



Grove House Practice

December 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.



Self care

Visit www.nhs.uk
Minor cuts and grazes
bruises and minor sprains
Coughs and colds
Sore throat



Pharmacy

Minor ailments
Bites and stings
Upset stomach
Medication advice



NHS 111

Feeling unwell?
Need medical advice?
Don't have a GP to call?



GP Advice

Out of hours
call 111

Persistent symptoms
Chronic pain
Long term conditions



Urgent Care Centres

Breaks and sprains
X-Ray and ultrasound
Cuts and grazes
Fever and rashes



A&E or 999 Emergencies only

Choking
Chest pain
Blacking out
Serious blood loss

For minor ailments advice see your local Pharmacist or go to <https://111.nhs.uk/> first.



Don't forget to use the NHS app (more information overleaf)

Service information November



5,031 appointments booked with
an average of **81** per 1000 patients per
week (national target is set as 72 per 1000)



2959 Online consultation requests, were
triaged and actioned. These requests resulted
in the following Modes of Contact:



Face to face

49% (44% Oct-25)



Telephone

18% (13% Oct-25)



Home visit

1% (<1% Oct-25)



307 Appointments were lost as
patients did not attend

This took away **91 hours** of lost clinicians time and an
estimated cost of £9,200.

Please use the Appointment Cancellation line

01928 842577

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



5242 Calls were taken by the Care Navigators
in Reception.



73 additional appointments were booked
with GP Extra out of hours service. These
were 11 GP appointments, 16 Nurse
Appointments and 46 HCA/Phlebotomy Appointments.

Don't Forget to Order your Prescriptions

Grove House Practice will be closed from
6:30pm Wednesday 24th December until
Monday 29th December, so don't forget to order
your prescriptions in time.

The easiest way to do this is by using the NHS 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](#) or [App store](#). You can
also access the same services in a web browser
by [logging in through the NHS website](#)





Tel: 01928 566561

Website: www.grovehouse.co.uk



Shuttle Bus

From the 1st of Dember there will be an updated timetable in place for the hospital shuttle bus.

The service will no longer operate in the evenings and on the weekends, this is due to low passenger numbers.



Warrington and Halton
Teaching Hospitals
NHS Foundation Trust

Hospital shuttle bus service timetable

From 1 December 2025 an updated timetable will be in place.

Departs Halton Nightingale Building (entrance 1* and 2**)

6.35am, 8.10am, 9.10am, 11.15am
12.55pm, 2.20pm, 3.30pm, 4.35pm

Departs Halton CSTM (Captain Sir Tom Moore Building)

8.15am, 9.15am, 11.20am
1pm, 2.25pm, 3.35pm, 4.40pm

Departs Warrington Car Park 1

7am (direct to CSTM), 8.40am, 10.30am
Midday, 1.45pm, 3pm, 4.10pm, 5.10pm

The above are approximate times.

*Entrance 1 - Monday to Friday - situated at the main entrance of the Nightingale Building

**Entrance 2 - bank holidays - situated at the rear of the Nightingale Building near Runcorn Urgent Treatment Centre.

The service does not run on Christmas Day, Boxing Day or New Year's Day.

For more information, please visit our Trust website: www.whh.nhs.uk

Christmas Opening Hours

Grove House Partnership will close at 6.30pm on Wednesday 24th December:

Christmas Day (Thurs 25th December)
CLOSED

Boxing Day (Fri 26th December) CLOSED
Closed Saturday 27th and Sunday 28th

Reopen Monday 29th December at 8am.

We will be closed Thursday 1st January for New Years Day.

GP Extra Opening Hours

Wednesday 24th December 6:30 - 8:30pm

Thursday 25th December **CLOSED**

Friday 26th December 9:30 - 11:30am

Saturday 27th December 9am - 5pm

Sunday 28th December **CLOSED**

Monday 29th December 6:30 - 8:30pm

Tuesday 30th December 6:30 - 8:30pm

Wednesday 31st January 6:30 - 8:30pm

New Years Day (Thursday 1st January)
9:30 - 11:30am

Friday 2nd January 6:30 - 8:30pm

We would like to wish all our patients a very Merry Christmas and a Happy New Year!

