

October 2025



Grove Medical Practice

NEWSLETTER



As the leaves begin to fall and autumn settles in, we've had a busy month at the practice. Our flu and COVID vaccination campaigns have been a great success - thank you to everyone who came along and to our team for their hard work.

We've also taken steps to strengthen our inclusivity through Pride in Practice, welcomed new staff members to the team and seen some fantastic work from our Social Prescribing Team, helping patients stay connected and supported.

Thank you for being part of our community!

Flu and Covid-19 Vaccination Clinics

Our seasonal flu vaccination campaign launched on 1 October 2025 with a busy first clinic, where we vaccinated **821 patients for flu and 575 eligible patients for COVID-19**, alongside other routine vaccinations. The clinic ran from 08:00 to 18:00, and we were also able to complete a number of outstanding patient reviews during the day. A second clinic was held on Saturday 4 October from 08:00 to 12:00, where we vaccinated a **further 460 patients for flu and 232 for COVID-19**. At our Tuesday 7 October clinic, we delivered **648 flu and 310 COVID-19 vaccinations**.

Vaccinations for our **housebound and care home patients began during the week commencing 6 October**, and we are currently organising an additional clinic to make use of any remaining vaccine stock.

Separate clinics are also being held for nasal flu vaccinations for **children aged 2 to 3**. A huge **thank you to all of our staff and our Patient Group for their support in delivering such a successful campaign**.


Providing NHS services

Flu & Covid-19 Vaccination Clinics





Pride in Practice Award

We're delighted to announce that Grove Medical Practice has received a Gold Award through the Pride in Practice programme - our first award under the scheme - in recognition of our commitment to supporting LGBTQIA+ patients.

Working closely with the LGBT Foundation, and with funding from the Cambridgeshire and Peterborough Training Hub, our team completed an interactive training programme, reviewed key policies, and updated the support resources available on our website to ensure our services meet the highest standards of inclusivity and accessibility. Pride in Practice, delivered by the LGBT Foundation, works with healthcare providers to embed LGBTQIA+ inclusion into everyday care and improve patient experience.

Reflecting on the award, Simon Stitson, Practice Business Manager, said:

"We are really proud to receive a Gold Award under the Pride in Practice Programme and welcomed the opportunity to enhance the services and support we offer to our LGBTQIA+ patients and staff.

We valued the support of the LGBT Foundation in helping us to review our policies, and to update the support information and links on our practice website. As a team, we completed an interactive training programme which helped us understand some of the barriers and challenges our LGBTQIA+ patients may face when accessing healthcare services, and how we can better support them.

We felt honoured to achieve a Gold Award and to be recognised as a safe and inclusive space for our patients and colleagues."

Andrew Gilliver from the Pride in Practice Programme added:

"This award is a testament to Grove Medical Practice and their commitment to further awareness and inclusion of their LGBTQIA+ patients. It has been an absolute pleasure to experience the team's commitment and enthusiasm, and we hope to continue our working relationship with them and other practices in the area and across the country."

We're incredibly proud of this achievement and grateful to the LGBT Foundation for their ongoing support. We look forward to building on this work as we continue to make our practice a safe, inclusive space for all.



Staff Updates

We have recently welcomed or will shortly be welcoming the following new colleagues to the Practice. Please join us in giving them a warm Grove Medical Practice welcome!

Millie Summerfield joined our **Nursing Team** as a **Practice Nurse**

Sarah Gibb joined our **Nursing Team** as a **Practice Nurse**

Caroline Knott joined the team as a **Nurse Practitioner**

Caroline Richardson joined our **Reception Team**

Harriet Coates joins our team as a **Clinical Pharmacist** in October 2025

Jennifer Townsend joins our team as a **Healthcare Assistant** in November 2025





Face to Face Appointment Data Update

GPAD data for the period **25.08.2025 to 21.09.2025**

- **6,506 appointments** of which **4,746** were face to face (**72.94%**) and **1,760** were telephone (**27.05%**).
- The **Did Not Attend rate** was **4.2% (274 appointments)**
- **1522** appointments were with a GP, of which **1,446** were face to face (**95%**) and **56** were by telephone (**3.6%**).
- **3,605** appointments were provided on the same day.
- Nationally, **63%** of all appointments at GP practices were carried out face to face in July 2025.

The Friends and Family Test

Our updated Friends and Family Test feedback scores for April and May are as follows:

June 2025 - 314 surveys submitted, **92.35% Good or Very Good**

July 2025 - 313 surveys submitted, **94.56 % Good or Very Good**

August 2025 - 281 surveys submitted, **93.58% Good or Very Good**

September 2025 - 323 surveys submitted, **95.65% Good or Very Good**

Looking at the last rolling 12 months (October 2025 to September 2025), we received

3,747 completed surveys with 92.58% Good or Very Good

Thank you to our patients for taking the time to submit their feedback.





An Update from our Social Prescribing Team

Our Social Prescriber, Gail Higham, recently represented Grove Medical Practice at the Officers' Mess at RAF Wyton, where she delivered a presentation about the services and support available through social prescribing. Gail was invited to speak to a group including veterans, service personnel, and local representatives, highlighting the wide range of help we can offer through our Social Prescribing Team. As a registered Armed Forces Veteran Friendly Practice, we are proud to support the veteran community, and information about dedicated services is available on our website: [grovemedicalpractice-stives.nhs.uk/services/armed-forces-veteran-friendly-practice](https://www.grovemedicalpractice-stives.nhs.uk/services/armed-forces-veteran-friendly-practice).

Following the event, Paul McCloskey from Healthwatch Cambridgeshire & Peterborough shared his thanks:

"Just a quick note to thank you once again for a brilliant presentation on social prescribing and the link worker's role last Wednesday at the RAF Wyton Officers' Mess. It was astonishing how you managed to engage the audience so well non-stop to extend your 15-minute presentation out for that 2-hour session on the night. They were still chatting among themselves about it as we were leaving (and also when I got back to the Mess after dropping you off at your car). Well done you, and much thanks for making it so pertinent, explicit and informative."

We're incredibly proud of Gail's work and the role our Social Prescribing Team plays in supporting both the wider community and our veteran patients.



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GP practice**



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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