practice is not allowed to reject patients and on average accepts 10-15 new patients every week).

PATIENT GROUP ACTIVITIES / NEWS / OTHER MESSAGES

Knowing the numbers. . . . (Continued)

These are just the basic facts, let us not forget individual patient clinical reviews and reports the produced for hospital visits and consultant appointments, or the support the surgery provides to the 18 Primary Care Network staff who are based in the Grove and who support the teams from all 3 Sherborne Area practices and include a pharmacy team, frailty nurses, mental health workers and social prescribers.

If you step back and think about these numbers it is not difficult to understand our GP practice is under ever increasing pressures, combined with ever decreasing resources, in people, room, space, which has become more limited in recent years, and then of course there is the B word...BUDGETS.....and the question of money.

The Grove managing partner Alex Kimber, and all her colleagues, face reality every day for their patients.

“We are doing our best to continue to provide the service that patients want and need by introducing changes, make our systems run smoother, but unfortunately without more resources, the service patients love from us will not be there in the future. Like the rest of the public sector, our services have not been invested in so we are having to do more for less.

“Our clinicians and executive staff will not be able to keep going under these demands. We love what we do however, we are functioning in a system that is being stretched and run down. We ask patients to kindly remember that we are humans too and please be thoughtful and supportive with our staff who run the service.”

SHERBORNE GOOD NEIGHBOURS

AN APPEAL FOR HELP

A message from Mike Hatch –

Chairman of Sherborne Good Neighbours

Sherborne Good Neighbours is not alone in struggling to maintain its team of volunteers but, even so, thanks to their outstanding efforts and those of our hard working Links we have been able to meet all requests for help during these challenging teams. However, in order to cater for increasing demand, we are in need of new volunteers to help with driving, visiting, shopping, collecting prescriptions etc.

I want to say a very big **THANK YOU** to all our present volunteers; without your help, many patients of The Grove and Apples surgeries would struggle to get to their appointments both in Sherborne and further afield. If you or you know of anyone who is willing to give up an occasional hour to volunteer with Sherborne Good Neighbours, particularly if you are a driver, please contact me. A regular commitment is not expected, but any help will be much appreciated.

Please contact Mike Hatch:

Phone: 01935 815806 or 07484 683668

or Email: m.hatch1471@btinternet.com

Website: <https://www.sherbornegoodneighbours.org/>

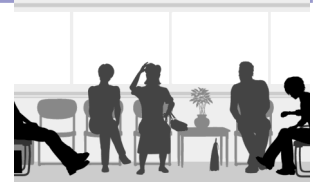


IF YOU CAN'T MAKE YOUR APPOINTMENT PLEASE PHONE THE SURGERY TO CANCEL



A View from the Waiting Room

What, Exactly, are Social Prescribers?



Social Prescribing was introduced into the NHS in 2019.



The name has puzzled me for years and I am not alone. It is sometimes called 'Community Referral' which I think is perhaps clearer.

I have done a little survey amongst my friends ... not one of them had the slightest idea what I was talking about.

Social prescribing is actually a really valuable resource which can help us enormously with our non medical problems, or as we age, or our circumstances change. So I will try to explain.

Your doctor is not the only one who can help you feel better. 20% of his time is taken up with problems other than our health ... but which affect our lives almost as much.

It is quite hard to pin down the diverse needs and activities that go on right under our nose in Sherborne.

The Grove surgery's social prescribers do the very valuable job of assessing these issues and connecting us to the appropriate help. They are trained professionals with good listening skills, empathy and they are non judgemental.

Well known referrals are to the Food Bank, the Community Kitchen, to Health Walks, Carer's Support, Bereavement Support, Gardening Groups, Mobility Issues, Learning Disability Services, Loneliness, Sherborne Good Neighbours, Military Veterans Support Group, Chatty Café....the list goes seems endless.

