

Changes for the better, for patients and staff - Dr Matt Phelan

It will come as no surprise to anyone reading this newsletter, change is all around us, and in most instances, we adapt to change. At the Grove we are no different. Our first responsibility is to provide you and every patient with quality services to meet your individual healthcare needs.

To do this the management team and staff at the Grove carry out regular internal reviews of the services and staff needs, based on what you and our staff tell us. Following our latest review, I am pleased to tell you we agreed to introduce a series of changes to improve our delivery of patient care. Employ more GPs, introduce new patient care services, upgrade our reception facilities and review our communications with you and our Sherborne community.

In short there are some key changes which we want you to know about and understand.

- **Appointment of new GPs**

We will increase the number of qualified GPs to 12

The new doctors will join from July onwards and we expect all to be in place by late autumn

- **Introduction of Urgent Care Team**

Acute emergency team of administrative staff, 1 Acute GP, 1 Triaging GP and 2 Advanced Nurse Practitioners will in place by mid summer

The main function of this team is to manage all acute medical issues

- **Appointment of Frailty Nurse team**

A high number of our patients are what we know to be senior citizens – some more senior than others. Because of their age and health needs we have created a team of frailty nurses – best qualified to meet their needs.

- **Appointment of Triage dedicated reception**

Many our patients do not have access to a computer and rely on our reception staff to help them with completing the patient- Triage document. From experience we recognised the need to create a specialist facility for this group of patients who can rely on trained staff to help them in a secure and confidential area in the surgery.

We will be introducing these changes during the next few months and welcome your comments on how they are working.

Dr Liz Long takes over as Senior Partner



Dr Liz Long is the new Senior Partner at the Grove Medical Centre taking over from Dr Charlie Middle, who steps down at the end of July. Dr Long has been a member of the Grove Executive Management Team following the merger of Newland and Bute House surgeries, and a partner of both for almost 20 years. She will continue to share responsibilities with its members.

The Invisible Carers in our Community

As part of our ongoing series of articles on our younger patients – one group that has slipped under the radar is those, who through no fault of their own, have become carers to their parents, siblings, grandparents, or any member of the household. MYTIME Young Carers is a Dorset-based independent charity that exists to level the playing field for young carers, offering holistic, long-term support from early years through to young adulthood.



At a recent presentation to the Grove Medical Centre PPG, Holly Drinkwater, MYTIME Young Carers Community Champion Programme Manager, outlined the challenges facing these young carers. The most startling fact of the night was that young carers come in all shapes and sizes, some as young as 3 years old. Holly went on to explain MYTIME's work, talk about the four MYTIME programmes of support, together with a series of startling facts.

To identify, assist and support young carers, MYTIME delivers a range of innovative programmes, including:

1. **Level Up Programme** – Helps schools identify and support young carers with tailored resources, staff training, and pupil opportunities.
2. **Employability Programme** – Equips young carers aged 14–25 with life skills, confidence-building experiences, and career guidance.

Making Memories Programme - Provides fun activities and holidays that give young carers a much-needed break and a chance to simply enjoy being young.

To extend this support further into the community, MYTIME has launched the 4. **Community Champion Programme** — a flexible training and awareness initiative open to **everyone**. Whether you're a sports coach, parish councillor, healthcare practitioner, librarian, or hairdresser, you can play a role in recognising and supporting young carers. Through the programme, participants receive:

- **Tailored training** to understand the challenges young carers face
- **Practical tools** to create safe, inclusive environments

The opportunity to earn the **Young Carer Aware/Friendly Kitemark** (valid for 3 years)

"Before I was identified as a young carer, I felt like I was completely alone – like no one understood me. But now, I feel seen, I feel supported, and I feel proud of who I am." — MYTIME Young Carer, Age 13.

By becoming a MYTIME Community Champion, barriers are reduced for young carers and we can build a more compassionate, informed society — one that truly sees and values its young carers.

The UK statistics of young carers are staggering – there is an estimated 'hidden army' of 1 million young carers under the age of 18 in the UK, and only 54,000 were recorded on the school census last year. MYTIME Young Carers work with schools and communities to create awareness of the challenges these children face, and the different impacts on their lives.

"Lost childhoods" is an under-statement. In her recent 28-page report "Making the invisible, Visible", Holly Drinkwater identifies the issues and offers a series of solutions for us all to consider. You can read Holly's report via the following link:

<https://www.mytimeyoungcarers.org/res/MYTIME%20Young%20Carers-%20Making%20The%20Invisible%20Visible.pdf>

(Cont'd.)

The Invisible Carers in our Community (Cont'd.)

