

PPG Background

We're a group of patients just like you, working in partnership with the Grove House team to help make the practice better for everyone. As people who use these services ourselves, we believe your lived experience matters, and your voice deserves to be heard.



Founded in February 2006, our group has been improving practice services. We've tackled appointments, telephone systems, prescriptions, and reducing missed appointments (DNAs). We also develop surveys and implement action plans based on your feedback. What you tell us truly shapes our work.



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

Tel No: 01928 566561
Cancellation line: 01928 842577
(message facility only)

www.grovehouse.co.uk

patient.comments@gp-n81066.nhs.uk



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

Last reviewed: November 2025

Patient Participation Group Information

Grove House Practice



Established 2006

I use the NHS App
to view my GP
medical record

Your NHS, your way
Download the NHS App 😊



Meeting Details How to Join



The Group typically meets on the first Wednesday of each month, about 10 times a year. We alternate meeting times between 1-2 pm and 4-5 pm. Our meetings are hybrid, so you can join us face-to-face at the practice or via Zoom. The schedule is provided well in advance. If you're interested in joining, please inquire at reception or email the



New Members



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. It is important that we get the views of our patients to help us improve and develop the services that the Practice offers.



Shape your healthcare: Contribute your ideas to enhance care and services at Grove House.
Advocate for others: Make a tangible difference in healthcare delivery for your wider community.
Guide our services: Help us ensure our care directly reflects patient needs and priorities.



Scan QR code or visit our
website for FAQ, Minutes
and MUCH MORE



Alan Smith (Chairperson)	Diane Mercer (Vice-Chairperson)
Karen Apulinario-Jones	Nancy Alexander
Sydney Broxton	Dan Benatan
Dave Colleavy	Liam Hughes
David Jameson	Debbie Kelly
Julie Knight	John Pitt
Norma Sherwin	Anne Southworth
John Timms	

Contacting the PPG

The Patient Group has agreed that you can contact them via the Practice. Please post or personally deliver your correspondence to "The Patient Group" (you can add a specific name if desired). Mark your correspondence "Private and Confidential" only if privacy is needed. You can also email us at:
Grove.PPG@n81066.nhs.uk