

# CONTACTING US

Grove House Practice  
St Paul's Health Centre  
High Street  
Runcorn  
Cheshire  
WA7 1AB

Tel: 01928 566561

Fax: 01928 590212

Cancellation Line Tel : 01928 842577  
(message service only)

Website [www.grovehouse.co.uk](http://www.grovehouse.co.uk)

Email: [DutyReceptionist@gp-N81066.nhs.uk](mailto:DutyReceptionist@gp-N81066.nhs.uk)  
(repeat prescription requests only)

**If you need urgent medical advice or treatment when the Practice is closed, please call the local out-of-hours service on:**  
**0845 671 0270**

or, for general health advice and information you can contact NHS Direct on:  
**0845 4647**

(website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))

or, you may wish to go to the nearest walk-in centre Widnes at the Health Care Resource Centre, Oaks place, Caldwell Road WA8 7GD

Last reviewed: June 2009

# Grove House Practice

## A Guide to our Services



**Appointments are available from  
8.30am to 6pm Monday to Friday\*  
(\*Thursdays until 7:30pm)  
9:30am-12pm Saturday**

We are closed on Sundays, Bank Holidays  
and Bank Holiday Saturdays

## THE AREA COVERED BY THIS PRACTICE



## ABOUT THE PRACTICE

At the start of the 20th century Grove House Practice was already established in a splendid house of the same name that still stands on the corner of Waterloo Road and Grove Street. In 1982 the practice moved into St Paul's Health Centre, a purpose built building directly opposite the main bus station in Runcorn Old Town.

The building is shared with Tower House Practice. There is a small car park immediately behind the building for the clinical staff only and a large public car park by the Brindley Theatre & Arts Centre at the rear of the building, with disabled parking spaces.

In 1999 the Practice became part of the Runcorn Primary Care Group, which has now merged with Widnes and St Helens to form NHS Halton and St Helens.

The Practice offers easy access for disabled people or parents with prams, and all surgeries are located on the ground floor. There is also a pharmacy attached to the building.

We aim to treat all of our patients promptly, courteously and in complete confidence. We always welcome suggestions for improvement and, as we feel that it is important that you know to whom you are speaking, all of our staff have photographic identification badges.

## YOUR LOCAL PRIMARY CARE TRUST

Grove House Practice is in the area covered by NHS Halton and St Helens. They are responsible for ensuring you get all the services you need when the Practice is closed and can provide details of all primary health services in this area.

Tel:01928 593600 or visit [www.haltonandsthelenspct.nhs.uk](http://www.haltonandsthelenspct.nhs.uk)

## COMMUNICATION


The Practice produces a regular newsletter for patients available from reception and on our website. We also use notice boards, our plasma screen in the waiting room and our web-site to inform you of relevant information and keep you up-to-date with developments.

## GROVE HOUSE PATIENT GROUP

In February 2006 in recognition that the patients' views and opinions were the best way forward to help improve the services we offer, the Practice asked for volunteer patients to sit on a 'Patient Group'. This group represents our patients' views and meets monthly to discuss general practice developments, issues and concerns and ways of overcoming them.

Recently, the Group has invited written comments from patients direct. The comments made and the Group's response are available in the waiting room.

If you wish to contact the Patient Group and cannot get into the surgery, please address your correspondence to:

	<input type="checkbox"/>
<p><b><i>The Patient Group, c/o Grove House Practice, St Paul's Health Centre, High Street, Runcorn, Cheshire, WA7 1AB.</i></b></p>	

The Group are always keen to welcome new members, so if you would like to join them, please give your details to Reception and someone from the Group will contact you.

## PATIENT CONFIDENTIALITY

We respect your rights to privacy and keep all your health information confidential and secure. We keep records about your health and treatment to ensure those caring for you give the best possible advice and care. The information is only available to those involved in your care. We will never divulge



information about you to third parties without your permission and we normally request this in writing. For more information, please see our patient information leaflet "How we use your Health Records".

You also have a right to know what information we hold about you. If you would like to see your records please call or write to the Business Manager (a fee may be payable for this service).

If you wish to have someone at a consultation with you they will be very welcome. We are also happy to explain to your family or close friends about your health if you wish (though we do need your permission). You are entitled to ask for a chaperone to be present during any examination and, for intimate examinations, the doctor or nurse may ask to have a member of staff present.

## PATIENT COMMENTS AND COMPLAINTS

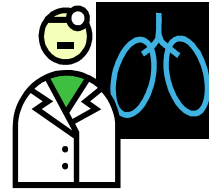
Our aim is to provide the highest level of care for all of our patients. We will always be willing to hear if there is any way that you think that we can improve the services we provide.

