

Thank you message from Dr Charlie Middle

Thank you for the many kind messages and gifts I received on leaving the partnership. Your kind words and warm wishes are truly touching, and will always be a treasured memory of my service in Sherborne. I look forward to resuming work at The Grove in September as a Retained GP, in a part-time role.

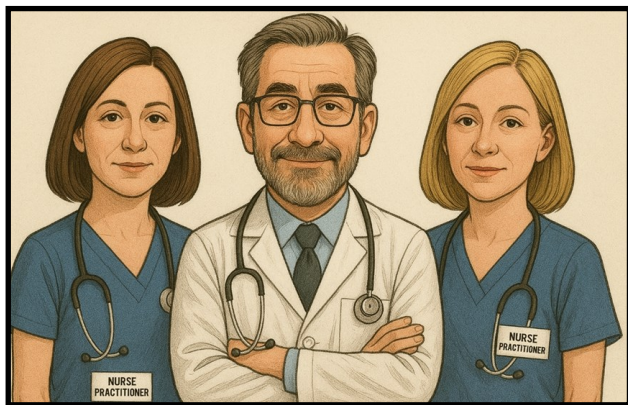
My very best wishes to you all.

Charlie



The Grove Introduces New Acute Care Team

The partners and staff at the Grove Medical Centre are pleased to announce the introduction of the new patient service, the Acute Care Team.



Dr Rebecca Lye explains the purpose and benefits to patients and staff.

What is an Acute Care Team? What does it mean and what are the benefits to our patients?

Its primary function is to provide 'on the day' care for acute problems our patients develop, that need dealing with that day. The overriding aim is to reduce appointment wait time for less urgent/routine problems, which are best

managed by your usual GP. Maintaining better continuity of care overall for both longer term problems and chronic disease.

Each week we receive in the region of 670 patient triage submissions. These are all reviewed by a GP, who then actions the request by either providing advice, a prescription, allocating an appropriate appointment or signposting to a service who is also able to meet the need. This might be your local pharmacy, Minor Injuries Unit or A&E (when this is the most appropriate option). If a same day appointment is required, this will generally be with a member of the acute care team.

The acute care team providing face to face or telephone appointments is made up of a GP and 2 advance nurse practitioners, who are available throughout core hours. They are all able to provide same day care with follow up or investigation as needed, including feedback to your usual GP where appropriate.

Access Wellbeing

A reminder of the new Access Wellbeing Community Drop-In taking place each week at The Digby Hall Tuesdays 10am-4pm & Thursdays 10am-1pm. No appointment needed.

The wellbeing coordinators are trained to provide help and advice across a wide range of areas. They have the time to listen, and can help people to access support on topics including:

- Mental health and emotional wellbeing
- Social connections and activities
- Grief and loss/bereavement
- Work, money, housing, benefits support
- Support for carers and family members
- Volunteering



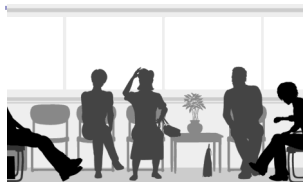
Persons aged 18 or over can borrow an iPad from any Dorset Library for a period of up to 6 weeks, free of charge.

The scheme is designed for anyone, including people who have little or no previous experience in using an iPad or tablet.

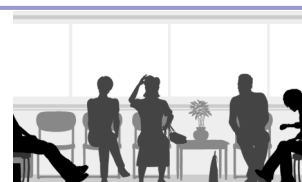
These iPads come with data so you do not need to have internet access at home. They come with a keyboard case and a stereo headset for online interviews. They are user-friendly and have links to websites with information about

- employment, writing a CV and interview skills
- money, claiming benefits and maintaining a Universal Credit claim
- health and wellbeing
- computing skills

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



A View from the Waiting Room



Living with a Long-Term Health Condition: The Support That Truly Helps

by a Patient

For someone living with a long-term health condition, life can feel divided into “before” and “after.” Before, when health could be taken for granted. After, when even the simplest parts of daily life require more planning, more energy, and sometimes more courage.

What becomes clear along the way is that treatment is only one part of the picture. The real difference often comes from the support around a person—the care, understanding, and practical help that allow them not just to manage symptoms, but to keep living fully.

Medical Support That Feels Human:

A person with a long-term condition often spends a lot of time in appointments, clinics, and waiting rooms. It can be overwhelming, especially when they have to explain their story again and again. What makes a huge difference is when healthcare feels personal—when doctors or nurses treat them as more than a diagnosis, and when care feels consistent instead of fragmented.

Clear explanations and straightforward care plans also help someone feel more in control. Being included in conversations about their health, rather than being spoken about, restores a sense of partnership.

Emotional Support Through the Highs and Lows:

Long-term conditions don’t just affect the body—they take an emotional toll too. There are days when fatigue, pain, or uncertainty about the future feel heavy. On those days, the most valuable support isn’t always advice, but simply having someone listen.

