

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

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

Last reviewed: June 2020

Your Named, Accountable GP

Patient Information Leaflet

**Grove House Practice
& Heath Road Surgery**

Remember: you can still
continue to see a any
doctor at the Practice

**DOCTOR
WHO??**

Named, Accountable GP for all Pa-

Introduction

All patients registered with Grove House Practice (including children) now have a named, accountable GP.



Having a named, accountable GP for each patient is a Government initiative and the named GP (sometimes called "Usual GP") takes overall responsibility for the co-ordination of all appropriate services and ensures they are delivered where required (based on the GP's clinical judgement) to **each** of their patients.



It is important to understand that your named, accountable GP **will not**:

- take on vicarious responsibility for the work of other doctors or health professionals
- take on 24-hour responsibility for you or change their working hours
- imply personal availability for GPs throughout the working week
- be the only GP or clinician who can or will provide care to you.

How do I know which doctor is my named, accountable, GP?

If you have a repeat prescription, the name of your named, accountable GP will be printed on the white, right hand page of the prescription. For patients who have electronic prescriptions - or where the Pharmacy orders medication on your behalf - the Pharmacy staff will be able to give you any messages or information on your prescription.




If you do not have a repeat prescription and wish to know the name of your allocated GP, please ask at Reception or check with the doctor or nurse you see at your next appointments



Can I still see a different doctor?

Yes! All our GPs work very closely together and having a named, accountable GP does not prevent you from seeing any doctor at the Practice. However, if you prefer us to change your named, accountable GP, please ask at Reception and we will do our best to accommodate you.

 Please be aware that due to holidays or other commitments, your named GP may not always be available.

What happens if my named, accountable doctor leaves the Practice?

If a GP leaves the Practice, the patients who are assigned to that doctor will be moved to the replacement GP.



Please note that if your named accountable GP alters their working hours, you may be assigned a new named accountable GP. However, as currently, you may still make and appointment to see any doctor of your choice.



Remember:
you can still
continue to
see ANY
doctor at the
Practice!