If you have a suggestion on how the practice can better suit your needs please tell us. We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. However, if your problem cannot be sorted out in this way and you wish to make a complaint, please tell us as soon as possible.

There are a number of ways you can make a complaint. Please pick up a copy of our patient information leaflet "How to Make a Complaint" or check our website for further details

## OUR TEAM

### Our Doctor Team



**Dr D H Wilson** (m) LRCP, MRCS  
**Dr C Allen** (f) MBBS, MRCP  
**Dr M Flinn** (f) MBChB, DRCOG, MRCP  
**Dr C Forde** (f) MBChB (Hons), MRCP, DFFP  
**Dr L Meda** (f) MBBS, MRCP  
**Dr I Ofiaeli** (f) MBBS  
**Dr L Sprott** (f) BSc, MBBS

### Our Nurse Team



**Sr Susan Mitchell** (f) Team Leader  
**Sr Karen Histon** (f) Senior Practice Nurse  
**Sr Sue Allen** (f) Senior Practice Nurse  
**Mrs Elaine Davies** (f) Health Care Assistant  
**Ms Gerry Doughty** (f) Health Care Assistant

### Our Management Team



**Mrs Jacky Slator** Business Manager  
**Mrs Joanne Hughes** Deputy Practice Manager  
**Mr Nick Rowland** Finance Administrator  
**Mrs Mandy Devine** Reception Supervisor  
**Miss Sharon Lewis** Business Administrator

The practice also has a full support staff to assist in the running of the practice.

## OUR SERVICES

All of the GPs offer a full range of general practice services to their patients. They also offer additional services such as minor surgery and post-natal checks. The GPs will undertake private medicals for driving/employment/insurance/sports (etc) purposes. These are not covered by the NHS and a fee will be due (please ask at the surgery).

Our GPs work closely with our practice nurses and together they manage our patients with chronic diseases such as CHD, asthma, COPD and diabetes. Some of our practice nurses are able to prescribe.

Our nurses and health care assistants offer a range of services including: anticoagulation clinics, blood pressure monitoring, family planning, cervical smears, weight management, spirometry and ECGs. They are also able to administer immunisations to adults and children, provide travel vaccinations and give advice on contraception and how to stop smoking.

Please note that ANY registered patient, no matter when you last came to the surgery, can book an appointment with one of our doctors or nurses.

### **SERVICES PROVIDED BY NHS HALTON & ST HELENS**

**These services are available within the building:**

#### **DISTRICT NURSES**

The District Nurses offer a number of services both here at the surgery and at patient's home for those patients unable to attend the practice because of their condition. These services include blood tests, continence advice, care of the elderly, stitch removal, vitamin B12 Injections, leg ulcer care, dressing of wounds

Tel 01928 842530

#### **HEALTH VISITORS**

The Health Visitors provide care and advice for children/families

Tel 01928 842534

#### **MIDWIVES**

Most of the routine care and checks for pregnant women are provided at the surgery by our fully trained midwives.

Tel 01928 842595

#### **PHLEBOTOMIST**

Blood tests are available most mornings at the surgery. Our receptionists will be able to book an appointment for you.

Tel 01928 566561

#### **COMMUNITY PSYCHIATRIC NURSE**

Clinics are held at the surgery for patients with mental health problems. These are held in conjunction with the services based at Halton Hospital.

Tel 01928 714567

#### **FAMILY PLANNING CLINICS**

Twice weekly clinics are held in the evenings.

Tel 01928 842595

- Fill in the repeat prescription request form on our website ([www.grovehouse.co.uk](http://www.grovehouse.co.uk)) and press 'send'
- Ask your pharmacy to place your order and collect your prescriptions on your behalf.
- Email 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 type your request). Please ensure you state 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**

#### **PLEASE NOTE:**

**ONLY items already authorised by your doctor as repeat prescription items can be ordered by these means. If you need anything else, you usually need to make an appointment to see your GP.**

**If you use the tear off slip, please check that the items are still authorised by the doctor for repeat issue.**

**Provided we pick up your request before 4pm, your prescription should be ready for collection after 2pm two working days later.**

***Please be sure you put in your repeat request in good time so that you don't run out of medication.***

<b>ORDER YOUR PRESCRIPTION BEFORE 4.00PM ON...</b>	<b>... AND IT WILL BE READY FOR COLLECTION AFTER 2.00PM ON...</b>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

## GP AVAILABILITY

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

The table also shows which doctor is on duty each day. When a doctor is on duty he/she will not normally have any appointments for that day that can be booked in advance. Some of their appointment slots that day will be allocated to urgent cases only, which the doctor feels cannot wait until the next day.

