

# Patient Newsletter

## ITEMS IN THIS SPRING / SUMMER NEWSLETTER

- Network Updates
- Health Care Updates and Education
- Community/Local Events
- PPG Information
- Patient Feedback

# NETWORK UPDATES

## Marine Surgery Reconfiguration Project

We are pleased to confirm that work has now commenced on the reconfiguration project at Marine Surgery. The project includes the addition of two new consulting rooms, as well as the relocation of the patient reception check-in desk to the rear wall of the waiting area.

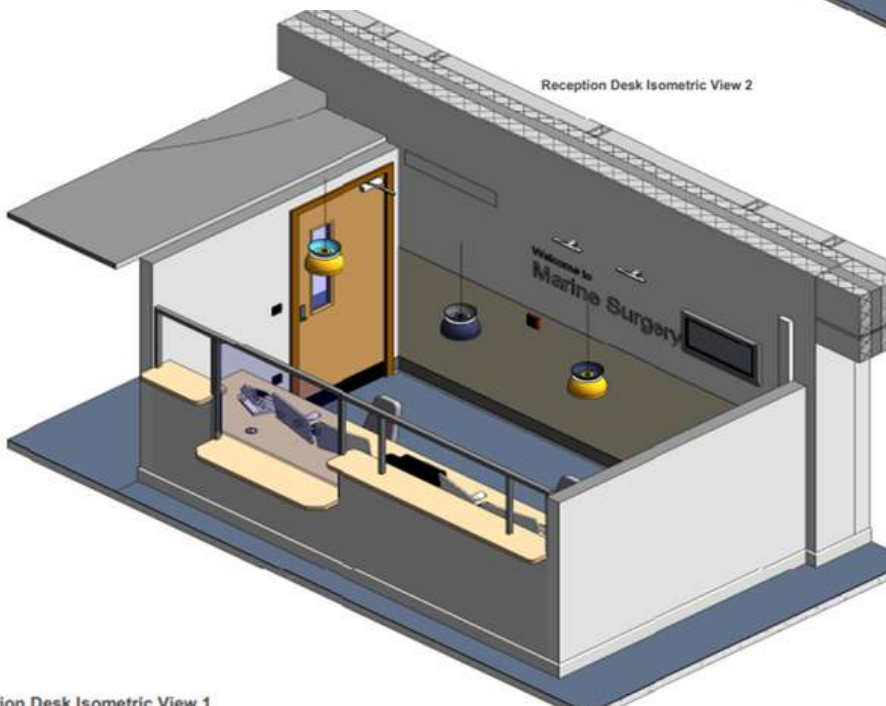
This project will help to address a significant clinical room capacity constraint at Marine Surgery and across SCMG. The additional consulting rooms will support rising patient demand, improve appointment availability, and relieve pressure on clinical staff, ensuring the Marine surgery can accommodate ongoing list growth for the foreseeable future.

Unfortunately, there will be some temporary disruption in the waiting area while construction takes place. The building contractors have agreed to keep noise to a minimum and, where possible, carry out work at the weekend.

We appreciate that this may make your visit to the surgery a challenge for a short period and thank you in advance for your understanding and patience.



Reception Desk Isometric View 2



Reception Desk Isometric View 1

**NETWORK UPDATES**

**Marine Surgery Reconfiguration Project (Continued)**



**GF.01 Internal Perspective 1**



**GF.02 Internal Perspective 1**



**GF.02 Internal Perspective 2**

## NETWORK UPDATES

### Changes to your GP Services in 2026 - 2027

The NHS is introducing some updates to GP services from April 2026. These changes are designed to improve access, make better use of the wider healthcare team, and ensure patients receive the right care, at the right time.

#### What this means for you

##### 1. Faster and more flexible access

Practices are continuing to improve how you contact us. This includes online requests, telephone triage, and digital tools to help us respond more quickly and direct you to the most appropriate clinician.

##### 2. Seeing the right professional for your needs

You may be offered appointments with a range of healthcare professionals such as pharmacists, physiotherapists, nurse practitioners, or paramedics – not just GPs. These team members are highly trained and can often help you more quickly.

##### 3. Focus on urgent and same-day care

We are prioritising patients with urgent medical needs to ensure they are seen as quickly as possible. This may mean routine or non-urgent appointments are scheduled a little further ahead. The surgery has a strict criteria to determine what medical issues are deemed as urgent and non-urgent.

##### 4. More care delivered in the community

GP practices are working more closely together and with other NHS services to provide care closer to home, including preventative support and outreach services.

##### 5. Continued use of digital services

Online consultations, text messaging, and the NHS App will continue to be important ways for you to access care, manage appointments, and receive updates.

