

## How to get a health check.....

The Practice offers a variety of health checks with our Nursing team .



You can contact Reception to see if you are eligible for a health check.

## How to join our Patient Group or Virtual Patient Group.....



The Practice has an established Patient Group and a growing Virtual Patient Group. The Patient Group meets up approx 10 times per year usually on a Wednesday from 4pm to 5pm (for more information please see our 'Patient Group' and 'VPG' leaflets). If you would like to join either of the Groups then please ask at reception or contact the Practice through an e-mail at:

[patient.comments@gp-n81066.nhs.uk](mailto:patient.comments@gp-n81066.nhs.uk)



All Patient Information leaflets are available within our waiting room or on our website:

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



Grove House Practice  
St Paul's 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 Updated: June 2023

# How do I ?.....

## Patient Information Leaflet

For information on test results, reports/forms, chaperones and much more...

**Grove House Practice  
& Heath Road Surgery**



## How to get a Test Result....



Please note that this practice has a strict policy regarding confidentiality and data protection. We usually only give test results to the person to whom they relate.

Most test results are available a week after the test. However, this timescale can vary with demand so please bear with us. Once the results have been sent back to the Practice, the GP or Practice Nurse may want to discuss them with you and if so we will contact you.

If you don't hear from us within the timescales below you are welcome to phone reception to check if your results have been received. Reception can also then advise you if the GP needs to discuss these results further with you. The exception is cervical smear tests where you will be notified by Cheshire Health Authority of your result.



### **The approximate turnaround time for standard test results are:**

- Blood tests - 7 days
- X-rays and Ultrasound - 14 days (Subject to the hospital sending in this time period)
- Cervical Smear test - national target is 2 weeks. If the result has not been received after four weeks, please contact the surgery
- Pregnancy - 3 days

## How to get a Report or Letter Completed....



If you have a medical report, form or letter that needs to be completed by a GP then please speak to a member of Reception. **You do not need to book a consultation with a GP to have the form completed.** Reception will advise you regarding the time it will take for the report, form or letter to be completed and if there is a fee involved (please see our Reports and Forms leaflet).

If there is anything that is classed as urgent the Practice will do its best to have this completed as soon as possible.



## How to ask for a Chaperone.....

A Chaperone is a person you may wish to have present with you during an examination with a GP or Practice Nurse. This can be a family member or friend, a trained member of staff or another Clinician.

You may ask for a chaperone at reception before your consultation starts or when you are in the consulting room with your GP or Nurse, before the examination.

## How to Register with this Practice.....

If you live within our area then you may register with us by completing a registration form, they are available at Reception or can be found online. For further details please see our 'New Patients & Registrations' leaflet.



## How to notify the Practice about your concerns about a loved one or neighbour....



We understand that at times you may have concerns regarding the mental or physical health of a loved one or neighbour.

If you do have any such concerns please explain to a member of reception. They are not able to give you any information **but** they could offer you a telephone consultation with the patient's GP. That GP can then take whatever action they feel is necessary based on your information.

We will always do our best to understand and offer help in these situations.

## How to disagree with your treatment or refuse treatment.....

If you feel that a particular GP or Nurse has not given you satisfactory treatment then you are very welcome to come and see one of our other Clinicians. If you have any other concerns then please see our Business Manager by asking a member of Reception.

