

# Contacting us

Grove House Practice  
St Paul's Health Centre  
High Street  
Runcorn  
Cheshire  
WA7 1AB

Tel: 01928 566561

Cancellation Line Tel : 01928 842577  
(message service only)

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

**If you need urgent medical advice or treatment when the Practice is closed, or, for general health advice and information you can contact 111**  
(calls are free from landline and mobiles)

or, you may wish to go to the Urgent Care Centre in Runcorn at Halton General Hospital, Entrance 2, Hospital Way, Runcorn, WA7 2DA  
Open 7am—10pm, 7 days a week

or, you may wish to go to the walk-in centre in Widnes at the Health Care Resource Centre, Oaks Place, Caldwell Road WA8 7GD

Last reviewed: December 2020

# Grove House Practice

## A Guide to our Services



**Practice Opening times**  
**8am to 6.30pm Monday to Friday**  
**Reception is open for telephone contact during these times**

We have extended services available from 7am most days. Reception can advise you on these.

We are closed on Saturdays, Sundays and Bank Holidays

## **WELCOME TO THE PRACTICE**

This booklet is designed to inform you of the services available from us and to help you make the best use of those services. Should you require this or any other leaflet in a different format please speak to a member of reception.



At the start of the 20th century Grove House Practice was already established in a splendid house of the same name that still stands on the corner of Waterloo Road and Grove Street. In 1982 the practice moved into St Paul's Health Centre, a purpose built building directly opposite the main bus station in Runcorn Old Town.

The building is shared with Tower House Practice. There is a small car park immediately behind the building for the clinical staff only and a large free public car park by the Brindley Theatre & Arts Centre at the rear of the building, with disabled parking spaces.

In 1999 the Practice became part of the Runcorn Primary Care Group, which then merged with Widnes and St Helens to form NHS Halton and St Helens. We are now part of NHS Halton CCG

The Practice has five GP Partners, eight Salaried GPs and three Advanced Nurse Practitioner along with a Practice Nurse Team including three Practice Nurses a nursing associate, Health Care Assistants and GP Assistants.

The Practice offers easy access for disabled people or parents with prams, and all surgeries are located on the ground floor. There is a designated wheelchair waiting area within the waiting room. St Pauls pharmacy is attached to the building and other pharmacies are available within walking distance.

We aim to treat all of our patients promptly, courteously and in complete confidence. We always welcome suggestions for improvement and, as we feel that it is important that you know to whom you are speaking, all of our staff have identification badges.

## **Change of Personal Details:**

It is very important that you notify the Practice of any changes to your personal details so that we can contact you quickly and easily when we need to. This includes change of name, address, mobile or landline numbers and e-mail address. Please let a member of reception know of any changes.

## **Carers:**

The Practice is interested in the health and well-being of patients who are also carers. If you are a carer please let the Clinician or Receptionist know so that this can be recorded in your medical record.

For further information on carers please see our Patient Information Leaflet 'Carers' and 'Young Carers'.



## **Zero Tolerance Towards Aggression**



We try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to all staff and clinicians at the surgery. Whilst we understand that a visit to a GP surgery can be at times stressful or worrying, we need to make it clear that we will not tolerate aggression or abuse to any of our staff or clinicians.

The Practice considers aggressive behaviour to be any personal, threatening, abusive or aggressive comments, cursing, swearing, physical contact or aggressive gestures.

We will call the police if we feel threatened by your behaviour at the surgery. We will also consider removing any patient from the Practice list who damages property or is threatening, aggressive or abusive towards a clinician, member of staff or other patients.

All instances of actual physical abuse of any doctor or member of staff, by a patient or their friends or relatives, will be reported to the police as an assault.

### **Changes to Procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a leaflet, newsletter, waiting room, plasma or notice board giving as much notice as practicable.

### **Referrals:**

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider, who will normally charge.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

### **Waiting Times:**

- Surgeries will normally start on time.
- We normally expect the clinician to see patients within **twenty** minutes of their appointment time and in the event of any delay, we will offer an explanation.
- When a doctor is called away on an urgent matter we will inform patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.



### **Equal Access Policy:**

We do not discriminate on any grounds including race, ethnicity, gender, age, religion, social class, sexual orientation, appearance, disability or medical condition.

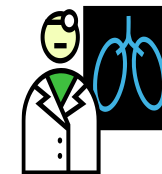
### **Transfer of Medical Records:**

The Practice will endeavour to dispatch any medical record required by the Health Authority normally within seven working days. If the request is urgent, we will do our best to achieve this on the same day.

