



Grove Surgery Integrates into Providence Group

Managing director and senior GP partner of the Providence group, Dr Mufeed Ni'man, is pleased to announce the official integration of The Grove surgery into the group of surgeries that now includes six other sites in the area.

"Our primary concern is our patients' needs and we are very happy that the administrative side, which brings The Grove Surgery into the Providence family, is now complete." Dr Ni'man says.

"We are very lucky to have Dr Juliet Gregson, one of the original partners, with a legacy of over 20 years' service, still with us, as well as other clinical and administrative staff who have been on The Grove team for many years, providing our patients with continuity throughout the integration. Our priority now is to increase the availability of appointments and to build on an already strong clinical team. There will be lots of improvements in the care of our patients at The Grove Surgery."

Dr Gregson, who set up The Grove Surgery with Dr Stephen Tomkins in 1997, feels positive about the practice's metamorphosis.

"General practice is changing, and for surgeries to survive they need to join with other practices. Patients also benefit from the additional services on offer," she says.

Dr Tomkins, who left the practice last summer, has recently communicated with patients in a letter, which can be viewed in full on the surgery website. In it, he explains how Dr Gregson and he made careful plans for The Grove surgery. On moving the surgery premises, he says,

"The motivation for this move was clear – the old building was not fit for purpose

and with increasingly stringent CQC guidelines to comply with the continued existence of the practice at the old site would not have been possible. In short the surgery would have been forced to close."

He also talks about his reasons for leaving the practice.

"I was not looking for an alternative occupation, but was approached to do a part-time senior job for the Dorset Clinical Care Commission. After great deal of deliberation I felt this was a mechanism via which I could influence and improve the delivery of medical care across the wider population of Dorset, whilst continuing to carry out some clinical sessions at a local rest home," he says.

After deciding to leave the practice, Dr Tomkins and Dr Gregson made the decision to transfer the practice to Dr Ni'man.

"After weighing up all the options available we agreed to hand the practice over to Dr Ni'man and his staff because they are a team who have consistently achieved a CQC rating of 'Outstanding' for patient care which is not an inconsiderable achievement in the modern day NHS. It should be remembered that we at the Grove had previously only been awarded a 'Good' rating," Dr Tomkins says.

Dr Ni'man is appreciative of the continuing support from staff and patients in view of the changes and challenges they have all recently had to face.

"Obviously patients had to move sites previous to us coming on board, which is a big change to cope with and we appreciate that. Secondly, we have had to integrate new doctors and admin staff. Thirdly, we had to assess patients'

needs and requirements and have re-established the Patient Participation Group. Our patients have told us that they have found all the changes challenging and we have taken that on board." he explains.

Dr Ni'man has kept abreast of all patient feedback, including concerns.

"We had a temporary issue with prescription turn-around times increasing dramatically during the integration, as patient numbers increased, so to reduce these times we appointed a full time pharmacist to review medications and prescriptions are now being processed by us within 48 hours of being received. I feel that the action we were able to take is testament to the dedication of our experienced and innovative staff and should be celebrated," he says.

Dr Ni'man says The Grove surgery will continue on with its family ethos, but move into the future as a more efficient and modern practice.

"I feel excited and I'm encouraged by what I have seen at The Grove so far. I would like to thank the patients for all the feedback they have given us because it is important to understand how they feel in order to prioritise." he says.

"There will be lots of innovation in improving the care of our patients at The Grove Surgery" Dr Ni'man

5 GP Partners	More patient consultation
Ultrasound	More provision for mental health & dementia
Diagnostics	Increasing specialism in frail patients
Physiotherapy	
More investment in patient services	

Who's Who:

Dr Mufeed Ni'man



Job: Senior GP Partner

Career history:

Qualified in 1985. Became partner at Providence Surgery in 2002. Providence Surgery merged with Strouden Park Surgery in 2014, Crescent Surgery & The Village Medical Practice in 2016. Became Senior Partner at The Grove Surgery in 2017. Also a senior partner at The Marine surgery and Oakridge surgery.

Hobbies:

Football player, lover of Man U and AFC Bournemouth. Loves motor-biking and likes to occasionally eat cake.

Plan for The Grove:

To raise the standard to outstanding, as are our other sites.

Most likely to say:

Here we go!

PPG corner

The Grove Surgery PPG is planning a **Get to Know The Grove Surgery event on 16th June**. Check the website and PPG noticeboard in the waiting area for details coming soon! #teaparty 🍵

The Grove Surgery Patient Participation Group (PPG) would like to invite you to join their list of members.

Involvement could be as simple as signing up for email alerts and e-surveys, or you might want to attend one or more of the quarterly meetings, or perhaps even become a committee member.

For more information, email:
grove.ppg@dorset.nhs.uk

Focus on: appointments



Appointments can be divided into two broad categories:

Routine Appointment: Usually face to face time, although occasionally a telephone consultation between a patient and clinician, to discuss and/or investigate ongoing or non-urgent issues.

To book: Use online services, or phone or visit the surgery.

Urgent Appointments: A face to face or telephone consultation, to discuss and/or investigate urgent issues. An urgent issue is where the patient's condition has arisen, changed or worsened suddenly.

To book: Phone at 08.30 on the day. If you are assessed as being an urgent case, we will always ensure that you are seen or spoken to by a clinician the same day. It may be that we offer you an appointment at a different local site or Bournemouth Hospital.

IF YOU HAVE AN EMERGENCY ALWAYS CALL 999

DNAs at all time high

DNA—or Did Not Attend—is the acronym used for appointments that are unattended and are an increasing issue in an already stretched NHS.

At The Grove Surgery in the last month alone, we have had 58 DNAs, equating to a minimum of 10 hours of wasted clinical time.

If you are unable to attend your appointment, please cancel it as soon as possible to enable us to make the appointment available to other patients who need it.

3 different ways to cancel your appointment

1. Reply CANCEL to your automatic appointment reminder text

OR

2. Cancel using online services.

OR

3. Phone or visit the surgery.

Thank you for helping us to maintain a good service for all our patients.

Extended Hours Service

70% of patients across Providence, Crescent, Strouden, The Village, The Grove, The Marine and Oakridge surgeries, responding to a survey, said that they were likely to make use of weekend appointments.

We have now made weekend appointments available at Boscombe and Springbourne Health Centre for all our patients. If you would like a weekend appointment, ask The Grove Surgery reception staff, who will be happy to help you.

Online Services

Using our online services is a great way to take more control of your healthcare.

You can use online services to:

- Make or cancel appointments
- Review your medication.
- Order repeat prescriptions.
- Change your contact details.

To get your log-in details, bring 2 forms of photo ID and proof of address to the surgery.

