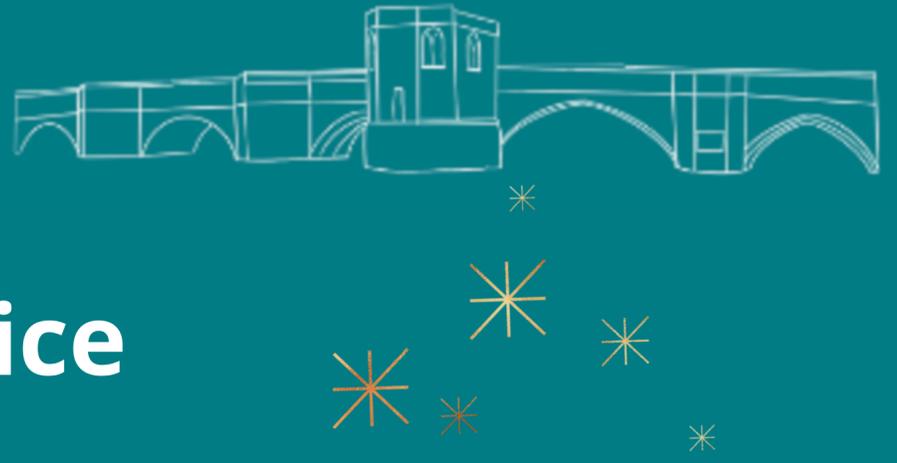


January 2026

2026
Happy New Year!



Grove Medical Practice

NEWSLETTER

Happy New Year and welcome to our January 2026 newsletter. As the new year begins and winter continues, it's been another busy and positive month at the practice. Our flu and COVID vaccination season has now wrapped up, and we're pleased to share a brief summary - thank you to everyone who attended and to our team for their continued hard work.

We're also excited to introduce our new partnership with Abtrace, supporting better care for patients with long-term conditions, alongside this month's Friends and Family Test summary. Finally, we're delighted to be welcoming new members to the team as we continue to grow and support our community.

Thank you for being part of our community!

Looking Back At Our Winter Vaccination Campaign

The seasonal flu vaccination campaign started on 1 October 2025.

5,588 patients have received their seasonal flu vaccination so far, with 2,703 patients being vaccinated at the practice. Most patients vaccinated by the practice received their vaccination within the first 10 days of the campaign.

The practice has also vaccinated our care home and housebound patients.

1,974 patients have also received their COVID-19 vaccination, with 1,373 patients vaccinated by the practice. The eligibility criteria for the Winter COVID-19 vaccination/booster was reduced this season to match the Spring campaign, so fewer patients were eligible.

Pneumonia, Shingles and RSV vaccines were also delivered during these clinics where appropriate and we also picked up a number of patients with outstanding reviews that we could action at the same time.

We received a lot of positive feedback from patients following our dedicated clinics, including 24 5-Star reviews on Google.

Huge thank you again to our much-valued Patient Group for all their help and support and our terrific team for a successful campaign!





Wonderful Feedback From Our Patient Community

★★★★★ 3 weeks ago **NEW**

Attended Saturday flu jab. Very well organised by Practise Staff who got the long que moving quickly. Friendly and helpful always.

★★★★★ 3 weeks ago **NEW**

Attended the pre booked Flu Jab Appointment yesterday. There were a number of people queuing but several surgeries staffed and open, within 5 mins I was directed to a surgery room and the painless injection administed by a Doctor, who warned me of the possible side affects suffered by one in ten . Arm a little sore but otherwise fine , and hopefully protected! An efficiently run service.

★★★★★ 3 weeks ago **NEW**

I had my flu vaccination on Saturday morning, it was really easy to book and worked like a well oiled machine, arrived, joined a very small (4people) queue, there were several people giving the vaccinations so had hardly any wait had my jab and out of the back door

★★★★★ 3 weeks ago **NEW**

Excellent service this morning for our flu jabs. Very well organised and plenty of staff assisting. Can't fault the Grove, we've always had such a professional experience when we need to contact the surgery.

Many thanks to you all.

★★★★★ 3 weeks ago **NEW**

Attended this week for Covid booster and Flu jab - perfect organisation, smooth progress through the surgery, with friendly assistance all the way. In and back out again within 10 minutes, could not be better!

★★★★★ 2 weeks ago **NEW**

Well organised, friendly team. Volunteers helpful. Could not have done better.

ABTRACE

We recently started using a new system called ABTRACE to help manage the recall process for our long-term condition reviews and for patients who need other types of review.

The system works automatically in the background and uses fresh data from our clinical system each day to refine the recall process.

All clinical team members (doctors, nurses, healthcare assistants, pharmacists, advanced and paramedic practitioners) have access to the system which provides a live dashboard for each patient they are seeing. This helps us to identify any current or outstanding clinical actions for the patient that we can do at the same time improving efficiency.

We are gradually expanding how we use the system to action other recalls and appointment invitations. The system sends messages directly to the patient with booking links so that they can book the right type of appointment directly.

The system also lets us know about any patients who it cannot send a message to (patients without a mobile phone or who have not consented to receiving message) so that we can telephone them to arrange their review instead.



