

**The current group members are:**

- Alan Smith (Chair Person)
- Diane Mercer (Vice-Chair Person)
- Nancy Alexander
- Dan Benatan
- Sydney Broxton
- Dave Colleavy
- Anne Findlow
- Tony Hayes
- David Jameson
- Sharon Hearty
- Debbie Kelly
- Julie Knight
- Caroline Nesbitt
- John Pitt
- Norma Sherwin
- John Timms
- Anne Southworth
- Liam Hughes



**Grove House Practice  
St Paul's Health Centre  
High Street  
Runcorn**

**Tel No: 01928 566561**

**Cancellation line: 01928 842577  
(message facility only)**

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

If you require this leaflet in a different format or if  
you need further information or advice, please  
contact the Practice

# Patient Participation Group

**Grove House Practice**



## BackGround

In February 2006 in recognition that our patients' views and opinions were the best drivers for improving the services we offer, the Practice asked for volunteer patients to sit on a 'Patient Group'. This group represents our patients views and meets to discuss general practice developments, issues and concerns and to agree ways of overcoming them. The group meet with either the Business Manager or the Deputy Operational Practice Manager and other members of staff and Clinicians (when needed).



Over the years the Patient Group has discussed and helped us to improve services such as access to appointments, the telephone system, the prescription service and wasted GP appointments (DNAs). The Group has also been involved in developing Practice surveys and action planning in the light of the results.

## **Give your Views to the Group**

When the Group meets they also discuss any comments and suggestions that have been put in via the patient suggestion box in the waiting area or via [patient.comments@gp-n81066.nhs.uk](mailto:patient.comments@gp-n81066.nhs.uk).

The Group always like to respond to the suggestions and comments, so are grateful if you fill in your details although they do understand that some people may wish to remain anonymous.

### **Contacting the PPG**



The Patient Group has agreed that patients can contact them via the Practice. If you wish to contact a member of the patient group please address your correspondence to:

***The Patient Group (you may specify a particular name if you wish), Grove House Practice, St Paul's Health Centre, High Street, Runcorn, Cheshire, WA7 1AB.***

Please mark your correspondence "Private and Confidential" if you do not want anyone at the Practice to open the envelope. You can also pass you comment into a member of our Reception Team or via the email address: [Patient.comments@gp-n81066.nhs.uk](mailto:Patient.comments@gp-n81066.nhs.uk)

## **NEW MEMBERS!**



The Group and the Practice are always actively seeking new members to join the Patient Group. It is important that we get the views of our patients to help us improve and develop the services that the Practice offer.

The Group usually meets on the first Wednesday of the month, alternating times each month, between 1-2pm and 4-5pm, approx. 10times per year. The meeting schedule is given out well in advance and is a hybrid meeting, so that you can join in Practice face-to-face or via zoom.

**If you are interested in joining the Group 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)



Why not read up on what our Patient Group has been doing recently by visiting our website:

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

The site contains the minutes of the Patient Group meetings, patient survey results and much more!