

GROVE HOUSE PRACTICE

SUMMER 2007

PATIENT NEWSLETTER

Latest News

I'm delighted to report that, with the arrival of 3 new GPs and 2 new Practice Nurses during May, the Practice is now back up to our full complement of permanent clinicians.

With all the changes that have been going on, I thought you might find it useful to know who's in when from among our permanent team. The table overleaf shows which of our permanent doctors will normally be in surgery each day. Please note that they may not necessarily be seeing patients all day when they are in as they all have an afternoon off and have other duties on certain days..

Our new practice nurses are still getting to grips with the Practice and we will be reviewing our nurse clinics, once they've settled in. Next time, I'll show you which of our Practice Nurses are in each day and which services are available when.

By now, I hope you'll all have had a chance to see our new plasma screen in the waiting room. We are currently trialling a number of different presentations and information screens for you and we'd like to hear your views. Please let us know if you find the plasma screen a useful way of getting information about the Practice (and if you like the fish!)

Jacky Slator
(Business Manager)

How to Contact Us

Appointments + enquiries:  **566561**

Appointment cancellations:  **562049**

Fax:  **590212**

Website:  **www.grovehouse.co.uk**

Address:  **St Paul's Health Centre,
High Street, Runcorn,
Cheshire WA7 1AB**

Urgent medical enquiries:  **791100**

(Weekends, Bank Hols and 18:30 to 08:00 Mon-Fri, only)

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..... and its goodbye from her.....

It's not just our clinical team that has been changing over the last few months.....

Our new Performance Manager, Tracey Lewsey, joined us in February. Tracey is responsible for data input and data quality issues in the Practice and also takes the lead on IT matters. When the Business Manager is unavailable, Tracey also acts as deputy Practice Manager.



Kristy Boyce, one of our Reception Supervisors, has gone off on maternity leave. Her



position is being temporarily covered by Mandy Devine.



And Pauline Hunt, our Business Administrator, left us in March to join Lidl. Her place is currently being filled by Joanne Spruce.



The GP team

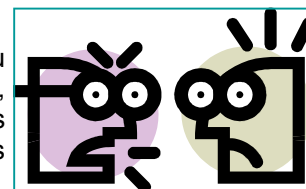
The table below shows which of our permanent GPs are in each day to see patients. Please note that they may not necessarily be seeing patients ALL day when they are in the Practice.

	Mon	Tues	Weds	Thurs	Fri
Dr Wilson	On Duty	In	In		In
Dr Sprott	In	In	On Duty	In	In
Dr Meda			In	In	In
Dr Watson	In	In	In	On Duty	In
Dr Ofiaeli (IJ)		In	In	In	On Duty
Dr Hart	In	On Duty	In	In	In
Dr Flinn				In	In
Dr Allen	In	In		In	In

The table also shows which doctor is 'on duty' each day. When a doctor is on duty he/she will not normally have any pre-bookable appointments that day. Their appointment slots will be kept open for any urgent cases that the duty doctor feels cannot wait until the next day.

Comments on our Services

When something goes wrong or you don't end up with the level of service you think you are entitled to, what do you do? Most of us tell our spouse, our family, our friends and/or our work colleagues but only a very small handful of us actually go back and tell the organisation or individual who we think has let us down.



And that's a real shame — unless we make our voices heard, we can't expect things to get any better. Maybe the person in the organisation who can make changes isn't aware that there is anything wrong. Or maybe we're mistaken and once it's all been properly explained to us, we can accept that our expectations were unreasonable?

At this Practice, we want you to tell us if you are not happy with any aspect of the service we provide. We can't promise to be able to put everything right immediately — and there are some things we may be unable to change, but at least if we know which things you want us to work on, we can try.

So how can you make your views known? Well, you can do it informally, **in person or over the phone** to any member of the team. Or you can fill in one of our **patient comment forms** (and the Business Manager will reply to you). Or you can contact the **Patient Group** and get them to represent your views. Or you **write**, formally, to the Business Manager. You can also **email** us on patientcomments@GP-N81066.nhs.uk. However you let us know, you give us a chance to put things right. If you are still not happy after our reply, you can contact the Healthcare Commission who may investigate your concerns further.



But please don't forget to tell us about the good things, too — the things that work well for you or the individual staff members who go that extra mile, as far as you are concerned!