








Grove House Practice

April 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.


 <p>Self care</p> <p>Visit www.nhs.uk</p> <p>Minor cuts and grazes bruises and minor sprains Coughs and colds Sore throat</p>	 <p>Pharmacy</p> <p>Minor ailments Bites and stings Upset stomach Medication advice</p>	 <p>NHS 111</p> <p>Feeling unwell? Need medical advice? Don't have a GP to call?</p>	 <p>GP Advice</p> <p>Out of hours call 111</p> <p>Persistent symptoms Chronic pain Long term conditions</p>	 <p>Urgent Care Centres</p> <p>Breaks and sprains X-Ray and ultrasound Cuts and grazes Fever and rashes</p>	 <p>A&E or 999 Emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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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)


Service information

In March - what have we been doing?

 **5,096** appointments booked with an average of **78** per 1000 patients per week (national target is set as 72 per 1000)

 3032 Online consultation requests, were triaged and actioned. These requests resulted in the following Modes of Contact:

 Face to face 49% (50% Feb-25)	 Telephone 19% (21% Feb-25)	 Home visit 1% (1% Aug-24)
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 **195** Appointments were lost as patients did not attend

This took away **59 hours** of lost clinicians time and an estimated cost of £5,900.

Please use Appointment Cancellation line

01928 842577

Available 24 hours a day to leave a message to cancel your appointment

 **5610** Calls were taken by the Care Navigators in Reception.

April is Stress Awareness Month

April is Stress Awareness Month—a time to recognise and address the impact of stress on our lives.



- **Be Active:** Engage in regular physical activity to boost mood and reduce stress.
- **Connect with Others:** Maintain supportive relationships with friends and family.
- **Take Time for Yourself:** Dedicate moments to do activities you enjoy and that relax you.
- **Avoid Unhealthy Habits:** Limit alcohol, nicotine, and caffeine intake, and avoid excessive screen time.
- **Plan Ahead:** Organise tasks and set realistic goals to prevent feeling overwhelmed.

For more information and resources, follow the link to visit the NHS website, Every Mind Matters, at <https://www.nhs.uk/every-mind-matters/>

Wellbeing Enterprises, [Home | Wellbeing Enterprises](#), also offer support and free courses to help with your Wellbeing.





Tel: 01928 566561

Website: www.grovehouse.co.uk



Happy Easter



Grove House Practice will close for the Easter Weekend, on Thursday 17th April at 18:30 and will reopen on Tuesday 22nd April at 8am.

GP Extra will be open on the following days over the Easter weekend.

Good Friday (18th April) – 9:30am – 11:30am

Saturday 19th April – 9:00am – 5:00pm

Easter Sunday (20th April) – CLOSED

Easter Monday (21st April) - 9:30am – 11:30am

All appointments will be held at Heath Road Medical Centre, WA7 5TZ. Call 01928 593078 to make an appointment.

Pharmacy Opening Times

Good Friday

Appleton Village Pharmacy, Widnes 12pm to 2pm

Boots, Widnes Shopping Park, Widnes 10am to 6pm

Superdrug Pharmacy, Runcorn Shopping City 09.00am to 5.30pm

Easter Sunday

Appleton Village Pharmacy, Widnes 10am to 12pm

West Bank Pharmacy, Widnes 12pm to 4pm

Well – Grangeway, Runcorn 10am to 12pm

Murdishaw Pharmacy, Runcorn 10am to 2pm

Easter Monday

Appleton Village Pharmacy, Widnes 12pm to 2pm

Boots, Widnes Shopping Park, Widnes 10am to 5pm

Have a Happy Easter Weekend to all of our patients and their families.



Use Your NHS App this Easter

The NHS App gives you a simple and secure way to access a range of NHS services.

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage appointments
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- Use NHS 111 online to answer questions and get instant advice or medical help near you

Have you got the NHS App?

Simplify your life. Download the NHS App

Download on the App Store | GET IT ON Google Play

scan to get app

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.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

Download the NHS App on your smartphone or tablet via the [Google play](https://play.google.com/store/apps/details?id=nhs.uk) or [App store](https://apps.apple.com/gb/app/nhs-app/id1450499383). You can also access the same services in a web browser by [logging in through the NHS website](https://www.nhs.uk)

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