

# The Grove Patient Participation Group

## Sherborne

### Minutes

10<sup>th</sup>.November 2025  
6:00pm

**Present:** David Bartle (Vice Chair) **(DB)**; Dr Nick Berry **(NB)**; Andy Burgen **(AB)**; Annabelle Crabb **(AC)**; Jenny Davis **(JD)**; Carol Foster **(CF)**; Jane Heard (Yetminster PPG) **(JH)**; Paul Heard (Yetminster PPG) **(PH)**; Roger Marsh (Chair) **(RM)**; Tony Meehan **(TM)**; Debbie Perkins (Operations Manager) **(DP)**; Jill Warburton (Apples PPG) **(JW)**; and (Sherborne Girls – students).

**1. Introductions:**

The Chair **(RM)** welcomed Dr Nick Berry, Debbie Perkins and Andy Burgen as first-time meeting attendees.

**2. Apologies:** Gill Foott (Engagement and Communications Coordinator [PPGs]); Karen Gough; Alex Kimber (Managing Partner) **(AK)**; Vicky Morland; John Williams; and Val Woolmington.

**3. BMJ Article ‘Seven reasons why GP consultations are getting more complex’**

An article on this subject had previously been circulated to members of the PPG, and it was hoped that a discussion could be held on the subject, but due to the absence of the Managing Partner this subject would be held over for a future meeting.

The meeting welcomed Dr Nick Berry who had returned to the Practice following a period away working and living in Qatar.

An interesting discussion was held as he relayed his experience of working in the healthcare system in Qatar as opposed to the NHS. Additionally, he spoke about the changes that had been introduced at the Grove Medical Centre during his time away from the Practice, and how improvements in continuity of care have been introduced.

**4. Actions from 29<sup>th</sup>.September 2025 Meeting:**

**i) PPG Newsletter:**

**(TM)** reported that he had been in discussion with Mrs Mackintosh (Sherborne Girls School) regarding a future article for the newsletter produced by the student members of the PPG. This would be prepared in due course.

**Action: (TM) and Student PPG Members**

**ii) HOPE Training Project:**

Although it had been previously agreed to prepare an article on the subject for inclusion in the Autumn Newsletter, for various reasons this did not happen. However, it was agreed that an article on the subject would be prepared and included in a Newsletter prior to the next course starting.

**Action: (RM); (TM) and (JW)**

**iii) Visit by Ed Morello MP:**

Following discussion, it was agreed that **(AK)** would invite Ed Morello MP to visit the Medical Centre to gain a better understanding of the pressures the Practice was working under at present.

**Action: (AK)**

**5. Practice Update: (Operations Manager)**

**Staff Update:**

**(DP)** updated the meeting on the various staff changes that had recently taken place.

The Practice has a locum Advance Nurse Practitioner until the end of December, she will then be replaced by a full-time employed Nurse Practitioner.

An additional Clinical Pharmacist and another who specialises in diabetes have recently been recruited.

The existing Patient Services – Team Leader has moved within the Practice to a business administration role.

There have been three members of staff who have recently retired and new staff have been recruited to replace their roles. In addition, a new receptionist has just started in employment at the Practice.

Dr Chris Pearce from the Gillingham Practice will be starting at the Grove Medical Centre at the beginning of December.

A further newly recruited GP Dr Rumnique Hullait will be joining the Practice in February as a member of the acute care team.

**Premises:**

A quote has been obtained for a locking gate on the entrance to the premises, and this is being considered against other security measures.

Rooms for both the Nurse Practitioners and also a bay for patients who are awaiting an ambulance have now been installed.

Additionally, a kitchen area is being refurbished.

**Flu Vaccinations:**

Patients are still being booked in for flu vaccinations in addition to those who have already been vaccinated at the two recently held vaccination clinics.

It was agreed that the number of patients vaccinated for both flu and covid at the recent clinics would be made available. (See Item 11 below).

**Use of the Check-in Screen:**

(DP) stated that many patients were not using the appointment check-in screen when arriving for an appointment. This had the effect of a queue forming at the reception desk with the result that patients are late for their appointment and this also has the 'knock-on' effect of making other patient's appointments late.

It was agreed that (TM) would liaise with Mrs Mackintosh (Sherborne Girls School) to establish whether the student PPG members could design some signage to be placed on/above the check-in screen to increase its prominence.

