

**Reception is open for telephone**

**contact between:**

Monday to Friday: 8.30am - 6.30pm

Our Receptionists are fully trained to provide you with the best possible assistance.

### **Grove House Opening Times**

Monday, Tuesday, Friday: 8am - 6.30pm

Wednesday & Thursday: 7am—6.30pm

### **Heath Road Opening Times**

Monday to Friday: 8.30am - 6pm

We are closed on weekends and Bank Holidays.

If you need urgent medical advice or treatment when the Practice is closed, please call:

**111**

Calls to 111 are free from landlines & mobiles



Grove House Practice

St Pauls Health Centre

High Street

Runcorn

Cheshire

WA7 1AB

Tel No: 01928 566561

Cancellation line: 01928 842577

(message facility only)

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

Last reviewed: September 2023

# Patient Group

Patient Information Leaflet

Grove House Practice  
& Heath Road Surgery

We are always seeking new members to join the group



## **BackGround**

In February 2006 in recognition that our patients' views and opinions were the best drivers for improving the services we offer, the Practice asked for volunteer patients to sit on a 'Patient Group'. This group represents our patients views and meets to discuss general practice developments, issues and concerns and to agree ways of overcoming them. The group consists of around 14 patient members who regularly meet with either the Business Manager or the Deputy Operational Practice Manager and the Business Administrator.



Over the last couple of years the Patient Group has discussed and helped us to improve services such as access to appointments, the telephone system, the prescription service and wasted GP appointments (DNAs). The Group has also been involved in developing recent Practice surveys and action planning in the light of the results.

When the Group meets they also discuss any comments and suggestions that have been put in the patient suggestion box in the waiting area by other patients. The Group always like to respond to the suggestions and comments, so are grateful if you fill in your details although they do understand that some people may wish to remain anonymous.



Previous patients suggestions and comments are kept in a folder for viewing in the waiting area along with any responses sent. The comment box is locked and is only opened at the Patient Group meetings.



The Patient Group has agreed that patients can contact them via the Practice. If you wish to contact a member of the Patient Group please address your correspondence to:

**The Patient Group**  
**Grove House Practice**  
**St Paul's Health Centre**  
**High Street**  
**Runcorn, Cheshire, WA7 1AB**



Or via e-mail at:  
**patient.comments@gp-n81066.nhs.uk**

## **NEW MEMBERS!**

The Group and the Practice are always actively seeking new members to join the Patient Group. It is important that we get the views of our patients to help us improve and develop the services that the Practice offer.



*The Group usually meets on a Wednesday evening at 4pm - 5pm approx 11 times per year.*

If you are interested in joining the Group please ask at reception or contact the Practice through an e-mail at:

**patient.comments@gp-n81066.nhs.uk**

Why not read up on what our Patient

Group has been doing recently by

visiting our website:

**www.grovehouse.co.uk**

The site contains the minutes of the Patient Group meetings, patient survey results and much more!