## **OUR TEAM**

### **Our Doctor Team**

**Dr D H Wilson** (m) LRCP, MRCS  
**Dr L Brown** (f) MBChB, MRCGP, DFSRH  
**Dr A Manesso** (f) MD, MRCGP  
**Dr J Wright** (f) MBChB, MRCGP, DCH and FRSH  
**Dr C Allen** (f) MBBS, MRCGP  
**Dr V Williams** (f) MBChB, MRCGP, BMedSci, DRC-OG, DFSRH, PGDip PwSI (Cardiology)  
**Dr R Thomas** (f) MBChB (Hons) MRCGP DCH DRCOG  
**Dr M Guirguis** (m) MBChB MRCGP  
**Dr E Giles** (f) MBBS MRCGP DRCOG  
**Dr U Niteh** (f)  
**Dr Aru** (m)  
**Dr J Hart** (f)  
**Dr A Mahmood** (m) MBBS, MRCGP, PGCert (Med Lead)  
**GP Registrar—See Practice for details**  
**Amy Catterall** (f) Advanced Nurse Practitioner  
**Petra Hawthorn** (f) Advanced Nurse Practitioner  
**Cheryl Moore** (f) Advanced Nurse Practitioner



### **Our Nurse Team**

**Sr Karen Histon** (f) Senior Practice Nurse  
**Sr Gemma Farr** (f) Practice Nurse  
**Sr Amanda Poole** (f) Practice Nurse  
**Nicola Webster** (f) Nurse Associate  
**Dianne Richardson** (f) Health Care Assistant



### **Our Management Team**

**Mrs Joanne Cripps** Business Manager  
**Mrs Kirsty Kendrick** Practice Operational Manager  
**Mr Jack Yeomans** Reception Manager  
**Mrs Sharon Snape** Admin Team Leader



## **OUR SERVICES**

All of the GPs offer a full range of general practice services to their patients. They also offer additional services such as minor surgery and post-natal checks. The GPs will undertake private medicals for driving/employment/insurance/sports (etc) purposes. These are not covered by the NHS and a fee will be due (please ask at the surgery).



Our Nurses, Nurse Associate and Health Care Assistant offer a range of services including: anticoagulation clinics, blood pressure monitoring, family planning, cervical smears, weight management, spirometry and ECGs. They are also able to administer immunisations to adults and children, provide travel vaccinations and give advice on contraception, weight loss and how to stop smoking.

Our GP Assistant Team, provide a support role, carrying out administrative tasks, combined in some areas with basic clinical duties, helping to free up GPs time and contribute to the smooth running of appointments, improving patients experience in the surgery.

### **PATIENT CHOICE**

All patients are assigned to a 'Usual GP'. That GP will usually complete any paperwork relevant to your care. However, you are very welcome to see any of our GPs when they are available and you can ask to change your 'usual GP' at any time.

If a GP or other clinician believes that you need hospital treatment or specialist care elsewhere, we will offer you a choice (where that is possible) about when and where you go. The person making your referral will explain your options during the consultation.

### **TRAINING AND DEVELOPMENT**

From time to time the doctors, nurses and other staff will need to take time out from normal duties for training and development. We will always endeavour to provide you with sufficient notice of any practice closures for this purpose.



Please see the back page of this booklet for details on where to go if you need urgent medical advice or treatment while our surgery is closed.

### **PATIENTS' CHARTER**

**EVERYONE WHO WORKS AT THIS PRACTICE IS MOTIVATED TO ACHIEVE QUALITY HEALTH SERVICES THAT MEET THE NEEDS OF OUR PATIENTS.**

**We will endeavour to give you the most appropriate treatment and health advice from suitably qualified staff. All care and treatment will be given with your full consent. If you are unsure about any aspect of your health care please do not hesitate to ask us.**

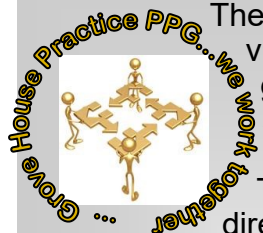
#### **Patients' rights to General Medical Services:**

**Patients have the right to:**

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive urgent care as necessary, at any time (during working hours) from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

#### **With these rights come responsibilities and for patients this means patients are asked to:**

- show courtesy to our staff at all times - The Practice staff and clinicians are here to help you. Be patient with them as they are often following strict guidelines for your safety.
- respond in a positive way to questions asked by the Reception staff, so they can offer the best service to meet your needs.
- attend appointments on time or give the Practice adequate notice if you wish to cancel. Someone else could use your appointment!
- remember that an appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- take responsibility for your medication. Patients are asked to give 48 hours notice for repeat prescriptions, so please ensure you give us this time to ensure accurate prescribing.