Counselling can help people process those feelings, while peer groups and communities allow them to connect with others who truly understand. Just hearing, “I’ve felt that too,” can bring relief and remind someone they’re not alone.

Everyday Practical Help:

Small, everyday tasks can become unexpectedly challenging—climbing stairs, cooking a meal, or even doing the weekly shop. Practical support, such as help with groceries, household chores, or adaptations at home, can make daily life much more manageable.

Work and finances are also a huge part of living with illness. Flexible working hours, remote options, and understanding employers can make a world of difference. Financial advice and support services can also help ease the pressure when expenses increase but income decreases.

The Importance of Social Understanding:

Perhaps one of the hardest parts is how illness affects relationships. Many people with long-term conditions worry about letting others down when they cancel plans or leave early. What helps most is when friends and family understand this isn’t unreliability—it’s about managing health wisely.

Even small acts of kindness, like sending a message, visiting at home, or adapting social plans, can remind someone they are still included and valued.

Finding a Sense of Control:

Support also means helping people feel empowered. Learning to manage symptoms, pace themselves, and make small adjustments allows them to live life on their own terms. Being part of decisions about their care reinforces that they still have agency and dignity, even when faced with health challenges.

Final Thoughts:

Living with a long-term health condition changes daily life, but the right support makes it possible to keep moving forward. Medical care matters, but so do the everyday acts of kindness, understanding, and inclusion from those around us.

For anyone living with such a condition, support means more than survival—it means being able to live with dignity, connection, and purpose. And for the rest of us, offering that support is one of the most important ways we can show care and compassion.

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

Being Responsible for Your Own Health

In today's fast-paced world being responsible for your own health is not always an easy option. What is the easier option is to overlook, ignore, or forget about your personal health, or any other excuse that comes to mind.

Between work, family obligations, and the constant pull of digital distractions, many people allow their well-being to take a back seat. One of the most important truths about health is simple: no doctor, nutritionist, or fitness coach can care for your body as effectively as you can. Taking responsibility for your own health is not just about preventing illness—it is about building a life that prioritizes energy, resilience, and long-term vitality.

Why your Personal Responsibility matters -

Modern healthcare systems are designed to treat disease; prevention and daily maintenance largely rest in the hands of individuals. Among the biggest challengers we face is poor lifestyle choices—such as smoking, sedentary behaviour, inadequate sleep, and unhealthy diets—each and all contribute to the majority of chronic conditions, including diabetes, heart disease, and obesity. While genetics and environment play a role, daily decisions determine much of the outcome. Taking ownership of your own health means recognizing that choices made today directly impact the quality of your life tomorrow.

Building a Foundation of Self-Care - four key points to remember

1. Food is the foundation of your health.

Choosing balanced meals rich in whole grains, lean proteins, fruits, and vegetables supports not only physical strength but also mental clarity. Reducing excess sugar, processed foods, and alcohol can dramatically lower the risk of chronic disease.

2. Exercise and physical movement are medicines

Regular exercise strengthens the heart, improves mobility, and boosts mood. A mix of aerobic activity, strength training, and stretching helps the body perform at its best. Importantly, exercise does not need to mean long gym sessions; even brisk walking, cycling, or home workouts can make a significant difference.

3. Rest and Recovery are essential

Sleep is often overlooked, yet it is one of the most powerful tools for health. Consistent, quality rest supports memory, hormone regulation, and immune function. Prioritizing 7–9 hours of sleep is an act of personal responsibility that pays lifelong dividends.

4. Clear thinking leads to mental and emotional wellness

Stress management, mindfulness practices, and nurturing relationships are critical aspects of self-care. Mental health and physical health are interconnected—ignoring one often undermines the other.

Changing your approach and mindset

Taking responsibility does not mean perfection. It means becoming aware of your healthstyle choices and working to improve them consistently. Rather than relying solely on healthcare providers to “fix” issues, individuals can approach health proactively. Small, sustainable habits—drinking more water, choosing stairs over elevators, limiting screen time—all over time lead into meaningful change.

Being in control of your health is your responsibility.

Control and accountability can come in many forms: tracking progress in a journal, partnering with a friend, or using digital health tools. What matters most is committing to being honest with oneself. Personal responsibility is not about blame; it is about empowerment. By acknowledging areas of improvement, individuals gain control and confidence in shaping their own well-being.

Good health is not an accident it is a gift.

Health is not an accident—it is a daily choice. While medical professionals provide invaluable guidance and treatment, as individuals we carry the ultimate responsibility for nurturing our bodies and minds. By embracing a proactive, accountable approach, we not only prevent illness but also cultivate a richer, more energetic life. Taking responsibility for our own health is, in essence, an investment in a future of freedom, strength, and

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

Award for Senior Nurse Danielle Moncrieff

Congratulations to our Senior Nurse, Dani, for achieving the prestigious title of a Queen's Nurse!

