

# Grove House Practice

## Spring 2018 Newsletter



Welcome to our spring newsletter, giving you all the latest news from both Grove House Practice and Heath Road Surgery.

### GP Extra

Do you need a routine appointment after 6.30pm during the week or at the weekend?

GP extra is a Halton based service that runs:  
Monday - Friday 6.30 - 9pm  
Saturday & Sunday 9am - 3pm

It is pre-bookable appointments with some same day appointments based at Heath Road Medical centre. This is where you would attend your appointment. Please note, the appointment will not be with your usual GP.

Simply speak to our Reception Team to arrange an appointment.

#### GP EXTRA CONTACT NUMBER:

You can now call **01928 593078** at **WEEKENDS** to access GP Extra. The phone line will be available 9am-3pm Saturday & Sunday so that patients can book appointments with a GP or Health Care Assistant.



### Times are changing

Evening and weekend appointments now available

You can now book an appointment to see a GP, nurse or other healthcare professional in the evening or at the weekend.

Speak to your practice receptionist or a member of the practice team to find out more.



### New Registrar

We are pleased to welcome Dr Mark Guirguis, who is the new Registrar at Grove House Practice.. He will be with Practice for 6 months working on a daily full time basis. He has studied at Liverpool and also worked in Blackpool and Warrington hospital.



### We are here to Signpost you...

We have many services now at both surgeries such as our Advanced Nurse Practitioner and Clinical Pharmacist, which means that you may not always need to see a GP.

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.



**Don't forget!** Other options too such as Web GP, the online way to consult with your GP by simply visiting our website: [www.grovehouse.co.uk](http://www.grovehouse.co.uk) and clicking on the link for 'Consult Online' .**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.**



Keep up to date with all the latest updates and news by following us on our Facebook:

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



Tel: 01928 566561 Fax: 01928 842529

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

## Easter Opening Times

The Practice will close for Easter Bank Holiday on Thursday 29th March at 8pm and reopen on Tuesday 3rd April at 8am (phone lines 8.30am).

If you need urgent medical advice or treatment when the Practice is closed, or, for general health advice and information you can contact **111** (also see our self care options throughout this newsletter)



**From everyone at Grove House Partnership we hope you all have a lovely Easter Bank Holiday.**

## Have you visited our Website?

Our website; [www.grovehouse.co.uk](http://www.grovehouse.co.uk) is our full guide to what we offer for both Grove House and Heath Road. We have all our Practice information leaflets, newsletters and booklets available to view or download. Practice Statistics, Performance, surveys and much more. From here you can also access online services such as appointments online, prescriptions and of course Consult your GP Online.



## 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/>



## Our Patient Group

Join our Patient Group and work with us on projects, surveys etc. to help benefit all of our patients. We have a Patient Group who meet face to face on a Wednesday 4-5pm approx. ten times per year, but we also have a Virtual Group to enable people who cannot attend meetings to still get involved.

If feel this is something you want to get involved with then please hand your details in to a member of Reception and our Patient Group co-ordinator will get back to you.



## 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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