

Grove House Practice

Winter 2017 Newsletter



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

Do you want to help the Practice?

The Practice has a long standing Patient Group, who meet you approx. ten times per year to discuss ways to improve services for our patients. They are also involved in any surveys, patient comments and Practice developments.

We also have a Virtual Patient Group to enable people who cannot attend the face to face to meetings. The VPG members are able to make their own comments and/or raise general queries about the services at Grove House Practice on-line, which can then be discussed at the main Patient Group meeting. VPG members will also be asked to take part in short, specific, on-line surveys from time-to-time.

If you think either Groups are something you would like to get involved in please pass your details into a member of our Reception Team and our Patient Group Co-Ordinator will get in touch with you.

Stop the Flu Bug Get your jab!



There is still time for you to get your flu vaccination! Just phone our Reception Team who will arrange an appointment for you!

New Staff!

We are pleased to welcome Gill Thistlewood, who is our new Advanced Nurse Practitioner. Gill has a background in Nursing, has also worked as a midwife and in walk in centres. Gill generally deals with minor ailments, but can also manage more chronic illnesses. She can also order investigations such as scans, refer to secondary care and issue prescriptions, she has been a prescriber for 12 years. She can do a lot of what a GP does, and will be working full time.



Web GP



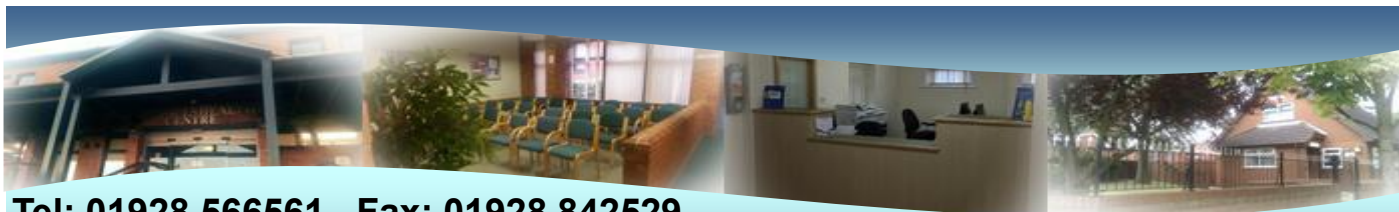
Consult your Doctor online via our website: grovehouse.co.uk for non urgent health problems.

Simply visit our website and click 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



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

Christmas Opening Times

The Practice will close for Christmas on Friday 22nd December at 6.30pm and will reopen at 7am (phone lines 8.30am) on Wednesday 27th December.

We will then close for New Year on Friday 29th December at 6.30pm and re-open on Tuesday 2nd January 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 below.)

We would like to wish all our patients a very Merry Christmas and a Happy New Year.



What Service Do You Need?



We have many services now at both surgeries, which means that you may not always need to see a GP. As we mentioned on page 1, we now have an Advanced Nurse Practitioner, who can do a lot of what our GPs can do. We also have our Clinical Pharmacist, Wai Lan, who can see you for medication reviews. She may not always need to see you face to face, a telephone consultation with her may be an option.

Our Reception Team are trained to navigate you to the best person to deal with your health issue.

Don't forget! Other options too such as Web GP, the online way to consult with your GP and to use Self Care were possible such as going to the pharmacy for minor ailments and non urgent or persistent health problems. See the diagram opposite for self help options



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.

The service is based at Heath Road Medical centre and 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.



Patient Feedback:

If you have any comments, compliments or complaints please use this section and pass it back into a member of reception.
