

The Grove Surgery

*Family
General Practice*

Fairmile Road
Fairmile
Christchurch
Dorset
BH23 2FQ

Tel: 01202 481192 Fax: 01202 479732
Email: grove.surgerychristchurch@nhs.net

Dear Grove patient,

I would like to introduce myself. I am the new Primary Care Services Manager for The Grove Surgery and am responsible overall for the management of the Practice.

Previously I worked for many years in practice management and also at the Dorset Clinical Commissioning Group. I am looking forward to becoming better acquainted with the Practice and patients over the coming months, and am particularly keen to build on the strong existing relationship between staff and patients. I would like to start by asking for your input on a proposed change that I hope will benefit both parties.

As you may be aware, the NHS is currently experiencing a recruitment crisis which is increasing pressure on existing staff. We at The Grove would like to alleviate some of this pressure by closing the surgery each day between 1-2pm. We believe that our proposal would be of great benefit to our patients by:

- improving working conditions for our staff which will lead to less sickness and allow us to provide better access for our patients
- enabling staff to take their lunchbreaks when colleagues are on annual or sick leave
- allowing staff to participate in essential training in order to ensure continued quality patient care
- providing protected administration time for staff to efficiently process the large amount of prescriptions and enquiries which we receive from and for patients daily
- enabling staff to work efficiently during peak periods of demand which are usually the first part of the morning and afternoon

Please note that patients would still be able to ring the surgery during 1-2pm when a triage service would be in place to advise or re-direct calls.

We do hope that you will see the positives within our proposal, however, we welcome any feedback that you might have in response. We will be considering your responses over the coming weeks and will keep you informed in advance of any changes before being implemented. Please send your comments to the following email address: grove.ppg@dorset.nhs.uk or submit written feedback at reception.

Thank you for helping us to continue to provide quality continuous care for our patients.



Best wishes,

Jean Frangleton
Primary Care Services Manager
The Grove Surgery