



PATIENT NEWSLETTER JANUARY 2009

New Practice Manager

In July this year we welcomed Christian Townend as our new practice manager. Christian comes from a Military background, having spent 30 years as a Medical Support Officer in the British Army. Before coming to the Grove he worked at Newcastle College. We are delighted to welcome Christian to the Practice.



Continuity of Care

The recent patient consultation exercise identified continuity of care and access to named Doctors as the most pressing concern for our patients. We are currently working on solutions to provide the best way forward so that we can continue to improve patient access to named GPs. We are aware that sometimes it is difficult to get to see the doctor of your choice but this is partly because none of the GPs work every session. This is due to family commitments, teaching medical students and GPs in training and carrying out administrative duties. All the GPs take care to keep accurate records so if you are seeing a different doctor they are able to access all your medical history from the computer. If you have to consult frequently you may find it helpful to try to stick to two doctors as this will help you to feel continuity is maintained in a way that is difficult if you only see one GP.



On Friday 31st October 2008 the surgery participated in the annual Pink day celebrations, raising awareness of Breast Cancer across the Region through the wearing of Pink coloured Clothing and/or accoutrements. The day was organised by Lesley Boardman from the Admin/IT team and was very successful raising over £150 for the charity.



Departure of Dr Blades

It is with regret that we announce the Departure of Dr Steve Blades in January 2009. Dr Blades has been the senior partner at the surgery for a number of years as well as holding several posts with the Health Authority and Primary Care Trust. For some time he has been developing a successful additional career as an Executive Coach, and is leaving the Practice to devote more time to this. We thank him for his support during the last 19 years and wish him all the very best for the future.



PATIENT FORUM

Here at the Grove Medical Group, we are always keen to learn the views of our Patients and respond to any new initiatives. To that end we intend to set up a patient Participation forum in the New Year. The forum will seek to obtain the views of patients, users and carers about the services which we are offering at the Grove Medical Group and work together with the Practice Executive.

We are actively seeking volunteers for the Forum. Volunteers should be prepared to hold membership for a two year period, and will be encouraged to meet at least four times a year.

If you would like further information, including the Forum's Terms of Reference, or wish to volunteer your services, please contact the Practice and ask to speak with Christian Townend, the Practice Manager.

