

Patient Newsletter



ITEMS IN THIS SPRING / SUMMER NEWSLETTER

- Whose Who - Our teams
- Network Updates
- Health Care Updates and Education
- Community/Local Events
- PPG Information
- Patient Feedback

WHOSE WHO - OUR TEAMS

We have a range of clinicians based at our surgeries who work closely with our GPs to provide you with the best possible care. These include:

- Physician Associates (PAs) – PAs are trained healthcare professionals who work under the supervision of a GP. They can assess, diagnose, and treat patients.
- Advanced Nurse Practitioners (ANPs) – ANPs are experienced nurses with advanced training. They work independently, much like a GP, and can diagnose, treat, and prescribe medications.

You may also see other members of our clinical team, including:

- Nurses
- Health Care Assistants (HCAs)
- Phlebotomists (blood-taking specialists)
- Physiotherapists
- Paramedics
- Pharmacists
- Social Prescribers / Health & Social Care Coordinators
- Mental Health Practitioners
- Frailty Specialists

Each clinician plays an important role in supporting your health and wellbeing. You can find more information about our clinical team and the services they provide on our website southcoastmedicalgroup.co.uk



NETWORK UPDATES

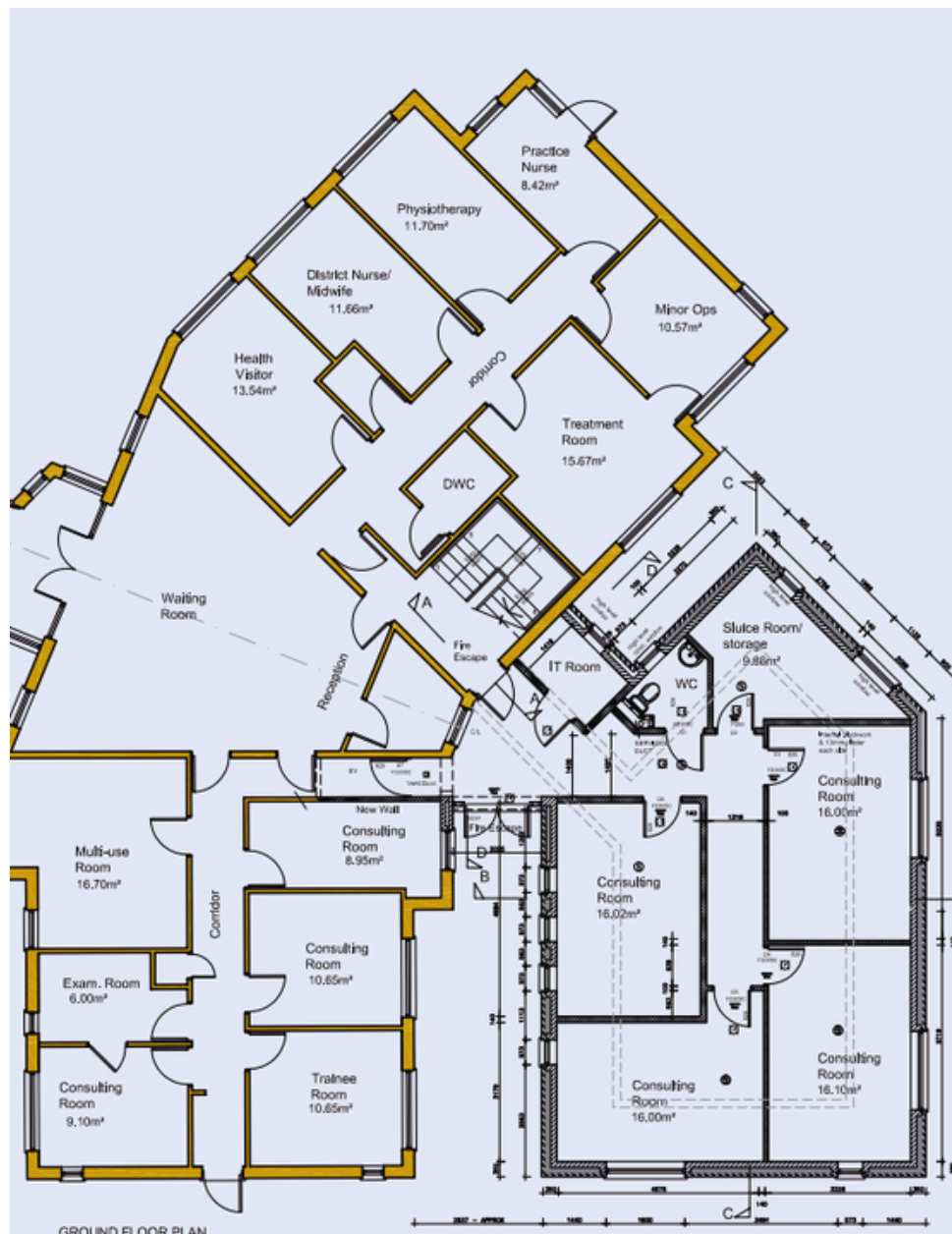
Extension Works at Denmark Road Medical Centre

