

**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: 8am - 6.30pm

Wednesday & Friday: 7am—6.30pm

Thursday: 7am—8pm

Heath Road Opening Times

Mon—Fri 8.30am—6pm

We are closed at weekends and on 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

Last reviewed: June 2020

Virtual Patient Group

Patient Information Leaflet

**Grove House Practice
& Heath Road Surgery**

We do not envisage that membership of the VPG will take up a lot of your time



Background

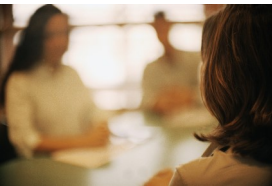
Grove House Practice first set up our very successful Patient Group in early 2006, in recognition of the fact that we needed our patients' views and opinions in order to help improve the services we offer.



Over the years, this Group has helped the Practice improve many areas including:

- our communication with patients
- our telephone systems
- our GP appointment system.

But we know that this Group is made up of only a limited number of patients - volunteers who can attend up to 10 meetings a year at 4pm on a weekday. That's not a commitment everyone can make, so we realise this Group cannot represent the full range of our patients.



In particular, our Patient Group is under-represented by patients in the younger age brackets (18-45) and we have therefore set up a "Virtual Patient Group (VPG)" to sit alongside our existing Group so that we can ensure we get feedback from as wide a representation of patients, as possible.

The VPG

While anyone can join the VPG, we are particularly looking for **patients between the ages of 18 to 45.**



The VPG members are able to make their own comments** and/or raise general queries** about the services at Grove House Partnership 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.

We do not envisage that membership of the VPG need take up a lot of time for those who participate - and you would not be committed to taking part in every survey. And of course, you can resign from the VPG at any time.

***** Please note that the VPG will not be the forum to raise personal issues. You can still do this through the Practice's normal patient feedback methods.***

If the VPG sounds of interest to you, please email us at:



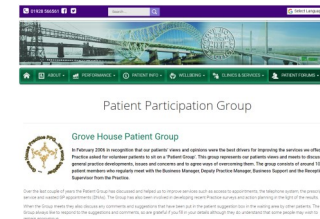
patient.comments@gp-N81066.nhs.uk

- or fill in the slip included with this leaflet and hand in at Reception.

You must have a valid email address to join, so please ensure you include it so that we can contact you.

Once we have verified your details, we will be in touch.

You may like to read copies of the minutes taken from previous Patient Group meetings. To do this visit our website:



www.grovehouse.co.uk
and go to: "Patient Group" link.

And if you would like to join the existing Patient Group and attend our meetings, the Group meets most months at the Practice at 4pm on a Wednesday. Please contact us to ask for the date of the next meeting.