

The Grove

MEDICAL GROUP



WINTER NEWSLETTER 2022



Dr CK Foo took his retirement in September after 29 years as a partner at the practice. He will be returning as a salaried GP working 2 days a week.

Dr Karen Nielsen will be retiring in December after 30 years at the practice. We will miss her very much and would like to wish her all the best in her retirement.

Dr Adam Moxley has joined us as a full time Salaried GP. Dr Moxley was previously with us as a trainee and has returned as a qualified GP.

Our receptionist Fiona is retiring in December. Fiona has been with us for 22 years and we are very grateful for all of her hard work over the years. We wish Fiona all the best in her retirement.

When you call the surgery you may have noticed we now have a new telephone option. Option 7 allows you to leave a message cancelling your appointment without having to wait in the telephone que.

We installed this line to try and reduce our DNA figures, which has been successful.

In the first 2 weeks of November 2021 we had **137** patients not attend their appointments.

In the first 2 weeks of November 2022 we had **82** patients not attend their appointments.

This is still a huge number of appointments missed but is a significant improvement.



Enhanced access

As part of Jesmond Lower Gosforth Primary Care Network, we have access to a specific number of pre-bookable evening and weekend appointments.

When you call for an appointment at the surgery, you may be offered one of these appointments.

Appointments are hosted in our network hub at 200 Osborne Road and run from 6.30 pm to 8pm during on weekdays and from 9am to 5pm on Saturdays.



CHRISTMAS AND NEW YEAR OPENING HOURS 2022/2023



FRIDAY 23RD DECEMBER—OPEN 8AM—6.30PM

SATURDAY 24TH, SUNDAY 25TH, MONDAY 26TH & TUESDAY 27TH DECEMBER— CLOSED

WEDNESDAY 28TH, THURSDAY 29TH, FRIDAY 30TH DECEMBER— OPEN 8AM—6.30PM

SATURDAY 31ST DECEMBER, SUNDAY 1ST & MONDAY 2ND JANUARY - CLOSED

TUESDAY 3RD JANUARY 2023 —OPEN 8AM—6.30PM

Our new website:

We now have a new Practice Website. You can fill in health forms, submit feedback, register as a new patient, seek advice and much more. Please scan the QR code below on your Smartphone to be taken directly to our Website.

Alternatively you will find it at:

thegrovemedicalgroup.nhs.uk



Across August/September/October 2022 the practice received 39,800 telephone calls.

On average, inbound calls were answered by our reception team within 4 minutes.



A word from our newest PPG member:

I attended my first meeting of the "Grove Patient Voice" with some nervousness; however, I met with a friendly group of staff and patients and I learned so much about the practice that I did not know! I have been a patient for twenty years at the Grove so this came as quite a surprise to me! This newsletter (which will come out about three or four times a year) is a way of informing everyone about the services and personnel at the Grove and all that they do to keep us fit and well!

At the PPG meeting we discussed:

- The general practice update
- Information on extended access appointments
- The results of a patient survey on urgent access

The information was so useful; hence this newsletter for all patients to read! Or better still..... come and join us on Grove Patient Voice and share your views in person!!

Please see our board in the waiting room for further information.

Different types of appointments at The Grove written by the Partners:

We would like to advise our patients of our appointment system, given changes we have made to manage the unprecedented demand for appointments we have seen since the summer.

At The Grove we have over 12,500 registered patients. We have 14 GPs working at the surgery, and 2 GP trainees. Each week, we offer on average 600 routine GP appointments, and see around 300 patients in urgent appointments. As a partnership and practice we pride ourselves on being able to deliver continuity of care, and of building good relationships between our patients and their GP, which is why we encourage all patients to try and see one GP for routine appointments if possible.

Routine GP Appointment:

Pre-bookable in advance.

Monday-Friday 8am-6pm (with some early morning clinics starting at 7am)

Patient choice for a telephone appointment or face to face appointment.

Reasons for routine appointments would include: any ongoing chronic condition, test results, medication reviews, new non-emergency medical issues.

Urgent (Same Day) GP Appointment:

All requests triaged by the designated emergency GP by telephone, which allows us to deal with more patients.

The GP may be able to sort your problem over the phone, but if needed they will ask you to come down to the surgery to be seen face to face.

Please note that the GP will only be able to deal with your urgent issue, you will need to book a routine appointment with your usual GP to discuss any other issues.

Reasons for urgent appointments would include: unwell children, breathing problems, new severe abdominal pain, severe mental health concerns.