We are delighted to share that construction work on the extension of Denmark Road Medical Centre is now underway! As you maybe aware our current premises were originally built to support around 4,000 patients. Over the years, the list size has grown, and today following the addition of patients who have joined us from Winton Medical Centre, we are supporting just under 15,000 patients. Hence the need for more space!

The new extension will significantly expand our capacity. As you can see from the plan below., this development will help us continue delivering excellent care, improve the working environment for our staff, increase access for our patients, and support the future growth of our services. As you can see from the images below our senior partner **Dr Niman** has been on site to help 😊

Once completed, the new space will include:

- 4 Additional consulting rooms.
- 1 Additional ground floor toilet.
- 1 Stock room.
- 2 Administrative offices.
- 1 Meeting room.



Thank you for your continued support during this exciting development.

NETWORK UPDATES

Information regarding FLASH Groups

What is FLASH?

Flash stands for families learning about self-harm. This programme is designed to address young person's mental health issues by supporting young people and their carers who self-harm, through offering a formal parenting-based intervention in the format of a parenting programme to the parents/carers. This is to enable the parent/carer to integrate the role of a parents with how to manage and support young people who exhibit self-harming behaviours.

The FLASH Parent Training Programme is a 10-week programme for parents and carers of young people, 11 to 17 years of age, where there are difficulties in relating to their young person's self-harming behaviours. Parents are referred to FLASH when the teenagers self-harming behaviours are impacting on the family as a whole. Approximately 8-16 parents are invited to each group and each session usually last approximately two hours. The main aim of the group is not to focus on the young person's behaviour but to reduce the levels of stress within the family to a manageable level. It is the group's belief that each young person and adolescent is unique, and it is the aim of the group facilitator to make each parent and carer aware of this uniqueness as well as to understand and appreciate it.

This programme was developed as there is no identified service which offers parents of young people who self-harm an opportunity to explore, share and problem solve the issues that face them when their young person is self-harming.

How does it fit into social prescribing?

As social prescribers within the South Coast Medical Group, we work in surgeries located in areas of significant deprivation. Many of the families we support face financial barriers to accessing much-needed help, particularly when it comes to addressing serious issues such as youth self-harm. Waiting lists for professional support are often over a year long, and private services are financially out of reach for most of these families. Reports show that 1 in 10 teenagers self-harm, but the true figure could be even higher as most incidents of self-harm are treated at home. Running these groups would fill the gap of support that is missing not only for parents but the whole family, as the support that is offered is made to benefit entire families.

FLASH, which is recognized by the NICE guidelines, offers an evidence-based approach to addressing self-harm in young people. This program aligns with the key responsibilities outlined for social prescribers in the Directed Enhanced Service (DES) contract, particularly in the areas of providing personalised support, developing trusting relationships, and promoting mental and emotional well-being for both patients and their families.

The Impact of Running FLASH Groups

By introducing FLASH groups within our surgeries, we are the first GP practice in Dorset to roll out this innovative program.