**Action: (TM)**

**6. NHS Dorset - Engagement & Communications (PPGs) (Gill Foott)**

Because of uncertainty about her future role due to the Integrated Care Board reorganisation, (GF) has been restricted in attending meetings. However, she still produces and distributes items of news applicable to PPGs.

**7. Health Champions**

(RM) informed the meeting that a new group organised by Sherborne Abbey, the 'Alms House Bereavement Group' had been formed and it had recently held its first meeting. It was intended to reference the group in the Sherborne Area Directory for Health and Care once the referral system had been established.

**8. Military Veterans Support Group**

(RM) reported that the group was visited by Service Dogs UK at its October meeting. These are dogs specifically trained to support those people suffering from Post Traumatic Stress Disorder (PTSD).

At the forthcoming November meeting, Tim Anstee founder of the Ukraine Freedom Company, would be visiting to update the meeting on aid to Ukraine. Plans were in hand to once again appeal to group members and the local community for Christmas Shoe Boxes aid for Ukraine.

This had been advertised through local social media and it was agreed to place a poster in the Grove Medical Centre.

**Action: All to note and (DP)**

**9. Apples PPG**

(JW) updated the meeting on the latest situation at the Apples Medical Centre, including staffing levels, appointment system and the discussions held regarding future healthcare facilities associated with the local plan.

**10. Yetminster PPG**

(JH) stated that the Yetminster Health Centre had recently conducted their vaccination clinic and that their next PPG meeting would be held shortly. (JW) stated that she would be attending the next Yetminster PPG meeting.

**11. Covid/Flu Clinics**

(DP) agreed to provide updated figures for the vaccination take-up by patients.

**Action: (DP)**

**12. Online Appointment Booking:**

(RM) informed the meeting that at its last meeting Sherborne Town Council questioned whether both the Apples and Grove Medical Centres complied with the new requirement to offer online appointment booking on weekdays from 08.00 to 18.30. In addition the question was whether the Council could help in any way to improve the take up the online booking process by patients. Subsequently, a detailed response had been made to the Council and a copy of the response had been circulated to PPG members.

**13. Dorset Council – ‘Age Friendly Dorset’:**

Details of this project had been circulated to PPG members prior to the meeting. (RM) informed the meeting that he had signed up for the project and a meeting was scheduled to take place on the 25<sup>th</sup>. November. Further information would be provided at the next PPG meeting.

**14. Resoonse to Sherborne Local Plan – Healthcare Infrastructure:**

(RM) reported that considerable discussion on the subject took place at the recent Apples PPG meeting. Subsequently it was agreed to form a small working group comprising PPG and Primary Care Network representatives to meet with Sherborne Town Council to discuss the need for improved additional healthcare facilities to be included in the plan. The meeting agreed that (RM) would represent the Grove PPG.

**15. PPG Newsletter**

(TM) informed the meeting of the various articles that were in hand for the next newsletter. (RM) reminded those PPG members who had not responded to the request for suitable article subjects to please do so. He also reported that PPG member Val Woolmington had made suggestions on two subjects. These would be forwarded to (TM) for consideration.

Additionally it was noted that a patient had suggested an article on the advances of digital technology within the health service.

**Action: (RM) and PPG Members.**

**16. Sherborne Area Directory for Health and Care:**

(RM) reported that he was in the process of updating the Directory to Issue 13. Following discussions with Sarah Webster (PCN Manager), it was requested to investigate funding to enable 1,000 printed copies of the Directory to be produced for distribution to patients at the 2026 health fairs and for use and distribution by the social prescribers. It was suggested by (JD) the Sherborne Rotary Club might be a suitable organisation to approach for funding.

**17. Did Not Attend:**

To enable an answer to be made following a question raised by Cllr. Paul Jacobs at the October meeting of Sherborne Town Council, it was agreed to provide figures for September and October on the number of missed appointments at the Grove Medical Centre.

**Action: (DP)**

**18. Additional Item:**

(RM) reported that he had recently had a telephone conversation with Michelle Rayner of the Volunteer Centre Dorset regarding the ‘Thriving Communities’ project that was being rolled out across North Dorset.. This project, involving the voluntary sector, was aimed at older people being supported to stay active, independent and connected. There was an initial online meeting scheduled for the 13<sup>th</sup>. November and a further update would be made at the next PPG meeting.

**Action (RM)**

**19. Date of next meeting:**

**Monday 12<sup>th</sup>. January 2026 6.00PM The Grove Medical Centre**