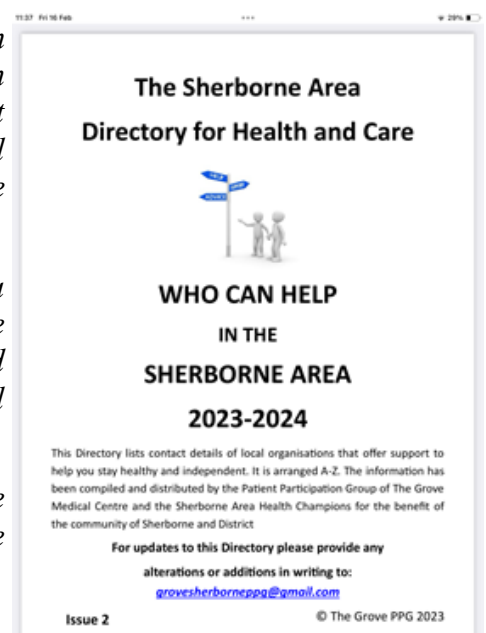
There are volunteers who will do your shopping, collect your prescriptions, or just sit down and chat.

Since the introduction of the Health and Care 2022 Act both health and social care work more closely together. Sherborne Town Council discusses the subject of health within our local community at every meeting. Furthermore, the recently introduced Youth Council is another forum where health issues relating to young people are discussed.

I should also point you to marvellous 20 page Sherborne Area Directory for Health and Care, which is called 'Who Can Help in the Sherborne Area.' It is available online, or the leaflet can be picked up at the Surgery or the Sherborne Library. It is stuffed full of all sorts of valuable information.

If you are struggling with something please don't feel alone ... there is more help out there can you could ever imagine! Contact the surgery for advice.

Joan Cooper Patient



Sharing information from health and care records

Each time you use an NHS or social care service they record information about your health, care and treatment.

Health and care services share this information with each other to provide you with care and treatment. Data from your records (which you cannot be identified from) may also be shared with other health and care services or approved organisations to help plan and improve services or develop new medicines or treatments.



We know that people can be concerned about how their information is stored and shared. NHS and social care services take respecting your privacy and keeping your information and data safe and secure very seriously. Strict rules and processes are followed to protect your information and data, which is shared using secure IT systems which follow industry security standards and are kept-up-to date against the latest cybersecurity threats.

To find out more about how health and care services share your information and the steps taken to keep it confidential, safe and secure visit [these web pages](#).

You can also view this animation which explains how information from your health and care records is used for your care and treatment. [have a look at this video](#)

SHERBORNE MILITARY VETERANS SUPPORT GROUP

Have you ever served in the Armed Forces?

Do you want to meet others locally who have also served our county?

A warm welcome awaits you at the Sherborne Military Veterans Support Group.

The Patient Participation Group of The Grove Medical Centre, Sherborne formed the Group in September 2021.

We hold an informal get together at Manor Court, Newland, Sherborne on the third Saturday of each month from 10.00 am to 12.00 pm.

We aim to have a guest speaker at each of our meetings.

No membership fee.

Free refreshments.

Relaxed atmosphere.

Obtain offers of help.

No obligation to attend every meeting – just drop in to see us to meet friends and colleagues.

For more details email:

grovesherborneppg@gmail.com



Do You Know Your Numbers?

You can avoid an unnecessary heart attack or stroke if you do a regular blood pressure check and seek treatment if needed.

It is estimated over 200,000 people in Dorset are affected by high blood pressure or Hypertension, however only around 50% of those are getting tested regularly. If this number increased to 80% the data shows that 81 heart attacks and over 100 strokes could be avoided.

Do you 'Know Your Numbers'?

Home monitoring of your blood pressure is convenient and can save time, both for individuals and clinicians, it also enables you to take regular measurements in a familiar environment which can be more accurate.

Monitors are inexpensive and are readily available online, on the high street or through pharmacies. Alternatively, if you are invited for a free NHS health check make sure you attend.

Keep a record of your blood pressure. High blood pressure is considered to be 140/90 or higher so if your numbers are high, you should inform your GP right away.