If you're inspired to act, there are many ways you can support MYTIME Young Carers and help make a lasting difference in the lives of these remarkable young people.

If you're part of a local organisation or simply a concerned community member, sign up to MYTIME's Community Champion Programme to receive training and tools that enable you to spot, support, and advocate for young carers in your everyday work or interactions.

Donate or fundraise! Every contribution helps provide vital services, from school-based programmes to respite activities. Fundraising events, one-off donations, or regular giving all play a part in changing young carers' lives - [MYTIME | Ways To Donate](#)

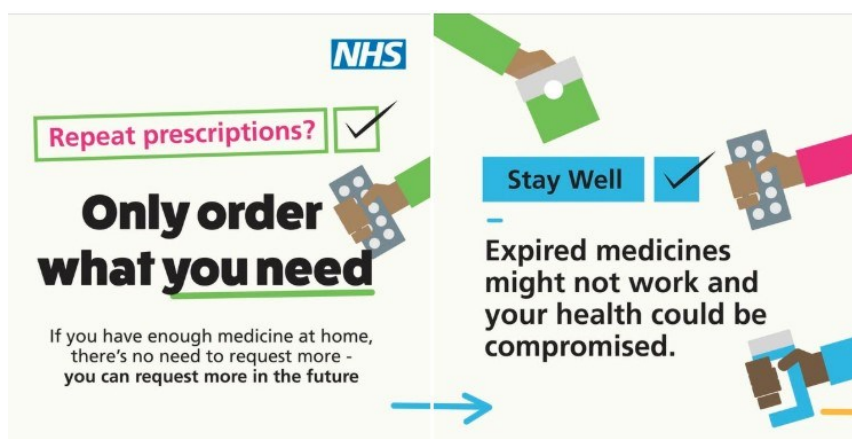
Volunteering with MYTIME is a great way to support young carers and give back to your community. Whether you help at events, support activities, or lend a hand behind the scenes, your time can make a real difference. No experience needed — just compassion and commitment. Find out more at [MYTIME | Volunteering](#)

Awareness is key, we encourage you to share Holly's report, "Making the Invisible, Visible", with your networks and start conversations in your schools, workplaces, and communities.

To learn more, visit www.mytimeyoungcarers.org or email YCFriends@mytimeyoungcarers.org

Together, we can ensure no young carer feels invisible.

Only Order What You Need campaign relaunch – help us stop £1.6 million wasted repeat prescriptions



NHS Dorset is asking for our help, that means you and me, and every patient who orders regular monthly prescriptions, online or at the chemists, through its 'Only Order What You Need' campaign – now in its second year. They hope it's going to make a real impact again. We need your help to take it even further.

Did you know that, around 50,000 people in Dorset receive repeat prescriptions for multiple medications every month. However, it's estimated that 1.6 million items are wasted unnecessarily each year, in our county alone!

Once again, NHS Dorset, is reminding us to check what medication we already have before reordering. This simple step can save millions in waste, protecting the environment and NHS resources.

Together, we can continue to raise awareness and reduce medicine waste across Dorset.

Thank you for helping your community to reduce medicine waste.

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



A View from the Waiting Room



Review of your Patient Participation Group (PPG) over the last five years. ***By Roger Marsh – Chairperson.***

Introduction

The Grove Medical Centre Patient Participation Group (PPG) has continued to serve as a vital bridge between patients and practice staff, ensuring that the voices and experiences of patients help shape and improve the care provided. Over the past five years, the group has worked tirelessly to support the practice, foster community engagement, and promote patient wellbeing - especially during the challenges of the COVID-19 pandemic and the ongoing transformation of NHS services.

Key Activities and Achievements

1. COVID-19 Response and Patient Support (2020–2022)

- Disseminated up-to-date information about service changes, vaccination clinics, and public health guidance
- Provided volunteer support for vaccination rollouts, managing queues and reassuring patients.
- Promoted the use of digital tools for remote consultations, repeat prescriptions, and accessing test results.
- Supported shielding and vulnerable patients by helping connect them with local support services.

2. Health Promotion and Awareness Campaigns

- Supported organised health awareness events focusing on key issues such as diabetes, heart health, and cancer screening.
- Supported national campaigns including Carers Week, Stoptober, and Mental Health Awareness Week.
- Developed and distributed educational materials in-practice and online.

3. Patient Feedback and Service Improvement

- Conducted surveys to assess patient satisfaction and highlight areas for improvement.
- Held regular meetings (virtual and in-person) to share feedback directly with practice leadership.
- Advocated for improvements to the appointment booking system and telephone access.

4. Digital Inclusion and Communication

- Worked with the practice to improve website navigation and content.
- Encouraged use of the NHS App and online services for appointment booking and accessing health records.
- Provided guidance and support for patients unfamiliar with digital platforms.

