

# GROVE HOUSE PRACTICE

WINTER 2006

## PATIENT NEWSLETTER

### Latest News

A lot has been happening with our GPs and Practice Nurses over the Summer months and I thought you might like an update on them all:

Dr Sprott had a baby girl, Jade. Both are doing really well and Dr Sprott is now back with us. Our thanks to Dr O'Guru, our locum GP, who covered in her absence.

Dr Meda had a baby boy, Rohit, only days after she finished here. Dr Meda was expecting at least a couple of weeks to rest and get things ready for the arrival, but you know babies – they arrive when it suits them, not when it suits you!

Our long-term locum, Dr Earlam, covered the early part of Dr Meda's maternity leave, and Dr Kouvarellis has now taken over, from the beginning of September. Dr Kouvarellis is also a locum doctor and is expected to stay with us until December, when his wife is expecting their first child. Dr Meda will be back in January.

Dr Diodati joined us – on a permanent basis – in July this year. Dr Diodati is Italian. He has worked in the North West of England before and he and his family are pleased to be back in the area.

Dr Saroha left us for pastures new (Huyton, actually) in September. We are currently recruiting to his position and, in the meantime, a number of different locums are covering his position – the most long-term of which is Dr Gupta.

Sister Fryar also left us in June to work in a Practice nearer to her home. We are delighted to announce that a new Practice Nurse team leader has recently been appointed. Sister Haslam joined us at the end of October.

I know that some of you may find all these changes a little worrying – particularly in the light of the changes this Practice went through about 18 months ago. Please be reassured: it really isn't unusual for salaried doctors to move Practices – although it may be a little unusual to have 2 permanent GPs on maternity leave at the same time (bad planning, you might say!). We're doing our best to get some stability back into the Practice: we just ask that you bear with us while we wait for Dr Meda to return and while we recruit Dr Saroha's replacement.

**Jacky Slator**  
(Business Manager)

Drs Sprott and Meda with Sr Phillips and Jacky Slator and Dr Sprott's 2 beautiful daughters



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### Grove House Patient Group

Our patient group has now been meeting for some months and is starting to get to grips with the issues that concern our patients. They are here to represent your views and they feel that the main issue we could improve is around communication: *with over 11,000 patients, many of whom do not visit the surgery on a regular basis, what is the best way of keeping you all informed and ensuring that we are meeting your needs?*

Our patient group is helping us put in place various developments they feel could help. But they would also like to hear from you and ensure they are properly representing your views. A new comment/suggestion box has been placed in the Waiting Room for you to do this. It will only take a few minutes to fill in a form and post it in the box. Or, if you prefer the Practice not to know directly what you want to say, you can contact the group directly by writing to the Grove House Patient Group, at the Practice address. Anything addressed to the group will be redirected and will not be opened by Practice staff.

## "I can't make my appointment!"

### \*\*NEW\*\* service!

We know that, at busy times, it can be difficult to get through on our normal number to let us know that you no longer need your appointments, so..... we've introduced a separate telephone message line for you to use to cancel any appointment you book and then no longer need (for whatever reason).

This line is a messaging service **ONLY** and will only be used by our staff to take messages about appointment cancellations.

If you have a question that needs answering or if you want to rearrange your appointment, please call the normal Practice number (01928 566561) to speak to a receptionist. But, if you just want to cancel your booked appointment and don't need to speak to anyone, please call 01928 562049, follow the instructions and your appointment slot can be freed up for another patient.



We're proud to announce that the Grove House website will soon be up and running.



If you have access to a computer, look out for [www.grovehousepractice.co.uk](http://www.grovehousepractice.co.uk) – where you'll be able to find lots of useful health-related information plus keep up-to-date with Practice developments, see appointment times, order your repeat prescription and send us your comments, suggestions or complaints.

**\*\*NEW\*\* Website from  
11th December**

## Repeat Prescriptions

Has the doctor issued you with a repeat prescription?? If so, you can now order your next prescription items in any one of the following ways:

- By filling in a **repeat prescription order form** (available at reception) and posting it into the box on the wall just by the reception window
- By ticking the items you need on the **white, tear-off slip** from your last prescription and posting that into the box on the wall by the reception window.
- By **faxing us** your request to 01928 590212. You will need to either fax us the white tear-off slip from your last prescription, with the necessary items ticked OR by handwriting (or typing) your request – just make sure you clearly identify your name, address, date of birth, and exact name and dosage of each item you require.
- By **emailing us** with your request (again, you can either scan in the white tear-off slip from your last prescription, with the necessary items ticked OR by typing your request). Please ensure you clearly identify your name, address, date of birth, and exact name and dosage of each item you require and send your request to: [DutyReceptionist@gp-N81066.nhs.uk](mailto:DutyReceptionist@gp-N81066.nhs.uk)
- By filling in the repeat request form on our **website** and pressing 'send'
- By asking your **pharmacy** to place your order and collect your prescriptions on your behalf



**(PLEASE NOTE THAT FROM 1ST FEBRUARY 2007,  
WE WILL NO LONGER ACCEPT TELEPHONE REQUESTS FOR  
REPEAT PRESCRIPTIONS)**

Provided we pick up your request before 4pm, your prescription should be ready for collection after 2pm two working days later. ***Make sure you put in your repeat request in good time so that you don't run out of medication!!***