



Grove House Practice Winter 2018 Newsletter



 <p>Self care</p> <p>Visit www.nhs.uk</p> <p>Minor cuts and grazes Bruises & minor sprains Coughs and colds Sore throat</p>	 <p>Pharmacy</p> <p>Minor ailments Bites and stings Upset stomach Medication advice</p>	 <p>NHS 111</p> <p>Feeling unwell? Need medical advice? Don't have a GP to call?</p>	 <p>GP Advice</p> <p>Out of hours call 111</p> <p>Persistent symptoms Chronic pain Long term conditions</p>	 <p>GP Extra</p> <p>Pre-bookable and same day appointments available with prescribing practitioners. Mon-Fri 6.30pm-9.00pm Sat-Sun 9.00am-3.30pm</p> <p>Ask your own surgery for a GP Extra appointment</p>	 <p>Urgent Care Centres</p> <p>Breaks and sprains X-Ray and ultrasound Cuts and grazes Fever and rashes</p>	 <p>A&E or 999 Emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
---	---	--	---	--	---	---

Flu Vaccine Update



We have had an excellent response this year for our Drop in flu clinics. So far, we have vaccinated more patients than at this point last year, with some of the biggest attendances at both the Saturday and Thursday night clinics, with following figures:

- Saturday 13th October 822 patients vaccinated
- Thursday 18th October 178 patients vaccinated
- Saturday 20th October 519 patients vaccinated
- Thursday 1st November 130 patients vaccinated
- Saturday 10th November 398 patients vaccinated

If you still need your flu vaccination then please contact our Reception team who will book you an appointment.

2018 DNA Figures

So far this year we have had **1489** appointments that have been DNA's (Did not attend). This equates to **248** hours of a GPs time.



- Our Practice aims to improve this by:
- 1) Offering easy cancellation - our cancellation line is: 01928 842577
 - 2) Appointment Reminders
 - 3) New appointment cards at Reception

UPDATE your mobile number if you would like to receive text reminders for your appointments!



Care Navigation

Care Navigation is about helping you get to the service you need when you ring your GP Surgery for an appointment. Our Reception staff have been trained so that they can navigate you to the right services for your need

So please don't be offended if you are asked what the problem is when you next ring to make an appointment.

The Care Navigator may suggest some of the following services if they meet your needs:

- **Opticians**
- **Pharmacist**
- **Health & Wellbeing services**
- **Musculoskeletal**
- **Sexual Health services**

The choice is still yours, it is up to each individual patient as to whether they accept the care navigation choices. ALL patients STILL have the right to see a GP.




"Please don't be offended if you are asked what the problem is when you ring to book an appointment at your GP practice.

This is called Care Navigation and it's about helping you get to the service you need!"

The Care Navigator might suggest other professionals and/or services that could help you better



Tel: 01928 566561 Fax: 01928 842529



Website: www.grovehouse.co.uk

St Pauls Walking Group

The St Pauls Health Centre Walking Group is going extremely well. Why not come along and join us, it is a great way to keep fit and healthy whilst also meeting new friends.



The walks will be local and last for approx. 30 minutes, they will be with a qualified Walk Leader and Health Care Assistant. Simply speak to one of our Receptionists! So come and join us EVERY Friday morning at 11am, starting at St Pauls Health

Centre.

Virtual Patient Group

Grove House Practice first set up our very successful Patient Group in early 2006, in recognition of the fact that we needed our patients views and opinions in order to help improve the services we offer. But, we know that this Group is made up of only a limited number of patients and attending meetings is a commitment not everyone can make,.



So, we set want to set up a NEW Virtual patient Group via a Facebook. 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 feel that this is something you would like to take part in please pass your details to a member of Reception or e-mail:

Patient.comments@gp-n81066.nhs.uk

Christmas Closing

Both Grove House Practice and Heath Road Surgery will close on Monday 24th December at 6.30pm and will re-open on Thursday 27th December at 7am (Heath Road 8.30am) **phones lines 8.30am**

We will also be closed on Tuesday 1st January 2019, reopening on Wednesday 2nd January at 7am.(Heath Road 8.30am) **phones lines 8.30am**

May we wish all of our patients a Merry Christmas and a Happy New Year!

If you need URGENT medical attention during the Christmas period, please phone the Out of Ours service on 111.



WE HAVE A FACEBOOK PAGE!

Our page is designed to keep our patients up to date with all the latest updates, information and news from Grove House Practice and Heath Road Surgery.

**Follow or like us on our Facebook:
<https://www.facebook.com/grovehousepracticercorn/>**



Patient Feedback:

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