#### What we ask from you

- Please help us by using online services where possible
- Be open to seeing different members of our team
- Let us know as much information as possible about your medical issues so we can prioritise appropriately
- Treat our staff with respect as they work hard to care for everyone

#### Our commitment to you

We remain committed to providing safe, high-quality care for all our patients. These changes will help us manage increasing demand while continuing to improve the services we offer.

## NETWORK UPDATES

### Denmark Road Medical Centre Extension Project

We are pleased to inform you that the ground floor work has now been completed, and the building contractor has started constructing the first-floor internal walls.

We thank you for your understanding and patience regarding the limited car parking spaces during Phase 1 of the surface water drainage work, which was carried out in March. Phase 2 will commence in May, or sooner if the three NHS cabins are relocated.

Once this phase begins, there will be only limited parking spaces available onsite for disabled badge holders.

We will update you as soon as the start date is available. Please allow extra time to travel to the surgery. We apologise for any inconvenience caused.

The extension project is estimated to be completed in August, which will create four additional consulting rooms, enabling us to serve more members of the local community



## HEALTHCARE UPDATES AND EDUCATION

### **FREE NHS KNEE EXERCISE CLASS**

**EVERY THURSDAY, 13:00 - 14:00**

If you have knee pain that's lasted two months or more, our free NHS-run knee exercise class can help you move more comfortably and manage your pain.

**Held at Marine Surgery. Contact 01202 425588 to book.**



**SOUTH  
COAST  
MEDICAL  
GROUP**



#### **WHO IS ELIGIBLE?**

You are welcome if:

- You are a South Coast Medical Group patient
- You can walk 100 yards unaided
- A member of our team has recommended exercise for your knee

#### **HOW EXERCISE HELPS KNEE PAIN**

- ✓ Stronger muscles support the knee joint, easing strain and helping you stay active
- ✓ Stretching keeps joints flexible, reducing stiffness
- ✓ Balanced activity is key - too much may increase knee pain, while too little can make joints stiff and weak
- ✓ Exercise can improve your posture and help with weight control, which reduces knee pressure

## **Bookings for Spring COVID Vaccination Now Open**

The national booking system is now open for those eligible for the spring COVID-19 vaccination, with appointments available from 13 April – 30 June.

To be eligible, residents must be:

- Aged 75 and over
- Living in a care home for older adults
- Aged 6 months or older with a weak immune system

Learn more: [Spring COVID-19 vaccination bookings now open - Stay Well Dorset](#)

## COMMUNITY / LOCAL EVENTS

**Southbourne Food and Fun Fest** - Please find further information via [this link](#)

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

**Parent and Toddler Groups at Careys Secret Garden** - Please find further information via [this link](#)

**Christchurch Food Festival** - Please find further information via [this link](#)

**Swanage Pirate Festival** - Please find further information via [this link](#)

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

**The Distinguished Gentleman's Motorbike Ride for Charity** - Please find further information via [this link](#)

**Shake & Stir Armed Forces Weekender** - 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](mailto: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 Marine Surgery patient**

“Just a quick message to say thank you to the Social Prescribers for all their ongoing help, plus all the receptionists, GP’s, physios, nurses and HCA’s who have seen my father recently.

Everybody’s kind efforts have not gone unnoticed”.

### **Feedback received From a Denmark Road Medical Centre Patient**

“I would like to thank the Nurse Samantha and all of the medical team for the high level of care you have shown me”.

### **Feedback received from a Marine Surgery Patient**

“I would like to say what magnificent service and care I have received from the Marine & Oakridge Surgeries recently. From the moment you speak to the friendly Receptionists who signpost you to the best medical options, you are informed clearly what the process will be and also it is fully delivered.

It is just so impressive to see an organisation staffed by such caring and friendly people.

The call back service is brilliant! The medical staff whether a practitioner or Doctor, call you fully informed and ready to help further. They take the time to understand the problem and provide expert help. It is just great and so very much appreciated”.

### **Feedback received from a Woodlea Surgery Patient**

“Top class service, thank you all at Woodlea House”.

### **Feedback received from a Crescent Providence Surgery Patient**

“Been with The Providence Surgery for over 25 years. Fantastic service from Dr Niman and his team. The service is always kind and responsive.”.

### **Feedback received from a Crescent Providence Surgery Patient**

“Excellent doctors surgery, always able to get an appointment and the staff and receptionists go above and beyond.

Couldn’t be happier.”

### **Feedback received from a Denmark Road Medical Centre Patient**

“I appreciate that it is stressful to work in a GP Surgery in the present times, however the staff at Denmark Road, from the receptionists through to the medical staff have been so caring and compassionate whenever I called or had an appointment.”

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](mailto:patientservices.scmg@dorsetgp.nhs.uk)