

The Grove Surgery Patient Participation Group Newsletter

Autumn 2024

Message from the PPG Chairman Mark Jepson

Welcome to our autumn edition, I hate to use that phrase but unfortunately autumn seems to have arrive with vengeance!

On behalf on the PPG we hope you find our newsletter informative, we try to provide information which is relevant and hopefully useful.

The PPG meeting four times a year starting at 6pm with each lasting about 90 minutes, we are keen to welcome new members who particularly represent our community. In addition to the meetings we invite members to promote our committee at flu and covid clinics.

There are always other organisation's promoting their services which makes to an enjoyable couple of hours speaking to patients and partner groups.

If you would like to explore being a member of the PPG please contact myself jepson413@btinternet.com

Or Aimee the Assistant to the Practice Manager

aimee.wiseman@nhs.net.

Building works at the surgery have started, this may cause a slight disruption but once complete the surgery will have more consultation rooms which will be a great benefit to the surgery as well as for us as patients!

Inside this issue:

Travel to surgery **2**

Phone system **2**

SNEE **2**

Staffing **2**

Apple Phone Health option **3**

Prescriptions **3**

NHS App **3**

Main points from PPG Meeting held on 23rd September 2024

Dr Feltwell shared information on the CIL money that had been allocated to the Grove. From the 1.5 Million available the Grove was allocated £66000 which equates to approx. 4%. This will go towards the repurposing of the mental health rooms and the large room upstairs which is to be divided up in to a small consultation room with admin space for Clinicians and trainee GP's.

The mental health teams and health visiting teams will be moving from the surgery to other locations within Felixstowe. We are very sad to be losing them from the Grove as it is and always has been extremely helpful to work closely with these teams.

Dr Feltwell explained that since January 2024 we have seen approx. 1000 additional patients register at the surgery. This is thought to be due to the huge numbers of new houses being built surrounding the surgery.

JC asked if we would ever reach capacity and 'close the books' and stop allowing new registrations.

Dr Feltwell explained that this is very unlikely to happen.

Dr Feltwell shared that the Grove had reached maximum targets / points for QOF Quality and Outcomes Framework and that the surgery was the best performing in the country for the role out of Inclsiran injections.

Suffolk and North East Essex ICB (SNEE!)

SNEE Integrated Care Board plan and buy health care for over 1 million people, they work closely with partners to improve health and wellbeing of our communities, a popular phrase they use is 'commissioning'.

The website address for SNEE is; letstalksnee.co.uk

Sitting under the ICB is the Integrated Care Partnership which is a statutory joint committee which brings the ICB, local authorities and wider community together.

The Chair of our PPG Mark Jepson has recently been elected to Chair of the SNEE PPG Network, he has also been appointed to the Integrated Care Partnership. This will allow Mark to have a greater understanding of strategies and programmes being considered for our area.



Local [NHS Services](#) across Suffolk & North East Essex

Surgery News

Roadworks on Candlet Road

You are probably already aware that Candlet Road is closed while they construct the new roundabout, please give yourself more time to arrive at the surgery. If you are going to be late and it is safe to do so let the surgery know you may be late.

The roadworks are due to be completed by November 2024.

Flu and Covid Clinics

Saturday 12th October 9-1pm

Saturday 12th October 2-6pm

Saturday 19th October 9-1pm

Suffolk Family Carers, Disability Advice service, ActivLives, Feel Good Suffolk, Broadway House and Parish Nurses will also be at the clinics offering advice

New Phone System

The surgery is having a new phone system installed at the end of September which should be beneficial for the patients and staff. There will be a call back option for patients to choose if they find themselves in a long queue.

New Staff

Olena – GP Assistant

Terri – Receptionist

Stacey – Practice Nurse

We now have two full time GP Trainees both qualified doctors, one in the first year of GP training and one in the final year. From October 2024 we will also be training UEA Medical Students.

2 x students

Aimee Worrall coming to the end of Nursing training, she will be fully qualified by May 2025.

Order Repeat Prescriptions on line

Some subjects we cover in the newsletter are worth repeating! If you have the ability to order repeat prescriptions on line for yourself or a family member it is a lot quicker for you and the surgery.

Did you realise you can order your repeat prescriptions on line?

This can be done by going to the Repeat Prescriptions page on the website and registering with SystmOnLine.

To register you will need to contact the surgery with two forms of ID, one has to be a photograph of yourself and one with your current address

A number of members of the PPG use this facility and find it extremely quick and easy.



NHS App– Need help? Go onto the Grove Facebook page where there is a QR code which offers help and support.



Apple Phones...did you know?

If you have an Apple Phone you can include details of health conditions and medication, this would be useful if you are taken ill and you are on your own.

Look for the App which says Health and have a heart icon

Click on the App and complete the sections

Medical staff can access this information by taking the first step to shut a phone off, they see three options

- Slide to power off
- Medical ID
- Emergency call

They can then tap on Medical ID which gives them access to the information you have provided. **THEY CANNOT SEE ANY OTHER INFORMATION ON YOUR PHONE**

If you are uncertain how to input this information speak to a member of your family who should be able to assist.

There may be similar functions on other makes of phones