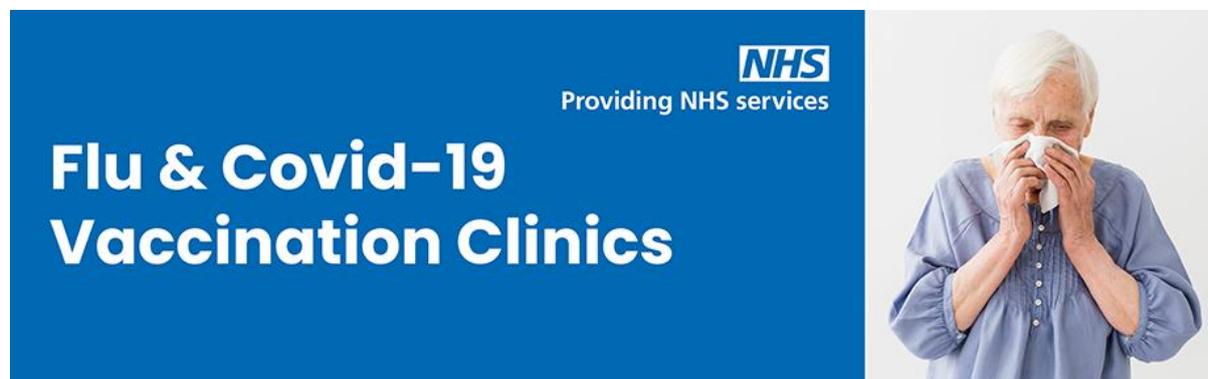


# Grove Medical Practice

## Patient Group Meeting Update – 9 October 2025



- The seasonal flu vaccination campaign started on 1 October 2025.
- We held our first clinic on this date and vaccinated 821 patients. 575 eligible patients also received a COVID-19 vaccination, with other vaccinations also given.
- The clinic ran from 08:00am to 18:00pm. We also picked up a number of patients with outstanding reviews that we could action at the same time.
- A further clinic ran on Saturday 4 October 2025 between 08:00am and 12:00 noon with 460 patients vaccinated for flu and 232 vaccinated for COVID-19.
- We have a further clinic on Tuesday 7 October.
- Vaccinations for our housebound and care home patients are taking place during week commencing 6 October 2025.
- We are now organising a further clinic to fully utilise any remaining vaccine stock and will then review whether we are able to order further stock if there is sufficient demand.
- Huge thank you to the team and to our Patient Group for their help and support in delivering these clinics.
- Separate clinics are being held for nasal flu vaccinations for patients aged 2 to 3.



- Our recent **Friends & Family Test** feedback scores 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 2024 to September 2025**), we received 3,747 completed surveys with **92.58% Good or Very Good**.
- We will shortly be developing an action plan to help us focus on any areas of improvement or suggestions submitted from the recent Friends and Family test surveys.

### Pride in Practice Award



- We received a **Gold Award** through the **Pride in Practice** programme for excellence in supporting or LGBTQIA+ patients. This was our first award under the programme.
- Working closely with the **LGBT Foundation**, the team at **Grove Medical Practice** completed a new training programme, reviewed policies and introduced new resources and information to ensure that services meet high standards of inclusivity and accessibility.
- Funded by the **Cambridgeshire and Peterborough Training Hub**, the **Pride in Practice** programme was delivered by the **LGBT Foundation**. The **LGBT Foundation** is a leading LGBTQIA+ health and wellbeing charity that works with GP surgeries, dental practices, pharmacies, and optometrists to embed LGBTQ+ awareness and inclusion into everyday healthcare. The programme provides training, support and accreditation, helping healthcare providers to improve patient experiences and tackle health inequalities.
- Commenting on the award, **Simon Stitson, Practice Business Manager** for **Grove Medical Practice** 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”.*

### 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)**
- **1,522 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**.

### Feedback from a recent talk by our Social Prescribers

- **Gail Higham, Social Prescriber** recently attended the Officers Mess at RAF Wyton to speak to a group about the services and support we can offer.
- Grove Medical Practice is an *Armed Forces Veteran Friendly Practice*

The banner features the Royal College of General Practitioners (RCGP) logo on the left and the NHS logo on the right. In the center, there is a photograph of a woman in a military uniform with several medals on her chest, standing next to a woman in a yellow top who is holding a small object. Below the photo, the text reads: 'We are an Armed Forces veteran friendly accredited GP practice.' To the right of this text, a paragraph explains that as part of the Armed Forces Covenant, the practice has a dedicated clinician with specialist knowledge of military-related health conditions. A call to action in a dark blue circle at the bottom right says 'To find out more, ask your nurse or GP.' The Armed Forces Covenant logo is also present in the bottom left corner.

RCGP Royal College of General Practitioners

NHS

Armed Forces veteran friendly accredited GP practice

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.

ARMED FORCES COVENANT

- Information about the services and support available to veterans is included on our practice website at <https://www.grovemedicalpractice-stives.nhs.uk/services/armed-forces-veteran-friendly-practice/>
- Commenting on the presentation, **Paul McCloskey** from **Healthwatch Cambridgeshire & Peterborough** said *“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”.*

### **Team Update**

- We recently welcomed the following new colleagues to the Practice:-
  - **Mille Summerfield** – Practice Nurse
  - **Sarah Gibb** – Practice Nurse
  - **Caroline Knott** – Nurse Practitioner
  - **Caroline Richardson** – Reception Team Member
  - **Harriet Coates** – Clinical Pharmacist – starting in October 2025
  - **Jennifer Townsend** – Healthcare Assistant – starting in November 2025