To be a Queen's Nurse is to be recognised for a consistently high commitment to patient care and the practice of nursing. This is not just in clinical skill, but in the way that care is delivered, led and improved for others.

The Queen's Nurse title is awarded by The Queen's Institute of Community Nursing (QICN), a charity that has supported community nursing since 1887. It's a professional title that celebrates nurses who demonstrate exceptional practice and who are committed to sharing their knowledge, improving standards of care and supporting patients, families and communities.



Use of Minor Injury Unit

Minor Injury Units are the most appropriate point to call for:

- ♦ Injuries to upper and lower limbs
- ♦ Broken bones, sprains, bruising and wounds
- ♦ Bites - human, animal and insect
- ♦ Abscesses and wound infections
- ♦ Minor head injuries
- ♦ Broken noses and nosebleeds
- ♦ Foreign bodies in the eyes, nose and ears



You can phone 111 who will book you an appointment.

[#helpustohelpthem](#) [#choosewisely](#)

Primary Care Network

Meet our Frailty Team



Emma & Wendy are our frailty nurses. They specialise in providing care for older adults experiencing frailty, a condition characterised by a decline in a person's health relating to the aging process (physically or mentally) that increases their vulnerability to adverse health outcomes.

They work to improve the lives of these patients by reducing reliance on emergency care, ensuring access to appropriate services, and promoting their independence and well-being.

Referrals come from GPs & community teams primarily. Both Emma & Wendy have many years of specialist nursing experience and they liaise regularly with the wider team both at the surgeries and community hospitals.

When 55 hours is called part time – home visits

by Dr Rebecca Lye



In recent times the press in the UK, TV, radio and newspapers have denigrated our commitments to you, our patients, by describing your GPs as being “part-timers.” These absurd, headline seeking claims, do not apply to any doctor I work with or know.

The UK government acknowledge the average working week for most people in the UK is 37 hours. Likewise, UK employers confirm between 35-40 hours to be normal.

At the Grove we have a more than 13,000 registered patients, 12 doctors, 55 support staff – open from 8am – 6pm Monday to Friday – if you do the maths, you would be right to ask yourself, they must be working long hours to provide healthcare for that number of patients, and you wouldn’t be wrong. I and my colleagues normally work from 7am - 7pm

An average normal working week for qualified doctors at the at the Grove is 55 hours.

What you, our patients and those outside the practice do not see are the “hidden hours” of patient care and services. This includes home visits and administration, further education and professional development.

Every week each and every one of your doctors will write and review patient medical reports for hospitals, consultants and other clinical specialists. Follow up on long-term patients, not to mention clinical research and occasional weekend support duties to provide seasonal flu covid clinics. In Dorset we have an active Primary Care Network which we support, in addition we provide expertise to our supporting staff on clinical issues. I estimate this adds 10 hours work over and above our time spent on patient care.

To ensure our medical knowledge is current we have to complete annual updates with the latest medical developments, treatments, drugs and many other clinical discoveries. Research projects including specialities governance safeguarding adults and children is just one of the many post-professional training sessions we take.

Like you, we too have families; wives, husbands, children, ageing parents and relatives that need and welcome our attention. The solution for many GP practices is to employ as partners or under contract, additional professional staff to work 45-55 hours a week in across a concentrated period of 3-4 days.

As I mentioned previously here at the Grove, we have a more than 13,000 patients, 12 doctors, 55 support staff – open from 8am – 6pm Monday to Friday. Let me assure you your GP is not part time.

Dr Rebecca Lye, Partner

‘Stoptober’ is back!

This October, thousands of smokers will take on the challenge to quit smoking.

When you stop smoking, good things start to happen — you can begin to see almost immediate improvements to your health.

For help & more information, visit: <https://www.nhs.uk/better-health/quit-smoking/...>

Find out how quickly you’ll feel the benefits of not smoking



20 minutes:

Blood pressure returns to normal.



8 hours:

Nicotine and carbon monoxide levels in blood reduce by half and oxygen returns to normal.



48 hours:

Carbon monoxide will be eliminated from the body. Lungs start to clear out mucus and other smoking debris. There is no nicotine in the body. Ability to taste and smell is greatly improved.



72 hours:

Breathing becomes easier. Bronchial tubes begin to relax and energy levels increase.



2 to 12 weeks:

Your circulation improves.



3 to 9 months:

Coughs, wheezing and breathing problems improve as lung function increases by up to 10 percent.



5 years:

Risk of heart attack falls to about half compared to a person who is still smoking.

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 Nick Berry	Dr Lucius Covell
Dr Sally Dangerfield	Dr Ruth Lawes	Dr Liz Long
Dr Rebecca Lye	Dr Charlie Middle	Dr Matt Phelan
Dr Katie Thomas	Dr Isiaka Semiu	
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/>