

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

Appointment cancellation line:
01928 842577
(message facility only)

Website: www.grovehouse.co.uk

Last reviewed: June 2023

New Patients: How to Register

Patient Information Leaflet

Grove House Practice
& Heath Road Surgery

Registration forms are available at Reception or can be downloaded from our website

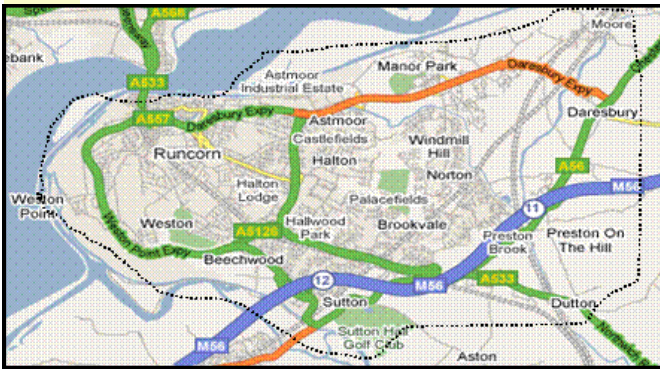
Summary
Care
Records



NEW PATIENTS

If you live within our practice area (see map below) and would like to register with us, you will need to complete a couple of forms. These forms are available at Reception, you can also register online at

<https://www.grovehouse.co.uk/patient-information/register/>



The questions we ask on these forms are important information about you and your health and it is essential that you complete all boxes, please.

If this is the first time you have registered at a GP Practice within the UK then please ensure you also tell us the date of your entry into the country.



If you are registering a new born baby then we will need their NHS number. You will receive your baby's NHS number when you register the birth.

It normally takes us 2 working days to process your registration.

We ask all new patients to have a health check.

This appointment usually only takes about 30 minutes and includes a check of blood pressure, BMI, family health history and your own medical history. It would also be helpful if you can bring along a list of your current medication



This initial check both gives you peace of mind about your current health status and gives us a better idea of what your medical needs may be so we can offer you the best possible care.

If you need to see a doctor or order medication before we have received your medical records from your previous GP Practice, we may need to contact them by telephone to obtain relevant information.

All of our GPs offer the full range of general practice services to their patients. They also offer additional services such as minor surgery and post natal checks. Please see our Practice booklet for further details.

Grove House Practice usually has 11 permanent GPs, and 2 ANPs available each week. However, we can, from time-to-time, also employ locum GPs on a temporary basis to cover both short-term absence (eg when a GP is on holiday) and longer-term absence (eg when a GP is on maternity leave).



SUMMARY CARE RECORD



NHS (England) has introduced a new electronic record called the summary care record (SCR) which will be used to support your emergency care.

This means that important information about your medication and any allergies you suffer from can be shared quickly and easily with other healthcare staff when our Practice is closed or you are away from home in another part of England.

NHS (England) has provided a leaflet explaining more about the SCR and your options which can be viewed here: www.nhs.uk/scr

If you would prefer not to have a Summary Care Record, please indicate this on our registration form. If you tick to say you do want a SCR - or if you don't tick this box at all, a summary care record will automatically be made for you.

Please note that you can change your mind at any time - just let the Practice know.

