

GROVE MEDICAL CENTRE

PATIENT NEWSLETTER



Winter 2016



Hi everyone and welcome to the winter edition of our patient newsletter. It's been a very busy year at The Grove and no doubt many of you will be aware of some of the changes we have made. We have successfully recruited some new Doctors and Nursing staff to help us manage our appointments, in addition to adding some new faces behind the scenes to ensure we keep everything running smoothly on the administrative front. You will find lots of news about what's been happening and what we have planned for the coming weeks and months in this edition.

*A warm
welcome...*

New GP's

In our last Newsletter we were able to share some really positive news regarding our two new GP's Dr Girkin and Dr Dar. Both of our new Doctors have settled in well and have now become familiar faces around the Practice. We have had lots of positive feedback from patients regarding the care and support offered in consultations.

We are also please to confirm the arrival of Dr Pamela Barcella to the Practice. Dr Barcella may be a familiar name to some of our patients as she previously undertook some Locum work for us when the Practice was based at Central Surgery. As a highly experienced and very well regarded doctor and a female GP, Dr Barcella is a very welcome addition to our team here and we feel very lucky to have secured her services. Dr Barcella will be working three days a week from January 2017.

With the arrival of our new GP's, we will continue to review our appointment system to ensure that we offer patients timely access to an appropriate clinician wherever possible.

We know that a lot of patients would like to see their named GP where possible, which is something we as a practice would also like to try and offer. However, due to the high demand for appointments and the fact that we now work very much as a team, Doctors and Nursing staff often have to undertake different roles on different days. For example, all of our GP's undertake the 'duty doctor' role on a rotational basis, which means they are not always available to see pre-booked patients. Also, all of our Doctors have to allocate some time each day to see urgent, on the day appointments, as well as offering time for home visits to housebound and terminally ill patients.

We are very mindful of the feedback we receive from patients and we make every effort to respond positively wherever possible. Both Dr Dar and Dr Girkin will have patient 'lists' to enable them to undertake the named Doctor for specific patients. We are making gradual changes to our appointment rotas and whilst the ability to provide a perfect appointment system that works for 100% of our patients 100% of the time will always be difficult to achieve, we very much hope that we can arrive at a solution which meets the needs of the vast majority of our patients.



Patient Participation Group (PPG)

The PPG had our latest meeting in October, where amongst other items, we discussed recruitment at the Practice. We were pleased to welcome two new GP's in the Autumn but sad to hear that Dr Garrett- Moore will be leaving us at the end of the year, for a well-earned retirement. The PPG wish to thank him for all his hard work and dedication whilst he has been with us. We believe that recruitment has already begun for his replacement. Hopefully our additional GP's will help reduce the pressure for appointments, particularly at this time of the year.

The PPG was involved in the presentation made to the CQC (Care Quality Commission) in their recent inspection and we are awaiting their report. Following on from the Dementia Information Day held earlier in the Year, We are hoping to organise a Carers Information Day in the New Year. Please keep a look out for the details, dates and further information which will be put on the Practice's website and circulated in the Surgery.

We would like to wish all patients and staff of the Grove Medical Centre best wishes for 2017.

Leisha Klein (Chairman Gove Medical Centre PPG)

Dr Garrett-Moore

As you may have read in the item from our PPG Chair above, we are very sad to announce that Dr Garrett-Moore has decided to hang up his stethoscope and retire at the end of this year. He will be sadly missed by both patients and colleagues alike and the news of his departure has been received with genuine sadness by those that know him well as a Doctor, colleague and friend. Tim's friendly and caring manner alongside his considerable skill and experience as a Doctor will be sadly missed and we wish him every happiness in his well-deserved retirement. Dr Garrett-Moore is a keen photographer and also enjoys travel and has plans to spend much more time enjoying these pursuits in future! We all wish Tim and his wife every happiness for the future.



And Finally....

With the Festive season now fully upon us, we would like to wish all of our Patients and their families a very Happy Christmas and a Healthy and prosperous New Year. We would also like to extend our sincere thanks to those of you that have sent cards and gifts to staff, for which we are extremely grateful. After a short break at Christmas, The Grove will once again swing into action as we continue to strive to offer our patients and our local community the very best Healthcare in the coming year.

We will keep you updated of any future developments via these newsletters and our website, which you can view at: <http://www.grovemcfelixstowe.nhs.uk>

