

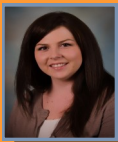
Grove House Practice

Autumn 2017 Newsletter



Welcome to our Autumn newsletter. It's the start to a busy season especially as flu vaccinations get under way. This year we are one of the few Practices to offer the quadrivalent influenza vaccine which is designed to protect against four different flu viruses; two influenza A viruses and two influenza B viruses. And, as you will read and see we've had a busy few months with some changes.

Staff Changes



We are pleased to announce that Dr Manesso, who has been with the Practice for the past 12 months as a Registrar, will now be joining us as a permanent full time GP.

From September we have also have some new staff:

Reception Manager: Chris Jones

Administration Manager: Kirsty Kendrick

Plus we have 3 new Receptionists and a new apprentice, this is to continue to improve and develop our services to you.



The Practice also has a dedicated Clinical Pharmacist, Wai Lan Yuen who is able to see you to complete your medication reviews. You can book an appointment with her through Reception.



**Stop the Flu
Bug
Get your jab!**



We will be holding drop in clinics to enable our patients to pop down and get their vaccination on:

Grove House Practice:

Saturday 23rd September

Saturday 30th September

Saturday 21st October.

Heath Road:

Saturday 7th October

Clinic times: 9am - 12pm



3rd Party Ordering

From **1st September 2017** Pharmacies will no longer be able to order repeat prescriptions on behalf of patients. This decision has been made by the CCG and Medicines Management with the aim to reduce wastage.

There are **still many ways** (see our website) to order your repeat medication such as using **Patient Access Online**. This service allows you to easily request your medication 24 hours per day! You can also book and cancel GP appointments and view your medical records.



Come into the surgery TODAY with some ID and get yourself access! You won't look back!

National GP Patient Survey!



Grove House Practice was ranked the 2nd best GP Practice in Halton!

Grove House patients rated the satisfaction levels of our surgery at 91%. While the Practice Nurses were awarded 100% in confidence and trust!

Heath Road was ranked at 5th place in Halton.

The GP patient survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP Practice, which measures patients' experiences across a range of topics.

Merger of Grove House and Heath Road



On 17th August 2017 Heath Road Surgery became a branch of Grove House Practice, bringing both practices together as one. This will deliver more services for our patients across both sides! To mark the occasion both Practices came together for a ceremony to celebrate.



Thank you to everyone who came along to help celebrate this occasion especially to Dr David Lyon for doing us the honour of unveiling the new commemorative plaque and cutting the cake. Here's to a fantastic future for both Practice's. **For more pictures see our Facebook page!**



If you have been along to Heath Road Recently you may now have seen the new look Reception / Waiting area. I think you will agree it is looking fantastic!



Local Surveys

From 22nd June to 7th July 2017 we ran a survey regarding patient access at both Grove House Practice and Heath Road Surgery, please see questions & results below. We will now look at ways to act upon the results to improve services for our patients.

Grove House Questions and Results:

Question	% Yes	% No
1) Do you feel your urgent medical symptoms are attended to in an appropriate time frame?	74.3%	24.8%
2) Usually, are you able to book a routine appointment within 2 weeks?	73.3%	25.7%
3) Have you used a telephone consultation with a GP?	56.2%	43.8%
4) Do you know that you can have a medication review with a Clinical Pharmacist at the Practice?	34.3%	65.7%
5) Are you happy to see any GP for a new health problem?	73.3%	26.7%

Heath Road Questions and Results:

Question	% Yes	% No
1) Are you happy to wait (up to 2.5 hours) to see the GP in the morning Clinic?	42.7%	56.4%
2) Would you prefer a time slot appointment?	48.2%	44.5%
3) Are you happy with the current opening hours of the Practice?	67.3%	31.8%
4) Would you like to have access to more services?	68.2%	25.5%
5) Are you aware that you can order prescriptions and book GP appointments online 24 hours per day?	71.8%	28.2%

Join our Patient Group!

We are looking for patients from both Grove House Practice and Heath Road Surgery to join us our Patient Group meetings which run approx. 10 times per year. The purpose of the meetings is to discuss Practice matters, get our patients views on services, promote services and help with patient surveys Plus Much More! If you think this could be you please pass your details to a member of Reception.



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Tel: 01928 566561 Fax: 01928 842529

Website: www.grovehouse.co.uk