

GROVE HOUSE PRACTICE

AUTUMN 2005

PATIENT NEWSLETTER

Latest News

You may have noticed some changes around the Practice over the Summer months – not people this time, but processes! We have improved our repeat prescription service so that prescriptions are now generally available 48 hours after the request is made (it was previously 72 hours).

We are also about to take delivery (as I write this) of a new screen for the reception area where you will be able to check yourself in for your appointment rather than queue to see a receptionist. Don't worry – it's a very quick and simple process, involving a few touches directly onto the screen (no mouse or keyboard required!). Other Practices in the area have tried this screen and say it goes down really well with their patients and helps minimise queues – but please let me know what you think once you've had chance to give it a go.

We do now have some stability with our GPs in place, and we're almost back up to full strength – we just need one more full-time (or two part-time) GPs, which we're looking to recruit now. Our long-term locum, Dr Earlam is still with us, helping to fill that gap in the meantime. Watch this space for news of our new recruit(s)! Towards the end of this year, we will be reorganising the reception area. We're also going to try a new way of working for our Practice Nurse service (see below). We think those changes will improve the service, but again, I hope you'll let me know if you agree!

Jacky Slator (Business Manager)

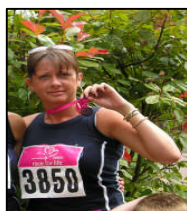
Practice nurse services

From the end of November, in response to your feedback, we are changing the appointment system for our Practice Nurses. Currently, all the Practice Nurse appointments are booked in advance but from November 28th, we will offer a small number of appointments each day for patients who ring up or call in on the day. So, when you are calling to book an appointment at Grove House, please think about whether you really need to see the GP - or if an appointment with Practice Nurse would be just as helpful to you.

Charity fund-raising

We mentioned in the last newsletter that Jacky Beesley from our Information Team was running in the Race for Life in Liverpool on 17th July. Jacky did really well and completed the race in 30 minutes (much to her surprise!). She raised £205 for Cancer Research UK.

The Practice also raised £49 for breast cancer awareness day in October (you may have noticed some of us wearing pink that day!).



Jacky Beesley

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We're on the web!<http://www.sgpwebdesign.net/grovehouse/index.htm>

....and more money raised for charity

In October, the Practice took part in the Macmillan "World's Biggest Coffee Morning". Jacky Beesley and Sharon Lewis from our Information Team were at the front of Reception on 20th September selling cups of tea and coffee and biscuits and made a fantastic £90.

Thank you to all of you who supported them.

STOP PRESS

We are delighted to announce that Elaine Davies has been appointed as the Practice's first Health Care Assistant. Elaine will be supporting the Practice Nurses in some of the more routine aspects of their role. She takes up post at the end of November.



Zero Tolerance:

Every day, the Practice staff deal with some very stressful situations. Those situations can be made worse if patients become abusive or aggressive – either over the phone or face-to-face. Our GPs, nurses and staff are keen to do their best for patients and we believe we should not have to put up with abuse from the very people we are trying to help.

Please be aware that, in line with all other NHS organisations, we will not tolerate this sort of behaviour and patients who become abusive or aggressive will be removed from our list.

Missed Appointments?

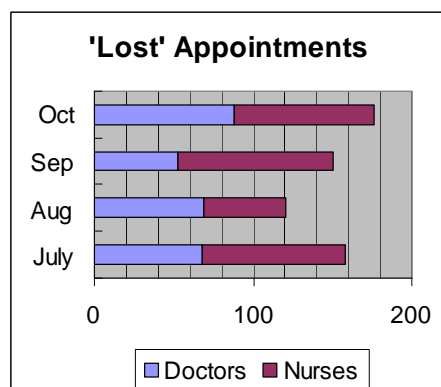


Have you ever booked an appointment at Grove House and then (for whatever reason) not been able to attend? Did you let us know you could not come?



If your answers to those questions are 'yes' and 'no' respectively, then you are not alone. We are currently losing an average of 17 GP appointments each week – plus 20 Practice Nurse appointments – please see the graph for the total number of 'lost' appointments over 4 recent months this year.

These are appointments that could be made available to other patients IF we knew they weren't going to be used by the patients who had already booked them.



**** PLEASE try and let us know if you can't attend for a booked appointment ****

We know that, at peak times, it is not always easy to get through on the telephone (and we're looking at how we can improve that), but please try - next time it could be you that can't get an appointment because someone else didn't tell us they no longer needed it!