

Cancellation Line



Please telephone us on [01928 842577](tel:01928842577) as soon as you are aware an appointment is no

longer needed as there may be another patient who may need to see a Clinician.

This is a message service only where you can leave the details of the appointment you wish to cancel. If you need to rearrange your appointment, please call Reception on [01928 566561](tel:01928566561)

- Please keep appointments and be on time for your appointment (you may not be seen if you arrive 10 minutes or more after your appointment time).
- Try to use your consultation for just one problem, please tell the Clinician at the start of your appointment if you have more than one problem and they will help you prioritise and decide if another appointment needs to be made.
- Please ensure your address and telephone number is correct. If you move house, change address or the postcode is changed.



Grove House Practice
St Paul's Health Centre
High Street
Runcorn

Tel No: 01928 566561

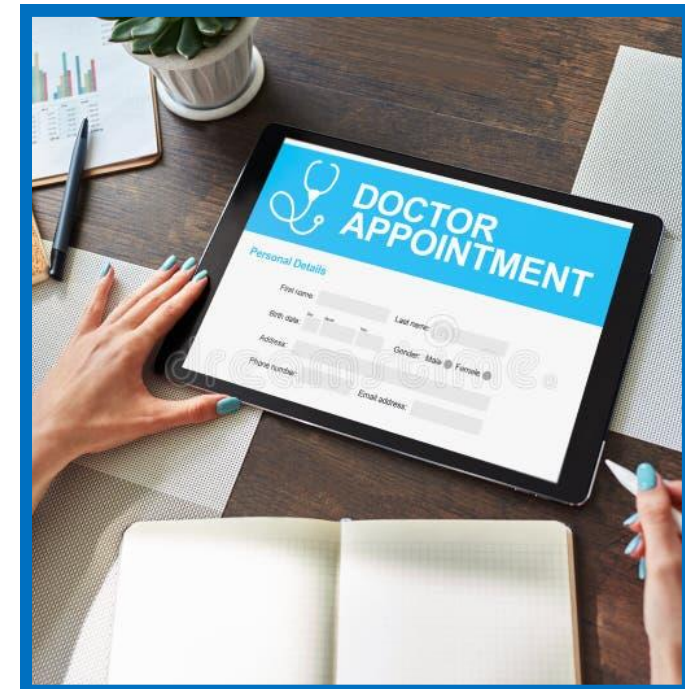
Cancellation line: 01928 842577
(message facility only)

Website: www.grovehouse.co.uk

If you require this leaflet in a different format or if you need further information or advice, please contact the Practice

Appointments

Grove House Practice



Consultations

In order to keep both staff and patients safe we operate a total triage system. This means that every request will be reviewed by a Clinician and they will make a decision on how best to consult with a patient. As always Clinicians take the patient's wishes into account but they also consider everyone's safety, efficient use of time in order to care for many and the most appropriate action required for the best outcome for you.



The quickest, most informative method of consulting with a Clinician is by e-consult, using the PATCHS system. The Clinician will use this information to plan for and discuss the problem with you and things will move on from there.

There are a number of different types of clinical staff available at this practice – GPs, Practice Nurses and Health Care Assistants. Our Receptionists are trained to signpost you to the most appropriate appointment to meet your need, this could be a referral to the Pharmacy or Eye-care Clinic.

Send an E-Consultation by using PATCHS

Please Note: This service is only available while the practice is open, this is switched on at 8am every day and is open until we have reached capacity for that day.

Please give as much information as possible while completing your request, this will enable your Clinician to help you more effectively. The Clinician may then:

Face to face Consultations

The Clinician or a member of our Reception Team will phone you to arrange an face-to-face consultation. When you arrive you may be able to use our Self Check-in screen, if not check in with a member of our Reception Team.

Telephone Consultation

These will be booked for you as a result of your initial request.

Text Message Information

As the Clinician reviews your request, they may be able to give you information direct to your phone via SMS text. Sometimes the Clinician may need to you to do something, e.g. have a blood test done or collect a prescription. We hope you agree that this makes communication faster and more efficient.

We do support patients who struggle to use technology. If this applies to you, then please **call us on [01928 566561](tel:01928566561)** and our Reception Team will take you through a set of questions similar to those from a PATCHS request..

HOME VISITS



If you are housebound and need a home visit then please contact us before 11.00am.

Our Receptionist will ask you for some brief details of your illness, then you will be called by a Clinician before the Home Visit, to obtain some more information about your illness. This will enable the doctor to schedule their visits according to their urgency.

Home visits requested in the morning are carried out after morning surgery. Any home visit requested later in the day will be dealt with by the Duty GP that day. Please note that a later visit will be carried out by the duty doctor, which may not be your usual GP.

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