



# Grove House Practice

## August 2018 Newsletter



 <p><b>Self care</b></p> <p>Visit <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes Bruises &amp; minor sprains Coughs and colds Sore throat</p>	 <p><b>Pharmacy</b></p> <p>Minor ailments Bites and stings Upset stomach Medication advice</p>	 <p><b>NHS 111</b></p> <p>Feeling unwell? Need medical advice? Don't have a GP to call?</p>	 <p><b>GP Advice</b></p> <p>Out of hours call 111</p> <p>Persistent symptoms Chronic pain Long term conditions</p>	 <p><b>GP Extra</b></p> <p>Pre-bookable and same day appointments available with prescribing practitioners. Mon-Fri 6.30pm-9.00pm Sat-Sun 9.00am-3.30pm</p> <p>Ask your own surgery for a GP Extra appointment</p>	 <p><b>Urgent Care Centres</b></p> <p>Breaks and sprains X-Ray and ultrasound Cuts and grazes Fever and rashes</p>	 <p><b>A&amp;E or 999</b> Emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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### WebGP

Web GP, is the online way to consult with your GP!  
Simply visit our website: [www.grovehouse.co.uk](http://www.grovehouse.co.uk) and click on the link for 'Consult Online'.

You can use it at any time, day or night.



Find your health condition and fill out the simple questionnaire. Your doctor will get back to you with feedback and treatment options by the end of the next working day.

### Patient Access Online

Have you signed up yet for Patient Access?

Patient Access allows you to book, amend and cancel appointments online, order prescriptions online and access your medical records (currently medications, immunisations, allergies and any adverse reactions).

Simply bring in some photo ID, complete a form and we will arrange for you to receive log in details.



The service is currently available for all patients aged 18 and over.

### Care at the Chemist

Don't forget! Your Pharmacy is there for all your minor ailments including Care at the Chemist. If you get free prescriptions from your GP, this also applies through Care at the Chemist.

For further information: <http://www.sthelensccg.nhs.uk/local-services/nhs-care-at-the-chemist-scheme/>



### Services at Your Practice

We have many services now at both surgeries which mean that you may not always need to see a GP!

There is the option of our Advanced Nurse Practitioner, Gill Thistlewood, who deals with minor ailments, she can manage more chronic illnesses too. Gill is able to order investigations such as scans, refer to secondary care and issue prescriptions.

We also have our Clinical Pharmacist, Wai Lan, who is able to complete medication reviews both in surgery and via a telephone consultation.

Our Reception Team are highly trained to navigate you to the best person to deal with your health issue. This may mean that they could ask you some further details about your health issue to enable them to make you an appointment with the correct person.





Tel: 01928 566561 Fax: 01928 842529



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

## St Pauls Walking Group

**Do you like walking? Then the St Pauls Health Centre NEW walking group could be just perfect for you!**

Walking on a regular basis has been shown to help with many health conditions such as Heart disease, asthma, strokes, diabetes type 2, even some cancers - and lets not forget it is one of the easiest ways to get fit, active and helps with weight loss

So, why not come and join us on a free and friendly health walk from St Pauls Health Centre. The walks will be local and last for approx. 30 minutes, they will be with a qualified Walk Leader and Health Care Assistant.

Simply speak to one of our Receptionists!



## Wellbeing



We all know life can be tough from time to time and it has its ups and down, but they believe that they can help people to become a brilliant version of themselves by finding out what they love to do, what they are good at, connecting you to people who make you feel good and by learning some top tips to help you overcome challenges and stay positive. They also have courses and activities or you can volunteer your time and help create something extraordinary in your community.

Our new Wellbeing Officer, Sophie Carr is in the Practice every Wednesday afternoon. You can meet with her and develop your own personalised plan to help you benefit from Wellbeing. To make an appointment with Sophie, you can contact:

<http://www.wellbeingenterprises.org.uk/>  
01928 589799

## Extra GP Appointments

Do you ever need to see a GP during the evening or at weekends?

Do you know that we offer appointments 6.30pm to 8.45pm weekdays and that this service is available for all of Runcorn?

Weekend appointments are 9AM - 3pm: These can be pre-booked or during the weekend, when your GP surgery is closed, you can phone 01928 593078.

**Simple contact your own practice and ask for an appointment with GP Extra.**

Please note you may not see your own GP.

You can also book for: Blood pressure check, Smoking, Weight, Cholesterol advice and Health checks.



## WE HAVE A FACEBOOK PAGE!

Our page is designed to keep our patients up to date with all the latest updates, information and news from Grove House Practice and Heath Road Surgery.

Follow or like us on our Facebook:

<https://www.facebook.com/grovehousepracticercuncorn/>



## Patient Feedback:

If you have any comments, compliments or complaints please use this section and pass it back into a member of reception.

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**Watch out for our 'Special Flu Edition' newsletter out in September !**