Face to Face Appointment Data Update

GPAD data for the period **24.11.2025 to 21.12.2025**

- **7,762 appointments** of which **5,618** were face to face (**72.37%**) and **1,898** were telephone (**24.46%**).
- The **Did Not Attend rate** was **3.8% (296 appointments)**
- **1,308** appointments were with a GP, of which **1,284** were face to face (**98.16%**) and **71** were by telephone (**1.84%**).
- **4,522** appointments were provided on the same day.
- Nationally, **62.9%** of all appointments at GP practices were carried out face to face in July 2025.
- **1,256** more appointments were provided by the practice during this reporting period compared to our last report in August/September

The Friends and Family Test

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

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

October 2025 - 324 surveys submitted, **95.67% Good or Very Good**

November 2025 - 301 surveys submitted, **96.00% Good or Very Good**

December 2025 - 264 surveys submitted, **95.45% Good or Very Good**

Looking at the last rolling 12 months (January 2025 to December 2025), we received **3,633 completed surveys with 93.44% Good or Very Good**

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





Team Update

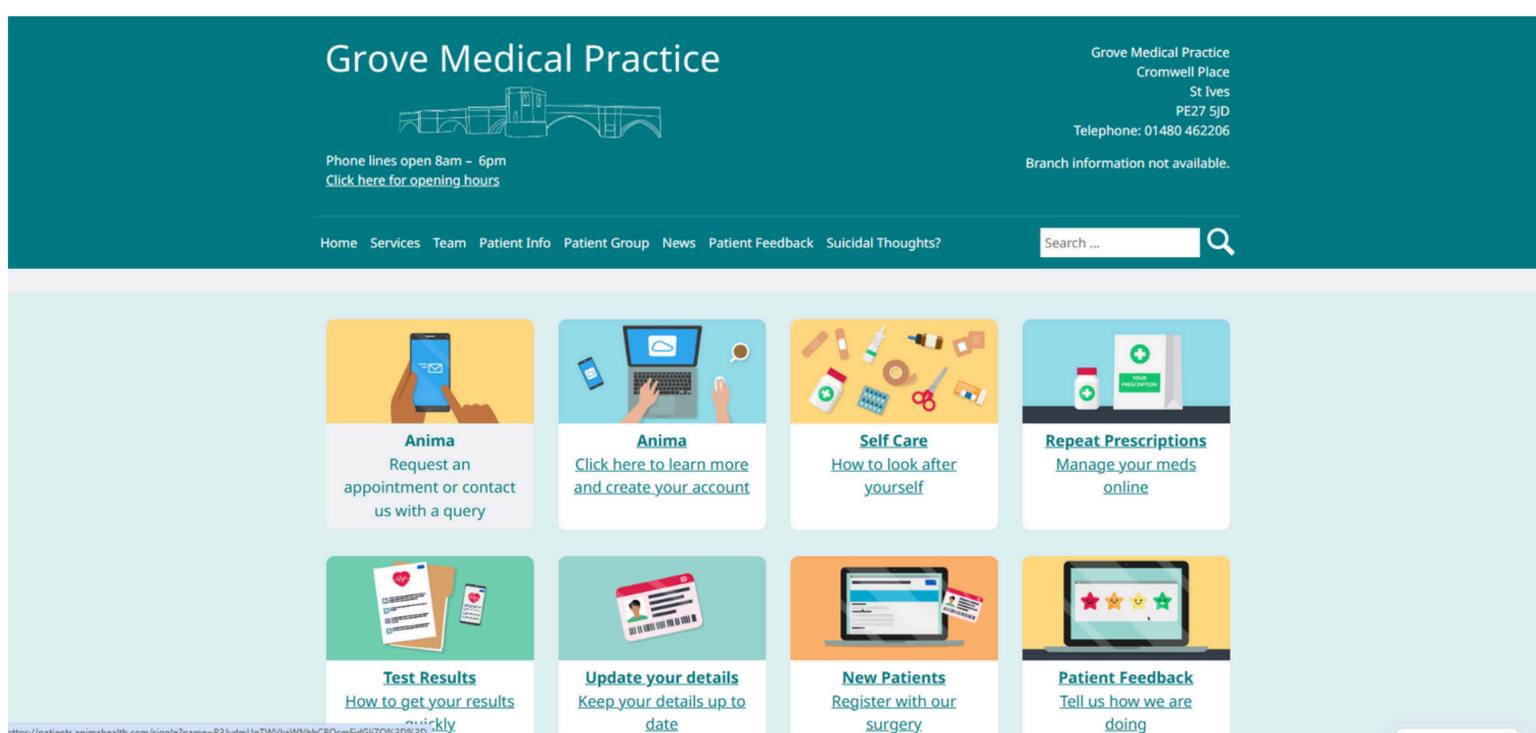
Dr Imogen Monks joins the practice as our new salaried GP. Dr Monks will be starting with us on 20 January 2026



Our Practice Website

A reminder to stay up to date with our practice website where you can find updates about the practice and the services we offer!

<https://www.grovemedicalpractice-stives.nhs.uk/>



Connect With Us on Social Media



Facebook

<https://www.facebook.com/grovemedicalpractice/>



Instagram

@grove.medical

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