



Grove House Practice

.....Giving Health Priority

MESSAGE FROM THE MANAGER

Patient Newsletter

Spring 2015

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Our World is ever changing - and the world of health is no exception. There is always something new in the news about what we need to do (or not do!) to stay healthy - - or about a new cure for something we thought incurable - or even that butter may not be as bad for you as we were once told!

This can all be very confusing and it's always useful to have a good sounding board when we have concerns about our health. Someone to tell us when we need to go and get that cough checked out or that lump examined or someone to advise us that the aches and pains we feel are probably just down to a virus and a few days in bed should sort it out. In the good old days that someone was your Mum or Dad - or maybe your spouse. But with increasing numbers of us living on our own, away from family, we don't always have that friendly guidance to hand and so we make an appointment to see our GP, just to be on the safe side.

Here at Grove House, we don't want you to waste your time sitting at the doctors, only to be told that it's really nothing to worry about and to give it another week and see how you go. So, we're now looking at how we can better support you to know when you need to see a GP and when you don't. Over the coming year, we are developing a number of services which we hope will help both you and us. This will include more events like that reported below (which we ran for our older patients). And, in the meantime, don't forget the pharmacist at your local chemist shop is often a useful first stop for advice.

JACKY SLATOR

NEW PRACTICE WEBSITE

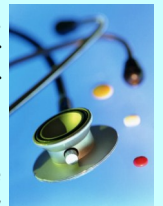
The Practice has developed a new website, using local web designers, Comtec IT Support, who are based in Runcorn.

The new-look website will go live during March and we really hope you agree that this new website is easier to use and navigate your way around - but we'd love to hear your views! Please let us know what you think by emailing us at:



GP Registrar

We now have a new Registrar with us. Dr Coogan finished his six month attachment here in early February and has moved on to his next 6 month training placement. In his stead, we are pleased to welcome Dr Manesso.



GP registrars are fully qualified and registered doctors - ie they have passed out of medical school and completed their 2 years of preregistration in hospital and been admitted as fully registered doctors on to the GMC list.

They are currently on a 3 year GP registration course which involves further hospital medical training in various specialities and an attachment to a GP Practice under a supervising qualified GP (in our case, Dr Allen). All GPs must undergo this training before they can become fully qualified GPs in their own right.

Dr Manesso will be with us for 6 months until early August.



Over 75s Event - A Success!

We were delighted that the event we ran one Saturday morning last September, aimed at helping our older population to stay well, was such a success.

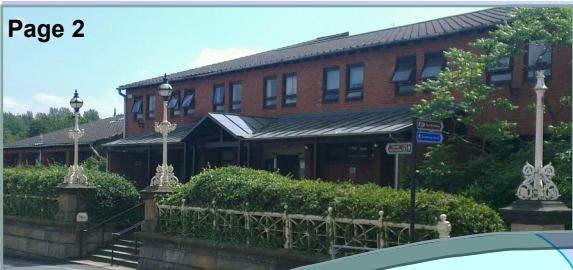
We had clinical speakers giving tips and advice on areas such as how to reduce the risks of falling and diabetes - as well as local groups talking about astrology, singing and dancing (with the last two giving demonstrations and encouraging us all to join in!).



On top of that, we were joined by lots of local and National organisations who each took a "market stall" in the building and attendees at the event could visit the stall and learn what each service has to offer. The British Lung Foundation, the local Stroke organisation, the local swimming baths, the police, Safe in Town, the local Carers Organisation (to name but a few) - all were present and giving out gifts and guidance.



We plan to do more events during 2015 - please keep your eye out (and check our new website) for details!



PLEASE JOIN OUR PATIENT GROUP

Grove House Practice has had an excellent, supportive and hard-working Patient Group for around 9 years now.

Under the steady, guiding hand of the Chair, Tony Bamber, our Patient Group has achieved a lot and helped to make the surgery more responsive to your needs.



Sadly Tony has recently had to resign from his position as Chair and the Practice marked his leaving with a little gift in recognition of his outstanding contribution.

It'll be a hard act to follow, but the new Chair of our Patient Group is Sydney Broxton and he is keen to welcome new members to the Group.

If you feel you can spare an hour a month ten times a year to attend meetings and help us develop further, please let Reception know and a member of the Group will call you to tell you more and invite you to the next meeting.

Or, if you feel you don't have the time to attend meetings, you can join our Virtual Patient Group and contribute your ideas by email. If this sounds of interest, please email us at:

patient.comments@gp-N81066.nhs.uk

Meet your GPs

From time to time we may have other GPs working here, but your permanent GPs are:



Dr David Wilson



Dr Lisa Spratt



Dr Christine Allen



Dr Claire Forde



Dr Sarah Hayes



Dr Lulu Wang

And we're delighted to announce that from April 2015, all 6 of these GPs will be Partners at the Practice. This means that they all jointly own the Practice business and will contribute to decision-making and management in the Practice in order to develop services, ensure quality of care and maximise patient satisfaction.



Did you know you can now register to use our online services?

Once registered, you will be able to book, check and cancel your GP appointments AND order any medication that has already been authorised for repeat issue.

And, in March, we are introducing a NEW area where you will also be able to view some of your medical record - in particular, the medications, vaccinations and allergies we have recorded for you.

To register, please go to www.patient.emisaccess.co.uk and follow the instructions.

The Practice now offers **EXTENDED** opening hours to help make it easier for you to see your GP.....

Our Opening Hours

	MON	TUE	WED	THU	FRI	SAT/SUN
OPEN	08:15	08:15	<u>07:00</u>	<u>07:00</u>	<u>07:00</u>	Closed all day
CLOSE	18:30	18:30	18:30	<u>20:00</u>	18:30	Closed all day
(precise availability may vary each week)						

Please note that the Practice telephone lines are available Monday - Friday 8.30am to 6.30pm. If you have an URGENT need for advice or treatment when our surgery telephone lines are closed, please call

0151 220 3685