## **GROVE HOUSE PATIENT GROUP**

The Practice Patient Group represents our patients' views and meets approx ten times per year to discuss general practice developments, issues and concerns and ways of overcoming them.

The Group invites written comments from patients direct. The comments made and the Group's response are available in the waiting room. If you wish to contact the Patient Group and cannot get into the surgery, please address your correspondence to:



***The Patient Group,  
c/o Grove House Practice,  
St Paul's Health Centre,  
High Street,  
Runcorn, Cheshire, WA7 1AB.***

**We welcome new members to our Patient Group, as spaces arise, if the group has reached capacity, we will put your name onto a waiting list. We run the group at a ratio of 1 member to every 1000 patients. Patient's views are essential for us to improve our services.**



**Grove.ppg@n81066.nhs.uk**

**Please see our Patient Information Leaflets 'Patient Participation Group'**

**For copies of minutes of the Patient Group meetings please see our website: [www.grovehouse.co.uk](http://www.grovehouse.co.uk)**

## **COMMUNITY SERVICES ALSO PROVIDED IN THIS BUILDING**

### **DISTRICT NURSES**

The District Nurses offer a number of services both at various Treatment Rooms and at patient's home for those patients unable to attend the Treatment Room because of their condition. These services include blood tests, continence advice, care of the elderly, stitch removal, vitamin B12 Injections, leg ulcer care, dressing of wounds. For further information please phone: 0808 196 1425

### **MIDWIVES**

Most of the routine care and checks for pregnant women are provided in our building by fully trained midwives. Tel 01928 842595



### **PHLEBOTOMIST**

We have Phlebotomy appointments at the Practice run by our GPA team that you can book into by speaking to a member of our Reception Team or calling 01928 566561. We can also book you in for Phlebotomy appointments at GP Extra that available a Thursday and Friday evening.



Alternatively, you can call 01925 662011 To book in for an appointment at Warrington Hospital or Halton Hospital.

### **COMMUNITY PSYCHIATRIC NURSE**

Clinics are held at the surgery for patients with mental health problems. These are held in conjunction with the services based at Halton Hospital. Tel 01928 714567

## FAMILY PLANNING CLINICS

Sexual Health Clinics at St Paul's Health Centre have been relocated to Halton Hospital.

**Axess Sexual Health—01928 753217**



## HEALTH VISITOR

The Health Visiting Team is also based within the building. This team provides care and advice for children below school age and parents.

**Please see our Patient Information Leaflet 'Other Clinics'**

## NEW PATIENTS

If you live within the practice area shown below and would like to register with us, please complete one of our registration forms that are available from reception. On joining the practice you will be asked to attend a new patient health check with a practice nurse. This helps us get to know you and your health to determine how best to care for you.

For more information please see our Patient Information Leaflet 'New Patient Registrations'



## PATIENT CONFIDENTIALITY



We respect your rights to privacy and keep all your health information confidential and secure. We keep records about your health and treatment to ensure those caring for you give the best possible advice and care. The information is only available to those involved in your care. We will never divulge information about you to third parties without your permission and we normally request this in writing. For more information, please see our patient information leaflet "How we use your Health Records".

You also have a right to know what information we hold about you. If you would like to see your records please call or write to the Business Manager (a fee may be payable for this service).

## Chaperone Policy



If you wish to have someone at a consultation with you they will be very welcome. We are also happy to explain to your family or close friends about your health if you wish (though we do need your permission). You may have a chaperone present during any examination with the doctor or nurse this can be a family member or friend, another clinician or a trained member of staff.

## COMMUNICATION

The Practice produces a regular newsletter for patients available from reception and on our website. We also use our social media pages (Facebook, Twitter & Instagram), notice boards, our plasma screen in the waiting room and our website to inform you of relevant information and keep you up-to-date with developments.



### PLEASE NOTE:

**ONLY** items already authorised by your doctor as repeat prescription items can be ordered by these means. If you need anything else, you usually need to make an appointment to see your GP.

