



## We are a dementia friendly Practice!

**The Grove Surgery, along with all other Practices in the group, has recently been accredited as Dementia Friendly by Wessex Academic Health Science Network.**

The accreditation comes after a 15 month process that has involved staff members undergoing dementia awareness training and changes being made within the surgeries to better support people with dementia.

Currently around 2% of The Grove Surgery patient population is living with dementia and with a person's risk of developing dementia rising from one in 14 over the age of 65, to one in six over the age of 80, dementia is an increasing area of concern for our ageing patient population.

People with dementia can struggle to remember appointments, navigate the practice environment, express their concerns in the short time available with the GP and to recall the details of their discussions regarding their care. This impacts on quality of life and health for the person with dementia now and in the future and can also impact usage of primary care, emergency admissions to hospitals and transition to residential care. In addition, general practice often acts as gatekeeper for key aspects of care for people with dementia, opening the door to information and planning.

Benefits of the accreditation include improved quality of care and support for patients with dementia, a reduction in missed and repeat appointments, an increasing dementia awareness and understanding for all Practice staff and

supporting key lines of enquiry of the Care Quality Commission.

Senior GP Partner, Dr Ni'man said, "We are very proud of being accredited as a Dementia Friendly Practice. This is another endorsement of our dedication to quality care for groups of patients. The staff has worked hard to achieve this, from studying training modules, to setting up dedicated dementia clinics, registering and involving carers and changing fittings and signage and I thank them and congratulate them on their efforts. We believe that the changes we have made will have a positive impact for all our patients, as well as those living with or affected by dementia."

If you would like more information on dementia, visit: <https://www.nhs.uk/conditions/dementia/about/> or talk to your GP.

### Proactive Care for Frail Patients

For patients who are over 75 years old, we have set up the Frailty and Anticipatory Care Team (FACT).

This team currently comprises four paramedics and a health care assistant, who work together to proactively manage dementia and severe frailty patients in the community. They actively undertake annual birthday reviews and follow ups if necessary, working closely with the GPs and nursing teams at the surgeries and also with district nurses and the wider community teams to ensure safeguarding of vulnerable patients.

The team also manages blood taking and flu, shingles and pneumococcal inoculations for housebound patients.

**Book your flu vaccination now!**

**See overleaf for details**

### Free health coaching for carers and patients with ongoing health conditions



**At The Grove Surgery, we now have a health coach, who offers free sessions on Mondays for carers and patients over 18 with ongoing health conditions.**

#### What is a health coach?

Whereas clinicians help manage the medical aspects of our health, health coaches can help us to manage the practical and emotional impact on our day to day life. With a health coach, you can get support in dealing with issues that are affecting you, such as:

- managing pain and fatigue
- preparing for appointments
- accessing information to understand conditions and treatments
- feeling more confident getting out and about
- building a network of support
- accepting and coming to terms with having a health condition

**Eligible patients can access up to six 45 minute sessions and can be referred by any member of The Grove Surgery team.**

**Ask a member of staff for a referral today.**

**Who's Who:**

**Anne Pullman**



**Job:** Practice Nurse

**Career history:**

I have been a Practice Nurse for about 10 years and have worked at the Grove for 7 years. I trained at the Royal Free Hospital, London in the late 80s then in ITU at St Thomas' and Guy's Hospitals, did a degree in human Biology at King's College and moved into Practice Development, then education at King's College Hospital and university, teaching undergraduate and post graduate nurses.

I also worked in Oxford as a Clinical Placement Facilitator for student nurses for couple of years before moving to Dorset in 2005.

**Hobbies:**

Spending time with my family: I have 2 teenage children. Also walking my gorgeous Labrador, Alfie and playing the piano.

**Best thing about job:**

Doing the best that I can for my patients, to help them with whatever their needs are and making their experience of coming to the surgery as good as it can be!

**Most likely to say:**

S'that alright..?

**PPG corner**

The Grove PPG held their AGM on Tuesday 4<sup>th</sup> September, where the Chair, Treasurer and patient feedback reports were delivered.

Minutes of the meeting will be available on the surgery website by the end of September. The next PPG meeting at The Grove Surgery is on 30<sup>th</sup> October at 18.00, where the committee will be planning their activities for 2019.

For more information, on the PPG email: [grove.ppg@dorset.nhs.uk](mailto:grove.ppg@dorset.nhs.uk)

**Focus on: blood tests**



When your GP decides that you need to have a blood test, they will initiate a request on our system. This will then be visible on your record, so there is no longer any need for a paper form. You then have the choice to visit one of the hospital clinics, at a time that is convenient for you and wait to be seen on a first come, first seen basis, or to book an appointment at the surgery.

**Blood tests at the surgery**

Appointments at the surgery are usually available in three to five days' time. You will have a set appointment time, with a Health Care Assistant (HCA), in the familiar environment of the surgery, rather than having to sit and wait at the hospital pathology clinics.

The only blood tests we **don't do** at the surgery are:

- blood grouping tests
- any tests for patients under 16 years old.

**Currently our blood clinics run on a Tuesday and Thursday morning and on a Wednesday, until 3pm. For more information, ask at reception.**

**An Improvement on Did Not Attends (DNAs)**

In August we had 91 DNAs, which is 6 less than in June, but still equivalent to a minimum of 15 hours of wasted clinical time. Please remember to cancel your appointment if you no longer need it so that someone else can use that time.

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

**Protect yourself from flu now!**

Flu season is upon us and while for many, a dose of flu will clear up in a week or so and is nothing to worry about, for others, the virus can be deadly.

The flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death amongst at-risk groups. Flu vaccinations are available on the NHS at The Grove now for the following groups:

- Adults who will be 65 or over on 31<sup>st</sup> March 2019
- Adults over 18 at risk of flu
- Pregnant women

**If you think you are eligible for a free flu vaccination, contact reception now.**

For more information about eligibility, visit: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

**You said, We did 2017-2018**

You said	We did
Provide water for patients in the waiting area	Made bottles of water available from reception
More doctors and appointments	Increased number of GPs, clinical sessions & introduced weekend appointments
We don't like queueing for reception	Introduced a self-check in screen

**Thank you for all your feedback and suggestions and please keep them coming! Ask reception for a Friends and Family Test feedback form today.**