

Grove House Practice

Patient Newsletter : Summer 2009

LATEST NEWS

I'm pleased to report that our phone system is finally fixed. We've had lots of positive comments from patients about the new system - and thank you for those: it's good to know you recognise and appreciate the improvements we are making.

We're carrying on with our extended opening hours during 2009. The Thursday evening and Saturday morning appointments are proving very popular, although we do still get 'no-shows' (patients who book an appointment slot and then fail to turn up for their appointment) which is very disappointing. We're working with our Patient Group to look at new ways to reduce these no-shows (currently running at over 100 a month for GP appointments)

Swine Flu continues to rage across the country - and we've recently seen our first cases in Runcorn. Fortunately, this strain does not seem as deadly as first thought. The advice remains the same: if you think you have symptoms, stay at home and call the surgery or NHS Direct. Please don't come to the surgery. We don't yet know when a vaccine will be ready, but we are planning our 'normal' flu clinics for October.

Our patient survey results are summarised elsewhere in this newsletter. We struggled to get responses and we will not be running a survey this year. Our Patient Group is, we feel, the best way of getting feedback on our services so please continue to feed any issues, concerns or comments to them (as well as directly to us).

As a direct outcome from the survey results, we've made a few changes. If you've been to the surgery recently, you may have noticed our new signs - all the clinical rooms have been renumbered and new door signs fitted. We're also in the process of issuing a whole series of patient information leaflets in the waiting room (and on-line). If there is an issue for which you feel an information leaflet could be useful, please let us know. In keeping with the new-style information leaflets, we've also revamped the style of this newsletter - let us know what you think.

We're also looking at different ways of releasing our GP appointments. From July about 1/3 of our GP appointments can be booked 'on-the-day' only with a further 2/3 of GP appointments available to book in advance (sometimes up to six weeks in advance). We hope this will help with the 8:30am bottleneck. Over the summer months, we are actively looking at other ways of improving access to our GPs.

Have a happy and healthy Summer - let's hope it's a good one!

JACKY SLATOR

Business Manager

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Welcome back...



...to Dr Flinn who returns from maternity leave on Monday 7th September. Her two children, Arran and Eili, will no doubt miss her being at home so much, but we're delighted to have her back! Dr Flinn will be in the surgery on Mondays and Thursdays and will be consulting from Room C.

GOODBYE TO...

...Dr Watson, who left us at the end of March to work closer to home. Her patients and friends here at Grove



House will miss her bright and sunny personality. At the moment, Dr Watson is not being replaced and the other doctors are increasing their appointments to fill the gap. Dr Meda has increased her days at the surgery from 3 to 4 and hopes to be full-time soon.

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Did you know.....?



In a typical month, Grove House Practice offers the following services to our 10,915 patients:

- 2400 GP face-to-face appointments
- 140 GP home visits
- 310 GP telephone appointments
- 450 PN appointments
- 250 HCA appointments
- 115 Baby imms appointments
- 3200 prescriptions for 12500 items



watch our for our smart new uniform from July 2009!

FUNDRAISING FOR HALTON HAVEN HOSPICE IN MEMORY OF DIANE



Last year, the Practice sadly lost a much-loved member of our team to cancer - Diane Newby was only in her 50s when the cancer struck. We decided that we would like to pay her tribute each year by raising money for our local hospice in Diane's name. Last year, we organised a number of events, including a walk and raised £500.

This year, we were more organised and our fundraising events included a 'wear red' day for staff, a 9 mile sponsored walk from Preston Brook, a coffee morning and home-made cake-selling among Grove and Tower House staff. We were delighted to raise nearly £1000.

The photograph shows us at the start of the sponsored walk in March - thanks to the hospice for donating the tee-shirts: apart from raising awareness of what we were doing, they were a welcome



extra layer or warmth on the day! It rained (of course) but we all enjoyed the walk and we were particularly pleased that friends and family joined us too - including Dianes' two daughters, Laura and Hannah.

2008 PATIENT SURVEY RESULTS

Thank you to all of you who completed a survey form last Autumn. We have now received the results and agreed priority areas with our Patient Group. The results showed that you recognise the improvements we have made during 2008 and our scores improved in every area. We're now working on the areas for improvement you identified and have already made some changes - with more to come. Please see elsewhere in this newsletter for details of some of the improvements being made.

You thought the top 5 most improved areas were:

1. seeing your GP of choice
2. Seeing a GP within 48hours
3. Our opening hours
4. Our appointment system
5. Speaking to a GP by phone

The top 3 areas you feel still need improvement were:

1. Telephone access and, in particular, the bottleneck for appointments that can occur at 8:30am
2. The comfort of the waiting room
3. Information about services

How to Contact Us

Appointments + enquiries: 566561
Appointment cancellations: 842577
Fax: 590212
Website: www.grovehouse.co.uk
Address: St Paul's Health Centre, High St, Runcorn, Cheshire WA7 1AB

SWINE FLU

If you have flu symptoms (ie temperature/fever with any two of: cough, sore throat, runny nose, headache, limb/joint pain), then please

STAY AT HOME

and call the surgery or NHS Direct for further advice.