High blood pressure can lead to a number of health problems including

- ◆ Stroke
- ◆ Heart disease
- ◆ Kidney disease
- ◆ Vascular dementia
- ◆ Diabetes

And when added to other existing conditions such as high cholesterol or being overweight can cause more serious problems in the future. However, once you 'Know Your Numbers' you can get help and minimise your risk.

Next time you visit the Grove Medical Centre why not check your own blood pressure?

In the waiting room you can use the self-check facility, it's easy to use.

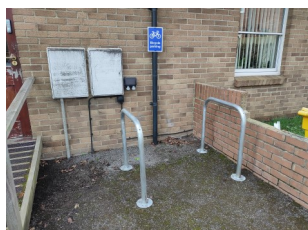
Go on – you know it makes sense to **'KNOW YOUR NUMBERS'**



Self-check facility in the Yellow Waiting Room at The Grove Medical Centre

We Listened to You

We now have Sheffield stands to enable secure parking of cycles at the Practice, especially as this was a suggestion from a patient.



At the suggestion of one of our patients, the practice has installed a set of Sheffield bike stands to provide secure parking of cycles at the Grove. In addition to providing added security, we encourage all patients who travel by bicycle to do so, as it contributes to reducing Sherborne's carbon footprint which the Grove signed to in the "Green Impact for Health Toolkit", in



Health Fair ~ 14th. May 2024

Sherborne Primary Care Network ~ Health Fair (SAVE THE DATE)

Tuesday 14th May is a date for your diary - Sherborne's first Primary Care Network Health Fair in the Digby Hall between 11am and 7pm.

Join us to meet your healthcare professionals from all local GP practices and hospitals, where you can discover the latest healthcare services available in Sherborne for you and your family - free admission.



“Get Appy, and stay healthy” with your new NHS App.

Getting used to using your new NHS Health App is just adopting another minor technology shift in the same way we discovered Google was an information platform as opposed to a peeping tool for friends called Tom. Do we need more technology I hear you ask? The beauty of the latest NHS App is its purpose. Its key functions allow you to control more of your health needs and services in a secure and protected online environment.

Before we start let's make sure you understand who and who cannot use the app.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about [who can use the NHS App](#).

For example;

You need to [prove who you are](#) to get full access to the NHS App. With full access you can: then you can

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage appointments.
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- Book and manage COVID-19 vaccinations
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number ([find out what your NHS number is](#))
- Use NHS 111 online to answer questions and get instant advice or medical help near you

Other services include - Depending on your GP surgery or hospital, you may be able to use the NHS App to:

- Message your GP surgery or a health professional online.
- Contact your GP surgery using an online form and get a reply.
- Access health services on behalf of someone you care for
- View and manage your hospital and other healthcare appointments.
- View useful links your doctor or health professional has shared with you.
- View and manage care plans

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery.

Before proving who, you are, you can use the NHS App to:

- Search trusted NHS information and advice on hundreds of conditions and treatments
- Find NHS services near you.
- If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code.

Using the latest NHS App is not difficult, especially when it comes to keeping healthy and well. Many of us are already using the latest healthy technology, it is simple for you to use, and you, and you, yes, I mean all of us.

View appointments, order repeat prescriptions and much more. Manage your health the easy way with the NHS App.
Start using the NHS App today [nhs.uk/app](#)



Remember - Get Appy and stay healthy

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

Repeat prescriptions?



Only order what you need



10% of medicines prescribed nationally are not needed



In Dorset we spend **£9 million** a month on repeat medications



Speak to your **pharmacy team** about only ordering what you need

Find out more about our medicine waste campaign at:

nhsdorset.nhs.uk/yourmeds



Tel. 01935 810900 or 01935 813438
www.thegrovemedcentre.co.uk

The Grove Medical Centre
Wootton Grove
SHERBORNE
Dorset
DT9 4DL

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 **NHS App**, **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/>