	MON	TUES	WED	THUR	FRI
DR WILSON	ON DUTY	IN	IN	IN	IN
DR SPROTT	IN	IN	ON DUTY	IN	IN
DR MEDA	IN	IN	IN	IN	
DR OFIAELI (IJ)		IN	IN	ON DUTY	IN
DR FORDE	IN	ON DUTY	IN	IN	IN
DR FLINN	IN			IN	
DR ALLEN	IN	IN		IN	ON DUTY

## REPEAT PRESCRIPTIONS

If your doctor has authorised repeat medication you can order your next prescription in one of the following ways:

- Fill in a repeat prescription order form (available at reception) or tick the items on the white tear-off slip from a previous prescription and post it into the box in reception.
- Fax us your request to **01928 590212**. Either fax the white tear-off slip from your last prescription, with the necessary items ticked OR handwrite/type your request – just make sure you state your name, address, date of birth and exact name and dosage of each item you require.

## PATIENT CHOICE

All patients are assigned to what we refer to as your 'Usual GP'. That GP will usually complete any paperwork relevant to your care. However, you are very welcome to see any of our GPs when they are available and you can ask to change your 'usual GP' at any time.

If a GP or other clinician believes that you need hospital treatment or specialist care elsewhere, we will offer you a choice (where that is possible) about when and where you go. The person making your referral will explain your options during the consultation.

## FORMS, REPORTS AND OTHER PAPERWORK

If you have a form/report for completion by a doctor, please hand this in at reception. The GPs cannot complete forms during consultations. They have dedicated time set aside for paperwork to allow them to give full consideration to the details required. This enables us to keep our clinics running on time so other patients aren't kept waiting. All completed forms can be collected from our reception who will be able to advise on the current charges and standard completion times. Our current fees for non NHS services are displayed in the waiting room.

## TRAINING AND DEVELOPMENT

From time to time the doctors, nurses and other staff will need to take time out from normal duties for training and development. We will always endeavour to provide you with sufficient notice of any practice closures for this purpose.



For 2009, the Practice will be closed for essential training from 1pm on the following days:

Jan 27, Feb 25, Mar 26, Apr 28, May 20, Jun 25, Jul 21, Sep 30, Oct 22, Nov 24

Please see the back page of this booklet for details on where to go if you need urgent medical advice or treatment while our surgery is closed

## **NEW PATIENTS**

If you live within the practice area shown in this booklet and would like to register with us, please complete one of our registration forms that are available from reception. On joining the practice you will be asked to attend a new patient health check with a practice nurse. This helps us get to know you and your health to determine how best to care for you.



## **APPOINTMENTS**

Please call **01928 566561** to book an appointment with the doctors or nurses or call into the surgery in person.

About one third of our GP appointments are only available to book on the day with two thirds being free for booking up to 6 weeks in advance. Some appointments available for advance booking are released each day. If you have an urgent medical need to see a GP on any given day, please tell the receptionist. She will take your details and pass these to the Duty Doctor who will advise on the best course of action.

A number of telephone consultations are available each day for patients to speak to the GP on the phone. To book a slot please telephone or call into reception.

Demand for our GP appointments is unpredictable and we are always analysing and reviewing that demand against our current supply. Please ask at the Practice for the latest information.

## **CANCELLATIONS**



If you cannot attend for an appointment that you have made with us, we have a dedicated cancellation line **01928 842577**. Please leave a message with details of your cancellation so we can offer the appointment to someone else (there are currently over 100 GP appointments per month wasted because patients forget to cancel them)

### **Please:**

- Be on time for your appointment (you may not be seen if you arrive 10minutes or more after your appointment time)
- Try to use your consultation for just one problem (we allot an average of 10mins per GP appointment)
- Tell us if you need to cancel your appointment by using our cancellation line.
- Phone before 11am if you require a home visit.



## **HOME VISITS**

If your medical condition means you are unable to come to surgery, you can request a home visit by a doctor. You will be asked to give details of your condition so that the doctor can assess the urgency. The doctor may phone you back to speak to you before visiting.

However it is usually better and quicker to come to the surgery for your appointment as we have more facilities and equipment available to deal effectively with your problems at the surgery.

If you think you need a doctor to visit you at home, please try to call us before 11am. Most home visits are conducted in the afternoon and we cannot always give you a precise time that the doctor will arrive.