



Grove House Practice

March 2025 Newsletter



We aim to deliver a "Best Practice" standard of care at all times, ensuring accessible and appropriate diagnoses, treatment and care plans are available to all patients.

For minor ailments advice see you local Pharmacist or go to <https://111.nhs.uk/> first.

NHS Don't forget to use the NHS app (more information overleaf)

With our DNA (did not attend) rate averaging at 236 missed appointments per month, using the right service for your symptoms, is now more important than ever. It not only helps you to see the right person first, but helps to free up other services for those who need it! Always remember to prioritise and consider what service you should use first.



Don't forget! That though Pharmacy First, you can go to you Pharmacist with 7 common conditions:



- Acute Otitis Media (1-17 years)
- Impetigo (1 year and over)
- Infected Insect Bites (1 year and over)
- Shingles (18 years and over)
- Sinusitis (12 years and over)
- Sore Throat (5 years and over)
- Uncomplicated Urinary Tract Infections (women 16-64)



Tel: 01928 566561

Website: www.grovehouse.co.uk



Service information

In March - what have we been doing?



4,117 appointments booked with an average of **70** per 1000 patients per week (national target is set as 72 per 1000)



2593 PATCHS Digital requests, were triaged and actioned by a Clinician. These requests resulted in the following Modes of Contact:



Face to face
50% (45% Jan-25)



Telephone
21% (23% Jan-25)



Home visit
1% (1% Jan-25)



157 Appointments were lost as patients did not attend (DNAs). This took away **53 hours** of lost clinicians time and an estimated cost of £4,700.

Our Appointment Cancellation line is available 24 hours for you to leave a message :

01928 842577



5513 Calls were taken by the Care Navigators in Reception.



165 additional appointments were booked with GP Extra out of hours service. These were 103 GP appointments, 34 Nurse Appointments and 28 HCA/Phlebotomy Appointments.

Swim 22

Take on our life-changing Swim22 challenge and feel a boost in your mood with every swim.

Swim 11, 22 or 44 miles over 12 weeks – at your own pace, your way.

Your first swim might feel daunting but take the plunge and be amazed at what your body can

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.

Sign up at: swim22.diabetes.org.uk/sign-up or scan the QR code above.

How do I ask for a Chaperone

A chaperone is an impartial observer, such as a trained professional, you may wish to have present during an examination with a GP or Practice Nurse.

This can be a trained member of staff or another Clinician. Friends and family may be present for support but do not serve as chaperones.

Need a chaperone? Just ask

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.

If no-one is available your examination can be re-arranged.

Check Your Own Blood Pressure



Did you know that you can check your own blood pressure?

At Home – You may give us your results via Online Consultations

Walk into any Pharmacy to have it checked

At Grove House Practice Blood Pressure Self Check Area - Based in our waiting room, we have a screened off area, where you can take your own blood pressure. Once done, simply pass your results to our Reception Team.

SWIM 22

FIND A MORE CONFIDENT YOU

FROM 22 MARCH



Dive in from **22 March 2025** and find a fitter, more confident you.



Scan me.