

GROVE MEDICAL CENTRE

PATIENT NEWSLETTER

SUMMER 2016

Grove Medical Centre



Covering All Your Healthcare Needs

Hi everyone and welcome to the summer edition of our patient newsletter. It's been a very busy few months at The Grove and you will find lots of news about what's been happening and what we have planned for the weeks and months ahead in this edition.

New GP's

We are very pleased and delighted to welcome not one but two new GP's to the Practice! Dr James Girkin is a newly qualified GP and begun work at The Grove in early August and has already proved a big hit with our patients – we have already had some excellent feedback from patients following their consultations with Dr Girkin.

Our second GP, Dr Saima Dar will be joining the team in September. Dr Dar has practiced for a number of years and is joining us from a practice in Norwich, following her re-location to Suffolk. We are especially pleased that the arrival of Dr Dar will effectively double our quota of female GP's in the practice.

Both Dr Girkin and Dr Dar will be working on a full time basis at the practice and we wish them every success in their new roles.

We are also currently in discussion with a further (female) GP, who we hope will be joining the practice on a part time basis in the very near future – we will confirm these details shortly.

Given that GP recruitment is currently a very challenging issue for many practices, we are very pleased that we have been able to attract three new Doctors to come and join the practice, which we feel speaks volumes about the current very positive atmosphere and the future potential at the practice.

Patient Participation Group (PPG)

Hi, the PPG held our first information day, Dementia Awareness Day, here at the Surgery, on 20th May. We were supported by the CCG (Clinical Commissioning Group) and by the Grove Medical Centre practice. We had 12 organisations attend, who all had links with Dementia Sufferers or their family and Carers, and all gave us positive feedback and felt it had been a very worthwhile day. The CCG's feedback was that ours had been a



much more successful day, in numbers attending, than they had seen at other similar days around Ipswich and surrounding areas. We also had good feedback from our GP's who were very pleased at the response we had had.

We would also encourage as many people as possible to sign up to be a Dementia Friend,

via their website www.dementiafriends.org.uk. This gives an insight and tips on how to understand Dementia and how we can all help any sufferers in their daily routine. It is a very worthwhile subject, free to join, and if you wish, not compulsory, to attend a short training/information session, this can be arranged to take place here at the Medical Centre with others who have signed up. Please check out their website, I'm sure you will find it very interesting and informative. (We also have some leaflets in reception; please feel free to take one.)

Our PPG (Patients Participation Group) act on behalf of all the patients of the Grove Medical Centre and our wish is to involve as many patients as possible. In this vein, we want to



put on more information days here and would like to hear from you as to what subjects you would like us to consider, whether it is Diet, Mental Health, Carers Support, to name but a few. There will be some forms at reception for you to put forward your suggestions, before Friday October 7th please, in order that they can be discussed at our next meeting on October 10th.

Leisha Klein

Chairman, Grove Medical Centre Patient Participation Group (PPG)

Flu Clinics

Although we are still in the throes of our blazing summer at the time of writing (!) the Flu season is fast approaching. The practice will be holding its annual flu clinics as usual. All clinics will be on Saturday between 9am and 11:45am. The following dates are confirmed:

24th September

1st October

8th October

15th October

22nd October

29th October

PLEASE HELP US TO HELP YOU; IF YOU NEED TO CONTACT THE PRACTICE TO ARRANGE A FLU CLINIC APPOINT, PLEASE CALL AFTER 2PM TO AVOID BUSIER PERIODS.

New Staff

In addition to the new GP's joining the practice, we have recently recruited a number of new staff to the team to boost the number of appointments we can offer and also ensure the 'back room' function of the practice runs smoothly and to ensure the best possible service to our patients. We welcome the following colleagues to the Grove:

- Emma Chapman – Practice Nurse
- Chloe Proctor – IT and Data Systems support
- Jan Blake – Data Input and Read Coder
- Shelly Feaviour – Prescribing Clerk
- Hannah Butcher – Reception

In addition, Hannah Smith, one of our reception team, has recently successfully undertaken training to become a Phlebotomist and will be joining the Clinical Team from September. Hannah will also continue to work on reception, where her experience will continue to be a valuable asset!

We also welcome Dr Katriona Graham to the practice as our Registrar for the next six months.

Appointments at The Grove

We sometimes receive questions from patients regarding our appointment system here at The Grove Medical Centre. Like many surgeries, we are faced with a rising demand for appointments with no additional resources to meet this demand.

We have developed what we feel and is proving to be successful an appointment system which enables us to safely and effectively deal with appointment demand on a day to day basis.

Any patient that contacts us with a new issue that they feel needs an urgent response is offered a telephone call back from one of our Duty Doctors – we call this ‘telephone triage’ and it is a system increasingly utilised by GP surgeries. The doctor will discuss the patients concerns and in many cases the matter can be resolved there and then. If a face to face consultation with a clinician is required the Duty Doctor will offer an appointment slot with an appropriate clinician, depending on the nature of the illness.

We believe this enables us to manage our capacity on a daily basis in the most efficient way possible and ensure that those patients

who need to be seen urgently or ‘on the day’ can be offered an appointment.

Patients who need to be reviewed by a GP or nurse in relation to longer term health needs can be seen in a pre-booked appointment where necessary – this is usually agreed by the clinician with the patient at the consultation. We understand that no appointment system will meet the needs of all patients on every occasion. The way we have to offer appointments has changed in recent years in line with the changing demands on our services. We value any feedback from our patients very highly and we are always happy to listen to your comments. Additionally, we will continue to work with our PPG to constantly monitor our appointment system to ensure that as far as possible, we are meeting the needs of our patients to the best of our abilities.

We will keep you updated of any future developments via these newsletters and our website, which you can view at:
<http://www.grovecfelixstowe.nhs.uk>



Did You Know?

We have installed a Blood Pressure testing machine in our downstairs waiting area. This enables patients to monitor their own blood pressure without the need to book an appointment. The machine has clear instructions and guidance about what to do if readings are outside expected ranges and our reception staff are available to provide help with any advice needed. **Please note the machine is not suitable for use by children and young people under the age of 16.**

And Finally....

Please accept our apologies for any inconvenience caused by the work to replace the vinyl flooring in the practice. Unfortunately, some areas have developed colour faults due to a manufacturing defect. The work is now almost complete and normal service will be resumed by the end of August 2016.