

Grove House Practice

Spring 2017 Newsletter



Spring 2017

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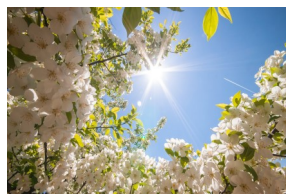
P2: Pharmacy First!



To all our Patients.....

We are aware that since Grove House Practice took over Heath Road Medical Centre, there may be some concerns from Grove House Patients over the continuity and standard of services that we deliver.

The GP Partners and Management would like to reassure all of our patients at Grove House Practice that services to you have remained at the high standard you have come to expect from us and will continue to do so.



Patient Notice:

On occasion, due to unforeseen circumstances, we may need to change your appointment to a different GP than who you have originally booked with. In this situation we would do our best to inform you of this change, but it may not always be possible.

Important Notice

Patient Access Online

Are you registered yet for our Online Services? You are able to book, amend and cancel GP appointments, order your repeat medications, send a message to the surgery and if requested, view your medical records, 24 hours a day from your home or via a mobile phone or tablet.

Ask at Reception for more details and a form to complete. You will need to bring photo ID with you when registering for online services.

Book online and save time
It's simple, quick and easy

Book your next appointment with Patient Access
Ask at reception for details and visit www.Patient.co.uk/access

Welcome to.....

We now have a new Long Term Locum GP Dr Jess Wright, who will be with the Practice for 6 months. Dr Wright will have a full days clinic on a Monday, Tuesday and Thursday.

She has special interests in Family planning and paediatrics.





Tel: 01928 566561 Fax: 01928 842529

Website: www.grovehouse.co.uk

Meet Our Patient Group

Are you interested in working with the Practice to improve services for it's patients? Do you think you can help to be a voice for all our patients? Then sign up and be a part of Grove House Patient Group!



We also have a Virtual Patient Group which allows patients, who cannot attend the face to face meetings, to still get involved.

If you are interested in either then simply hand your details into a member of Reception and our Patient Group Co-Ordinator will contact you or e-mail us at : patient.comments@gp-n81066.nhs.uk

Friends and Family Test

In addition to other means of giving us feedback, patients are asked to give us regular comment on our services via the Friends & Family Test. You can do this via our website, in the Practice or via text message. The Test is used throughout the NHS and basically asks if you would recommend the Practice to your Friends and Family, based on your last experience of our services.

Results for January — March 2017:

Extremely Likely: 825

Likely: 183

Neither: 31

Unlikely: 12

Extremely Unlikely: 35

Don't Know: 11

Would you go to your pharmacy first before seeing a GP?

Did you know your pharmacist can provide advice and treatment for a range of conditions, including headaches, coughs, colds and sore throats;

Under the Care at the Chemist scheme, you can see your local pharmacist for a private consultation, usually without an appointment, for a wide range of ailments.

If you don't pay for prescriptions, then any medication the Pharmacist prescribes is free of charge. For further information please visit:

<http://www.haltonccg.nhs.uk/your-health/Pages/NHS-Care-at-the-Chemist.aspx>