5. Promoting Inclusion and Diversity

- Along with our Social Prescribers, has reached out to underrepresented groups by establishing support for military veterans, bereavement, and various health conditions.
- Encouraged participation from younger patients and carers through updated outreach and visibility efforts.

Looking Ahead

As Grove Medical Centre continues to adapt to the future of primary care, the PPG remains committed to:

- Increasing patient involvement in shaping services.
- Enhancing digital accessibility and health literacy.
- Promoting regular, accessible health education for all patient groups.
- Welcoming new members from across the patient community to strengthen diversity and representation.

Thank You

The Grove Medical Centre PPG extends heartfelt thanks to all patients, staff, and community members who have contributed to its efforts over the past five years. Together, we continue to build a more responsive, inclusive, and supportive healthcare environment.

For details see:

<https://www.thegrovemedcentre.co.uk/practice-information/the-grove-patient-participation-group/>

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

Prostate Cancer Awareness

- **BE AWARE- MAN KILLER AT LARGE**
- **PROSTATE CANCER KILLS 12,000 MEN EVERY YEAR**
- **It is never too early - but it might be too late, TO GET CHECKED!**

Forgive me ladies, I appreciate this is a men's health condition, but unfortunately it is one we all need to be aware of and recognise the warning signs before its too late.

According to Prostate Cancer UK, each year 50,000 men between the ages of 60 -70 are diagnosed with the disease of which 12,000 die. Prostate Cancer is the most common cancer in men across the UK and the second cause of cancer death after lung cancer.

Here are a few additional statistics for you to consider:

- **Lifetime Risk:** Approximately 1 in 8 men will be diagnosed with prostate cancer during their lifetime.
- **Age:** Prostate cancer is predominantly a disease of older men, with the most common age for diagnosis being 65-69 years.
- **Population numbers:** In 2023 there were 10 million men in the UK over 60.
- **Ethnicity:** Black men have a higher incidence of prostate cancer compared to white men.
- **Survival Rates:** Survival rates have improved significantly over time, with over 8 in 10 men predicted to survive at least ten years after diagnosis.
- **Prevalence:** Around 510,000 men are living with or after a prostate cancer diagnosis.

Here are a four risk factors for men over 50 in your family to be aware of:

- Have difficulty when you urinate
- Find blood in your urine
- Family members diagnosed with prostate cancer
- If you are black

If you, or the men in your family, are aware of these warning signs make an appointment with your doctor for a prostate check-up and diagnoses. It is never too early, but it might be too late!

Men with early prostate cancer will often have no symptoms because of the way the cancer grows. You'll usually only get early symptoms if the cancer grows near the tube you urinate through (the urethra) and presses against it, changing the way you urinate (wee). But because prostate cancer usually starts to grow in a different part (usually the outer part) of the prostate, early prostate cancer doesn't often press on the urethra and cause symptoms.

Healthwatch Dorset, your local health and care champion, want your help to find out how to best share information about prostate cancer in North Dorset and how to encourage men with symptoms to ask for PSA testing. Please answer the following questions and share your answers with Healthwatch Dorset at enquiries@healthwatchdorset.co.uk or **0300 111 0102**. They will share the feedback they gather, anonymised, with Wessex Cancer Trust, to help inform future community engagement and information.

- What do you know about the signs and symptoms of prostate cancer?
- What might give you a higher risk of prostate cancer?
- What would you do if you had any concerns about your prostate?
- What might get in the way of you seeking help if you were worried about your prostate?
- What could be done to encourage people to get checked out?

JOIN OUR PATIENT PARTICIPATION GROUP – THE GROVE PPG – ONLINE INFORMATION

Opening	Times	Ways to contact us:
Monday	08:00 - 18:30	You can book an appointment by:
Tuesday	08:00 - 18:30	Calling the practice to speak to a Patient Services Adviser
Wednesday	08:00 - 18:30	between 08:00 and 18:30 Monday to Friday.
Thursday	08:00 - 18:30	All appointments other than cervical smears are booked through
Friday	08:00 - 18:30	AccuRx Patient Triage, which you can access online. Cervical
Weekend	closed	smears can be booked online.

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 Nick Berry
Dr Ruth Lawes	Dr Liz Long	Dr Rebecca Lye
Dr Sally Dangerfield	Dr Charlie Middle	Dr Matt Phelan
Dr Katie Thomas	Dr Adam Wood	
Mrs Lisa Considine (Advanced Nurse Practitioner)		
Mrs Alex Kimber (Managing Partner)	Mrs Debbie Perkins (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/>