



## LATEST NEWS



**As I write this, the worst of the snow and ice that started appearing in late November is over but more is forecast soon. What a start to the Winter!**

In health terms, we're just starting to see the arrival of the seasonal flu, and the papers are reporting cases of swine flu, too. If you have a chronic disease (such as CHD, diabetes or COPD) - or are pregnant - and haven't yet booked your flu jab, please do so now!

Apart from flu, this is the time of year when so many of us get coughs, colds and sore throats. Don't forget our FREE handy guide to minor ailments you can treat at home – copies are available from Reception and in our Waiting Room. And you can also download a copy from our website: [www.grovehouse.co.uk](http://www.grovehouse.co.uk)

This last year saw the introduction of our brand new appointment system for our GPs. To date, it appears to have been a roaring success. Nearly 2000 of you are now registered to use the on-line GP appointment booking service and the changes we have introduced elsewhere mean that most of you are now finding it much easier to get to see your GP at a time that suits you. You no longer have to phone at 08:30 each day – and, if you do, you must have noticed that you can get through much quicker and easier than before.

And, when you do call us, thank you to all of you who are actively helping the Reception team to signpost you to the best way of getting your issue resolved by explaining briefly what your needs are - be it a GP appointment or advice, a form to be completed or a test to be taken.

In January, we will run a short survey in the Waiting Room again, to check that you agree that the service has improved – but please feel free to suggest any other improvements in the meantime. A patient recently suggested we need more chairs in the waiting room and another asked for chairs that are easier to get out of. So we've got rid of the low chairs and introduced more chairs - many with arms. I hope you now find it easier to get a seat while you are waiting.

Have a very happy Christmas holiday and a healthy New Year!

**JACKY SLATOR**  
Business Manager



## FUNDRAISING ...



*Dr Allen would like to say a big thank you to everyone who sponsored her walk for charity earlier in 2010. The initial walk was postponed after flights were cancelled due to that erupting volcano. But she and a friend finally completed their walk along the Great Wall of China and, with your help, Dr Allen raised £3800 for Halton Haven Hospice.*



Dr Allen

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## Congratulations!



Vicky

Carole



Carole Meese (our longest-serving receptionist) won this year's Employee of the Year award – as voted by all the doctors, nurses and staff here at Grove House. Carole has been with the Practice for 27 years and was delighted to be recognised for all her hard work in this way.

Also recognised was relative newcomer, Vicky Ashworth. Vicky is our Prescription Clerk and has transformed the prescription service, helping to ensure you get your correct prescriptions on time and also that you have all your necessary tests and checks in order to continue getting your prescribed drugs. Vicky received the Partners' award in recognition of the excellent improvements she has made to the service.



Winter 2010

## CERVICAL SCREENING TESTS

Screening for cervical cancer (a cervical smear test) is effective and saves lives.

Every year across Halton & St Helens, there are approx 18 new cases of cervical cancer AND approx 8 deaths from cervical cancer in women

In 2008/9, 12 women locally were diagnosed with cervical cancer of whom 9 had been invited but not attended for a cervical smear test.

So, when you are invited to come into the Practice for your routine cervical smear test, please take up the offer..... it could just make the difference for you!

(The National screening programme invites women aged 25-49 every 3 years and those aged 50-64 every 5 years)

Please ask your doctor or nurse for further details

## FOND FAREWELLS



In November, one of our much-loved Receptionists, Lesley Allen, retired.

Lesley had been with us for the last 10 years, during which time she made many friends here.

She will be much missed by patients and staff alike.



*Patient: Doctor, doctor, I feel like a bell*

*Doctor: Take this medicine and if you don't feel any better, give us a ring!*



## Wedding Congratulations ...

... to Sharon Williams (nee Lewis) who got married earlier this year. Here's a photo of Sharon (looking stunning) and her proud new husband, Ian on their wedding day.



## How to Contact Us

Appointments + enquiries:  566561

Appointment cancellations:  842577

Fax:  590212

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

Address:  St Paul's Health Centre, High St, Runcorn, Cheshire WA7 1AB

**If you need urgent medical advice or treatment while we are closed, please call our out-of-hours service on 0845 6710270**

*Q: What do you get if you eat Xmas decorations?*

*Tinsel-itus!!*



## Xmas Opening Hours

We are closed on:

Saturday 25th December

Monday 27th December

Tuesday 28th December

Saturday 1st January

Monday 3rd January