FLASH directly addresses the needs of families who feel there is no support available to them. By running this group patients receive critical emotional support while the surgery builds stronger connections with the community. The impact of these groups is transformational, helping families to break the cycle of helplessness, build resilience, and ultimately improve both the mental and physical health of the individuals involved.

This is an incredible opportunity to not only help our patients and their families but also reinforce our surgery's commitment to providing comprehensive, innovative, and compassionate care.

NETWORK UPDATES

Grove Surgery Car Parking Update

University Hospitals Dorset (UHD), who own the land on which The Grove Surgery is based, along with SABA Parking, have introduced charges for patient and visitor parking in selective car parks. Unfortunately, we received very limited notice of this change and were not given the opportunity to inform you in advance. We understand this may cause frustration and inconvenience.

Following discussions with UHD we are pleased to announce that Grove Surgery Patients have free parking in Car Park F (opposite the Care Home), for up to one hour, with the spaces clearly defined for patient parking. Furthermore, the 'Drop-off and Pick up Only' designated areas allow a maximum stay of 20 minutes free.

Car Park A now allows 20 minutes of free parking, after which a charge of £2.70 applies for up to 2 hours parking, the exception to this are Blue Badge holders who can park free of charge providing a valid Blue Badge is displayed in the front windscreen. There is also additional parking for Blue Badge holders past the Grove Pharmacy. Please be aware that Surgery staff are unable to override or extend this limit, so we strongly advise planning your visit accordingly to avoid charges.

Alternatively, there is free parking available on some of the surrounding roads, just a short walk from the Surgery.

Thank you for your understanding.



HEALTHCARE UPDATES AND EDUCATION

Know the symptoms of bowel cancer



Bleeding from your bottom



Blood in your poo



A change in how often you poo, or regularly having diarrhoea or constipation



Losing weight but you're not sure why



Feeling very tired all the time but you're not sure why



A pain or lump in your tummy

If you have any of these symptoms, it's important to ask your GP for an at-home test as soon as you can.



“I’m doing it
for our future”

Don't ignore your
cervical screening invite



Help us
help you

HEALTHCARE UPDATES AND EDUCATION



Remember to order prescriptions early



To avoid delays in getting your medicines over the bank holiday, please order prescriptions in good time.

You can order repeat prescriptions through the **NHS App** or at your **local general practice**.



Help us help you

Let's talk about...

breast health

contraception

pelvic health

pregnancy

fertility

menstrual health

sexual health

prevention and protection

gynaecology

menopause

cancer

mental health

ourdorset.org.uk/women



HEALTHCARE UPDATES AND EDUCATION

Pharmacy First

Did you know that our reception teams are trained to signpost patients to a community pharmacy in the first instance if they state that they have any of the following conditions -

- Sinusitis
- Sore throat
- Earache
- Infected insect bites
- Impetigo
- Shingles
- Urinary Tract Infections (in Women)



COMMUNITY / LOCAL EVENTS

Twilight Walk 2025 – Please find further information via [this link](#).

Shake & Stir Vintage Music Festival - Please find further information via [this link](#)

Christchurch Market - Please find further information via [this link](#)

Boscombe Market - Please find further information via [this link](#)

The Great Tail Trail - Please find further information via [this link](#)

Forest Walkies with Wallace and Gromit - Please find further information via [this link](#)

Pop up Sundays at Highcliffe Castle - Please find further information via [this link](#)

Red House Museum and Gardens - Please find further information via [this link](#)

Upton House Park Run - Please find further information via [this link](#)

Park Yoga - Please find further information via [this link](#)

Safe and Sound (Local Women's Charity) - Please find further information via [this link](#)



COMMUNITY

PPG INFORMATION

What is the role of The Patient Partnership Group (PPG)?

Patient Participation Groups (PPG) are set up by Practices but, over time, they are usually run by patients. Typically, they will have a committee that meets regularly to give the PPG some leadership and a sense of direction.

