



Grove House Practice

January 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.



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 December - what have we been doing?

 **4,626** appointments booked with an average of **71** 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 **51%** (55% Nov-24)  Telephone **23%** (19% Nov-24)  Home visit **1%** (1% Aug-24)

 **221** Appointments were lost as patients did not attend (DNAs). This took away **69 hours** of lost clinicians time and an estimated cost of £6,600.

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

01928 842577

 **4685** Calls were taken by the Care Navigators in Reception.

 **152** additional appointments were booked with GP Extra out of hours service. These were 105 GP appointments, 22 Nurse Appointments and 25 HCA/Phlebotomy Appointments.

Flu Vaccinations

We still have Flu vaccinations available, please speak to one of our Reception Team, by coming into Practice or calling us, to book yours **NOW!**



NHS App

The NHS App allows you to access a range of NHS services. **You must be aged 13 or over to use the NHS App.** You can download the NHS App on your phone or tablet.

Via the app or the website you can, order repeat prescriptions and nominate a pharmacy where you would like to collect them and view any appointments that you have coming up,



To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery.

If you cannot access the NHS app, or have a device to access it on, then you can use the website:

[Access your NHS account - NHS](#)

This shows you all the same information as the app.

For those who would like to use the app, but are unsure how to, our Patient Group, are looking to hold some sessions, so you can come in and get some help. They can show you how to use the app and what you can use it for!

We will also have some Practice staff on hand who will also be able to help, with any queries that the Group can not.

As soon as a date has been confirmed, we will publicise it through all our usual methods.

If you wish to send us any comments please go to: <https://www.grovehouse.co.uk/patient-information/patient-comments-complaints/>