

Grove House Practice

Patient Newsletter : Spring 2010

LATEST NEWS

As I write this, the sun is shining and the Spring flowers are starting to show - here's hoping for a good Summer this year!

We seem to have had a long, hard Winter and here at the Practice, we had the extra workload from the government's swine flu vaccination programme as well as all the usual winter pressures. I'm delighted to report that, to date, we have vaccinated almost 50% of the government's original priority patients - which is above the local average!

2009 saw a number of developments for the Practice as we continue to go from strength to strength. We've hit - or exceeded - so many of our health targets and made measurable improvements in other clinical areas. We're now trying to do more proactive work with our patients - helping them to stop ill-health happening in the first place (we all know that prevention is better than cure!) - and we've recently introduced a service of free health checks for certain groups of patients. And our Saturday morning and Thursday evening GP appointments continue to be really popular. We've been offering these extended opening hours for over 18 months now and, until very recently, we were one of only two practices in Runcorn to be offering Saturday morning appointments.

In response to issues raised by our Patient Group, we've developed a series of patient information leaflets which are available from the wall-mounted dispenser in the waiting room (see the article overleaf for more details). And Dr Forde has recently put together a booklet of useful information for patients about how to deal with minor family ailments or illnesses which we hope you will find useful. These free booklets are available in the Surgery and on the website - see the panel to the right for more detail

Our Patient Group has made an invaluable contribution to this Practice and we are proud to have such an active and effective group. Please also see the article overleaf about the recent meeting between the Partners of the Practice and the Patient Group.

Have a great Summer - and stay healthy!

JACKY SLATOR
Business Manager

FUNDRAISING ...

Dr Allen is walking for charity. She and a friend are walking up to 20km a day for 8 days in April along the Great Wall of China!! This sponsored walk is in aid of Halton Haven Hospice. Dr Allen and her friend have already raised nearly £750 with a barn dance in Frodsham (which was great fun!).



Dr Allen

If you would like to sponsor Dr Allen, please pick up a form from Reception or you can sponsor her on line at www.justgiving.com/Christine-Allen

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Grove House
Practice

Patient Advice: Minor Illness & Ailments



This guide has been produced by Grove House Practice to help you manage your family's health.
You can find further information by contacting:
• NHS Direct on 0845 45 47 or www.nhs.uk for general health advice.
• Your local pharmacist.
• Care at the Chemist scheme (see local pharmacist for details).
• www.nhs.uk for a variety of patient information leaflets.
If you are in any doubt, always contact your doctor.

Dr Forde has put together a really useful booklet outlining how you can quickly and easily treat lots of minor illnesses and conditions at home.

The guide also includes advice on what you should ideally keep in your home medicine cabinet. The guide is FREE to all our patients and can be collected from the surgery or is available to download on-line at www.grovehouse.co.uk

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Spring 2010

PATIENT GROUP MEETING WITH THE 4 PARTNERS OF GROVE HOUSE PRACTICE

On 25 February 2010 the 4 partners of the Practice (Drs Wilson, Sprott, Forde and Allen) met with our Patient Group to discuss progress at the Practice so far and the plans for the future.

The agenda covered 4 key areas:

1. The services provided at Grove House (clarity around who provides what services in the building and the patients' perceived quality of those services)
2. Future plans for the Practice (short-term, medium-term and longer-term)
3. The Patient Group (how it can work with the Partners to develop the Practice for the benefit of patients)
4. Promotion of the Practice (how can we communicate more effectively with our patients and promote the services we offer and how can the Patient Group help with that?)

The discussion around these topics was extremely lively and brought out many good points which both the Partners and the Patient Group found of interest. For example, the Partners explained that the Practice is looking to become a training Practice over the next year or so and will be actively supporting medical students in various different ways over the coming months. The Patient Group were also able to highlight to the Partners that the Practice needs to do more to explain to patients which services the Practice has control over (eg GP and Practice Nurse appointments) and which are provided by the PCT (eg District Nurse and Treatment Room services)

The meeting ended with agreement that the Patient Group should meet again with the Partners - perhaps in about a year's time - to review progress against the goals that had been outlined.

Full minutes from the meeting can be found on our website.

If you would like to join our Patient Group, please let Jacky Slator know.



PATIENT INFORMATION LEAFLETS

In response to issues raised by our Patient Group, the Practice has recently published a number of Patient Information Leaflets aimed at providing you with detailed information about the services here, including appointments, prescriptions and fees & charges. They can be found in the waiting room and are also available to download on-line at www.grovehouse.co.uk. Please let us know if there are other topics you would like included in the series.

How to Contact Us

Appointments + enquiries:  566561

Appointment cancellations:  842577

Fax:  590212

Website:  www.grovehouse.co.uk

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

If you need urgent medical advice or treatment while we are closed, please call our out-of-hours service on 0845 6710270

HEALTH CHECK PLUS



One of our Healthcare Assistants, Gerry Doughty, is leading the way in our bid to facilitate the early detection of major illnesses. During the next 12 months, we are inviting relevant patients aged between 40 and 74 who don't already have a diagnosis of cardiovascular disease or diabetes to see Gerry (or our other Healthcare Assistant, Elaine) for a health check. As Gerry says: *"this is a simple but effective way for us to offer real support and advice to patients who may be at risk of developing a serious illness like diabetes, high blood pressure or heart disease"*.