The PPG should work closely with The Practice and it is normal for members of The Practice Team, including General Practitioners to be part of the Patient Participation Group.

Patient Participation Groups are not set up to be a 'forum for moaners' but nor are they 'doctor fan clubs'. They are a route for patients to advise and inform The Practice on what matters most to patients and to help identify solutions to problems. Members of PPGs should think about the wider patient interest and not just their own personal concerns when serving on the PPG.

Every PPG should be clear about what it is there to and hopes to achieve. It should have well-thought out core objectives so that if someone asks what the Group does, there is a clear answer. These goals and aspirations need to be realistic and achievable because the PPG is run by volunteers. In most instances, the Patient Partnership Group will work in partnership with The Practice, in that way, it can achieve a great deal more.

The activities of the Patient Partnership Group (PPG) vary because they develop and evolve to meet local needs of their Practice Population and may, for example, include either or all of the following -

- Improving communication by assisting in the production newsletters or leaflets that provide patients with information about their health and how to access services .
- Together with members of The Practice Team participate as appropriate in the organisation of health promotion events so that patients can have a really good understanding of their health and how best to look after it.
- Acting as a 'critical friend' to The Practice, by helping it appreciate and understand what patients are thinking and are saying about issues, such as, opening hours, telephone systems, requests for home visits, delays in being taken for appointment, seeing their favourite GP, seeing their favourite Practice Nurse, repeat prescriptions and the range and type of services provided within The Practice.
- Helping to fill some of the gaps in services by signposting patients to available support or providing services such as patient libraries, volunteer transport, befriending and support groups.
- Fundraising to support the work of the PPG and to improve the care that is available to patients of The Practice.
- Influencing the services that are provided, and where they are provided, by taking part in what are called commissioning decisions: this means that services can be developed in the way that is best for patients.
- Undertaking appropriate survey or research to find out what matters to patients and discussing the findings with The Practice.

WE NEED YOUR HELP !

If you or someone you know is interested in joining the PPG please email patientservices.scmg@dorsetgp.nhs.uk, and we will let you know when our next scheduled meeting will be taking place.

PATIENT FEEDBACK

Feedback received from a Denmark Road Medical Centre patient -

"To all the staff at Denmark Road Medical Centre, especially those who were on duty Monday 3rd February, who showed great care, professionalism and expertise towards my partner. I feel that your prompt action and diagnosis saved her that day"

Feedback received from a Denmark Road Medical Centre patient -

"It was such a tonic to see Mickey and Grace, yesterday! You have both made such a positive impact on my life, after my Mum's passing. I will never be able to put into words adequately enough how much you have helped me, but know that you are such incredibly caring, gifted and wonderful souls."

Feedback received for Crescent Providence Supervisor -

"Bex was incredible, superb, kind, had a professional attitude, and a breath of fresh air. Thank you to her and the NHS".

Feedback received from a Grove Surgery patient -

"I wanted to write to you to express my compliments for Laurie, who I have dealt with via phone on many occasions when calling The Grove Surgery on different matters. Laurie was polite, courteous and nothing was too much trouble".

Feedback received from a Grove Surgery patient -

"Recently I have spoken to a receptionist at the Grove on two occasions, she has been so helpful and in my opinion went over and above her job role to help me, she has a lovely kind reassuring manner and is an asset to the Grove Surgery team!"

Feedback received from a Crescent Providence patient -

"The surgery staff are both helpful and understanding in the handling of all personal matters and I highly recommend that they are recognised for these admirable attributes".

Feedback received from a Marine Surgery patient -

"This was my first time today to see Nikki Lopez regarding my long term health problem. She had a lot of time to discuss & carry out tests to help me get my full health back. It seems from previous doctors that I've been on the wrong medication for a long time. She made me feel positive when leaving my appointment and here in every way in the on going future to support me and to get me back on track."

If you have any feedback you would like to share—whether it's about your recent experience, suggestions for how we can improve our care, or ideas to help us enhance our services—we would love to hear from you. Please email patientservices.scmg@dorsetgp.nhs.uk