**If you use the tear off slip, please check that the items are still authorised by the doctor for repeat issue.**

## FORMS, REPORTS AND OTHER PAPERWORK

If you have a form/report for completion by a doctor, please hand this in at reception. The GPs cannot complete forms during consultations. They have dedicated time set aside for paperwork to allow them to give full consideration to the details required. This enables us to keep our clinics running on time so other patients aren't kept waiting. All completed forms can be collected from our reception who will be able to advise on the current charges and standard completion times. Our current fees for non NHS services are displayed in the waiting room.



**(Please see our Patient Information Leaflet 'Fees and Charges')**

## PATIENT COMMENTS AND COMPLAINTS

Our aim is to provide the highest level of care for all of our patients. We will always be willing to hear if there is any way that you think that we can improve the services we provide.

If you have a suggestion on how the practice can better suit your needs please tell us. We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. However, if your problem cannot be sorted out in this way and you wish to make a complaint, please tell us as soon as possible.

There are a number of ways you can make a complaint.

**Please pick up a copy of our patient information leaflet "How to Make a Complaint" or check our website for further details**  
**[www.grovehouse.co.uk](http://www.grovehouse.co.uk)**

## Consultations

Please call **01928 566561** to book an appointment with a doctor or nurse - or call into the surgery in person.

The best way is to send in a request by using Online Request. Please give as much information as possible while completing your request, this will enable your Clinician to help you more effectively. The Clinician may then, send you a text message, contact you via telephone or a video call, where needed, ask you to come into the Practice for a face to face consultation.

If you have an urgent medical need to see a GP on any given day, please tell the Receptionist. She will take your details and pass these to the Duty Doctor who will assess your request and advise on the best course of action.

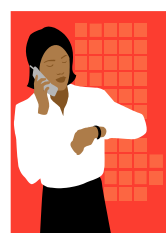
Demand for our GP appointments is unpredictable and we are always analysing and reviewing that demand against our current supply. Please ask at the Practice for the latest information.

### Please:

- **Be on time for your appointment (you may not be seen if you arrive 10 minutes or more after your appointment time)**
- **Try to use your consultation for just one problem (we allot an average of 10mins per GP appointment)**
- **Phone before 11am if you require a home visit.**



## CANCELLATIONS



**If you cannot attend for an appointment that you have made with us, we have a dedicated cancellation line 01928 842577. Please leave a message with details of your cancellation so we can offer the appointment to someone else (there are currently over 100 GP appointments per month wasted because patients forget to cancel them)**



## HOME VISITS

If you are housebound and need a home visit then please **contact us before 11.00am**. Our Receptionist will ask you for some brief details of your illness, then you will be called by a Clinician before the Home Visit, to obtain some more information about your illness. This will enable the doctor to schedule their visits according to their urgency.

Home visits requested in the morning are carried out after morning surgery. Any home visit requested later in the day will be dealt with by the Duty GP that day. Please note that a later visit will be carried out by the duty doctor, which may not be your usual GP.

## GP AVAILABILITY

The table below shows which of our permanent GPs are usually in each day to see patients. Please note that they may not necessarily be seeing patients all day when they are in the Practice .

	MON	TUES	WED	THUR	FRI
DR WILSON				MINOR SURGERY	
DR WRIGHT	IN	IN		IN	
DR MANESSO	IN	IN		IN	IN
DR ALLEN				IN	IN
DR THOMAS				IN	IN
DR WILLIAMS				IN	IN
DR GUIRGUIS	IN	IN	IN	IN	
DR GILES	IN	IN	IN		
DR HART		IN		IN	IN
DR MAHMOOD			IN	IN	IN
DR NITEH		IN	IN		IN
DR ARU	IN	IN	IN		
DR DONAWA	IN	IN			

## REPEAT PRESCRIPTIONS

If your doctor has authorised repeat medication you can order your next prescription in one of the following ways:

The fastest way is to put your request through via the NHS app. Your prescription will go straight to your GP and then sent electronically to your nominated Pharmacy.

If you are unable to use the above choices, then your request can be put in the box in our foyer area or sent via post, though using online services is the quickest and most efficient way.

**We do not accept prescription requests via e-mail.**

**You should allow up to 48 hours for your repeat prescription request to be processed.**

Provided we pick up your request before 4pm, we aim to have your prescription ready for collection after 2pm two working days later. However, our repeat prescriptions are sometimes taking **up to 48 hours** to process and send through to the pharmacy.

Please make sure you put in your repeat request in good time so that you don't run out of medication!!

ORDER YOUR PRESCRIPTION BEFORE 4.00PM ON...	... AND IT WILL BE READY FOR COLLECTION AFTER 2.00PM ON...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday