



Grove Medical Practice

NEWSLETTER

Dear Patients,

As we move through the season, we're pleased to bring you important updates and information from Grove Medical Practice. Our team is always here to ensure you have access to the best healthcare services, and this newsletter is designed to keep you informed about how we're supporting your health and wellbeing.

Practice Open Day – Meet the Team and Learn About Our Services

We are pleased to share that we are planning a Practice Open Day on Tuesday 17th June 2025 during one of our training afternoons. This event will provide an opportunity for patients to meet our team in an informal setting and learn more about the services and support we offer.

There will be information stands showcasing some of our new roles, including Advanced Care and Paramedic Practitioners, Clinical Pharmacists, First Contact Physios, and Social Prescribers. Patients will also have the chance to receive support with signing up to ANIMA and the NHS App, helping them to access healthcare more easily.

We would greatly value the support of our Patient Group, and we are pleased to offer them a stand where they can meet with patients and encourage new members to join. We are also inviting local support groups that may be of benefit to our patients.

The event will be promoted in advance, and we hope to arrange a visit from the Mayor, with further details to follow. We look forward to welcoming patients on the day.





Darby & Joan Club

On 28 November 2024, our practice visited the St Ives Darby & Joan Club to talk about how to access GP services and to answer any questions from members. We really enjoyed meeting members of the local community and appreciated their valuable feedback.

We look forward to attending future meetings and will continue to work closely with the organising committee to support the group.

Friends & Family Test Feedback

We appreciate all the feedback received through our Friends & Family Test. Our latest results show consistently high levels of patient satisfaction:

- September 2024 – 377 surveys submitted, 93.63% rated Good or Very Good
- October 2024 – 354 surveys submitted, 93.21% rated Good or Very Good
- November 2024 – 397 surveys submitted, 93.70% rated Good or Very Good
- December 2024 – 252 surveys submitted, 88.41% rated Good or Very Good

Over the course of 2024, we received 4,453 completed surveys, with 90.63% of patients rating their experience as Good or Very Good.

To continue improving our services, we are developing an action plan to address key areas of feedback and make positive changes based on your suggestions. Thank you for sharing your thoughts with us!



Connect with Us on Social Media

Did you know that we are on social media? Follow our Facebook and Instagram pages to stay updated with the latest health tips, service updates, and important announcements.

You can find us at: <https://www.facebook.com/grovemedicalpractice>
<https://www.instagram.com/grove.medical/>





Seasonal Respiratory Vaccinations

A huge thank you to all our patients who supported our seasonal vaccination clinics. Over the past few months, flu and COVID-19 vaccinations have been a key focus for the practice, with clinics starting on 3 October 2024 for eligible patients.

Since then, we have delivered:

2,952 Flu
Vaccinations

2,277
COVID-19
Vaccinations

474 Pneumonia
Vaccinations
(in the past 12 months)

445 RSV
Vaccinations
(since September)

288 first-dose
Shingles
Vaccinations
(with 134 patients receiving
their second dose)

We also ensured that our care home residents and housebound patients received their vaccinations. Thank you for helping us protect our community!

Face-to-Face Appointment Update

We continue to offer a high number of face-to-face appointments at the practice. Recent GPAD data from 18 November to 15 December 2024 shows:

- **7,592** total appointments (+1,393 compared to September)
- **5,605** face-to-face appointments (73.82%)
- **1,987** telephone appointments (26.17%)
- **6.1%** of appointments were Did Not Attend (DNA) (423 appointments missed)
- **1,603** GP appointments, with 97.06% held face-to-face

For comparison, the national average for face-to-face GP appointments in November 2024 was 65.8%.

Pride in Practice – supporting our LGBTQIA+ patients

We are excited to announce that our practice has recently signed up to the Pride in Practice programme. This national accreditation, supported by the Royal College of General Practitioners, will help us improve the care and support we provide to our LGBTQIA+ patients.



Over the next few months, we will be working on new ways to ensure that everyone, regardless of their gender or sexuality, feels welcome and supported at our practice.



Premises Improvement Update

We are making great progress with improvements to our practice building.

The new heating system is now fully installed and operational. Work is currently underway to renew the roof on the second floor of the original building and to complete repairs to the roof of Slepe House, with completion expected within the next four weeks. Access to the practice will be maintained throughout. Preparations are also ongoing for the installation of air conditioning in all clinical rooms and waiting areas on the new first floor, with work anticipated to start in late January or early February 2025.

We appreciate your patience while these essential improvements take place.

Patient Communications Project

The work on our Patient Communications Project is progressing well. The aim of the project is to improve the way we communicate with patients, ensuring they have the information they need to better understand and navigate the services we offer.

Recent actions taken include: providing extra information to patients about what happens after their referral is processed, and who to contact if they haven't heard about their hospital appointment; adding new pages to our practice website with guidance on autism and ADHD assessments; and launching a new survey on our Military Veterans page to gather more insights.

Cervical Cancer Awareness Month

Each year, more than 3,200 women are diagnosed with cervical cancer in the UK. This vital campaign aims to raise awareness of the risks of cervical cancer, and to help women and people with cervixes learn about how to reduce those risks and prevent the illness.

<https://www.macmillan.org.uk/cancer-information-and-support/cervical-cancer>

**Cervical
Cancer
Prevention**

**Cervical screening saves lives
Don't ignore your invite**



It's Time to Talk Day - 6th February!

Talking about mental health has the power to change lives. Whether it's a quick chat with a friend, a meaningful conversation with a family member, or a supportive exchange with a colleague, every conversation makes a difference.

This 6th February, take a moment to start a conversation about mental health. Sharing, listening, and supporting one another can make a real difference —because the more we talk, the better life can be for everyone.

Find out more and get involved at <https://timetotalkday.co.uk>



Thank you to Dr Chris Jessop

Dr Jessop will shortly be retiring from the Practice.

Dr Jessop has been part of the Cromwell Place and Grove Medical Practice family for many years and has provided a huge amount of care and support to our patients, colleagues and GP trainees. For the last few years, Chris has been working with us a locum and we have been really grateful for his help and support.

Please join us in thanking Dr Jessop for all his hard work and support and in wishing him a very long and very happy retirement.

— HAPPY —
Retirement

Thank you for reading our latest updates. If you have any questions or need support, please get in touch.

Best regards,

Your GP Practice Team
Grove Medical Practice