Grove Medical Practice

Patient Information Leaflet

Grove Medical Practice

Cromwell Place

St Ives

PE27 5JD

Telephone: 01480 462206

Website: https://www.grovemedicalpractice-stives.nhs.uk/

Grove Medical Practice is a GP partnership providing NHS Services under an NHS England Medical Services contract.

Opening hours

The practice is open as follows:-

Day	Opening Time	Closing Time
Mondays	07:00am	18:00pm
Tuesdays	07:00am	18:00pm
Wednesdays	07:00am	20:00pm*
Thursdays	07:00am	18:00pm
Fridays	07:00am	18:00pm
Saturdays	Closed	Closed
Sundays	Closed	Closed
Bank Holidays	Closed	Closed

- Telephone lines close at 18:00pm. Pre-booked appointments only between 18:00pm and 20:00pm with selected clinicians.

Enhanced Access Appointments

We offer a selection of appointments with different members of our clinical team on Wednesday evenings and early mornings, before 08:00am, Monday to Friday.

What to do when we are closed

After 6.00pm each weekday, at weekends and on Bank Holidays emergencies are dealt with by either Herts Urgent Care (HUC), the local out of hours service provider or by 111.

If you need medical attention during these times please phone **111** who will provide you with telephone advice, access to see a Doctor at the Out of Hours centre at Hinchingbrooke Hospital or a home visit if medically indicated.

We very occasionally close in the afternoon so that the practice team can train together on health matters. At these times emergency cover, provided by HUC is available by telephoning **01480 462206**. We advertise these dates at the practice and on the News page of the website.

The Practice Team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

- **Dr Jo Pritchard,** Qualified Charing Cross & Westminster Medical School. 1992. MB BS, MRCGP, DCH, DRCOG, DFFP, DIP Pract Derm (Cardiff).
- **Dr Judith Somers-Heslam,** Primary medical qualification: Artsexamen 1993 Universiteit van Amsterdam
- **Dr Kate Moffat,** Qualified London 1999 MB BS MRCP(UK) MRCGP DFFP
- **Dr Aaron Mendoza,** Qualified Norwich 2010 MB BS MRCGP
- **Dr Rachel Leonard,** MB ChB 2000 University of Birmingham

Salaried GPs

- **Dr Kirsty Shephard,** Qualified Kings College London 2009 MBBS BSc

MRCGP DRGOC

Locum GPs

- **Dr Chris Jessop,** Qualified Cambridge 1990 MB BChir MRCGP DRCOG DCH
- **Dr Elizabeth Norrish,** MB BS 1996 University of London

A full list of staff at **Grove Medical Practice** can be found on the **Our Team** page of our website.

Appointments and accessing practice services

You can contact us in a number of ways to make an appointment to see your GP or any member of our healthcare team.

You can contact us by telephone on **01480 462 206** and speak to a member of our Reception Team. We may need to ask you for some further information about your request to help direct you to the most appropriate service or member of our team to support your needs.

We offer routine GP appointments, appointments with our Nurses, Healthcare Assistants and GP Assistants. We also offer appointments with our Clinical Pharmacists, Pharmacy Technician, Social Prescriber Link Workers, Health & Wellbeing Coach and First Contact Physio.

We also offer an Urgent appointment service for problems that need help or support the same day. This service is run by our Duty Doctor and Advanced Care and Nurse Practitioners. You can access this service via Reception or by submitting your appointment via the **Contact Us Online** section on our website.

A number of appointments are released each day for online booking.

Our website contains further information that may be helpful and is the quickest way to access the services you may need.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients

who are housebound or have significant health issues. Should you require a home visit contact reception to request a call-back. A clinician will then telephone you to discuss your request.

Prescriptions/repeat prescriptions

If you are on regular medication, your Doctor may arrange for you to obtain monthly 'repeats' between surgery reviews by using the computer generated copy of your repeat medicines.

Please let us have this at least five working days (not including Saturdays, Sundays or Bank Holidays) before you need your medication. Please allow extra time if doing this around a bank or public holiday

You can order repeat medications by using:

The NHS App

To help manage workloads and ensure that your prescription request is processed as quickly as possible, we would like you to order via the NHS App. The NHS App is quick and simple to use and interfaces directly with our clinical system. This means that your latest medications are always shown and prevents additional manual processing within the practice.

You can download the NHS app by clicking on this link – https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/

Online

- Please log in and order via our website https://www.grovemedicalpractice-stives.nhs.uk/services/repeat-prescriptions/

Paper

Tick the items you require on the repeat medicines list provided with your last issue of repeat medicines. This can then be posted to us,

dropped into the letterbox or handed in at reception when we are open

If you do not have access to a smartphone or tablet, please contact the practice to request access to SystmOne Online so that you can order your prescriptions via this method. Alternatively, you can continue to hand deliver your completed repeat prescription slip to the practice.

The practice provides a dispensing service to all patients outside St Ives excepting those who live within 1 mile of the pharmacy in Fenstanton.

Repeat prescriptions should be ordered as detailed above and collected from reception when they are ready – remember to allow at least five full working days between ordering and collection.

Information about your repeat prescription request

Please remember to order your repeat prescription at least five working days in advance (this excludes weekends and bank holidays).

Requested on	**Your prescription will be ready on**
Monday	The following **Monday**
Tuesday	The following **Tuesday**
Wednesday	The following **Wednesday**
Thursday	The following **Thursday**
Friday	The following **Friday**
Saturday, **Sunday** or **Bank Holiday***	See below

*We are unable to process any requests submitted on a **Saturday, Sunday or bank holiday** until the following **Monday** (or next working day).

Dispensing practice

Grove Medical Practice is a dispensing practice and can dispense medication to patients who live more than a mile from a chemist. This covers some of the outer areas of St Ives and the surrounding villages. If you would like to check if we are able to dispense your medication for you, please check with our dispensary.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient Participation Group

We have an active Patient Participation Group (PPG) and work to ensure that patients are involved in decisions about the services we provide at the practice.

Further information about our PPG is available within the **Patient Group** section of the website together with a form that you can complete if you would like to join.

Alternatively, you are welcome to contact Simon Stitson, Practice Business Manager who is the nominated contact for our Patient Group.

Patient data

All clinical and administrative staff have an ethical and legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

Comments, suggestions and complaints

As a practice, we aim to provide the highest levels of care and support to all our patients. If you are unhappy with the service you have

received and would like to make a complaint, please contact the Practice Business Manager at Grove Medical Practice.

Practice Business Manager
Grove Medical Practice
St Ives
Cambridgeshire
PE27 5JD
Telephone: 01480 462206
Email: cpicb.grove.medical@nhs.net

Every effort will be made to answer your concerns as soon as possible.

Teaching practice

Grove Medical Practice is involved medical education and provides postgraduate training for GP registrars and training for medical students. These doctors are gaining experience in General Practice and are bound by the same rules of patient confidentiality.

Sometimes medical students will sit in with Doctor or Nurse during consultations. You will always be advised when they are present and asked if you are happy for them to stay. We will always respect your wishes and your decision will not affect your care in any way.

Our current GP Trainers are Dr Judith Somers Heslam and Dr Rachel Leonard. We aim to offer a friendly and supportive learning environment and our GP registrars are very much part of our practice team.

The GP registrar programme is part of the West Cambs Vocational Training Scheme.

Our Medical Student training is part of the University of Cambridge School of Clinical Medicine.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

All patients at **Grove Medical Practice** have a named, usual doctor who is responsible for coordinating their care.

Your named doctor will be allocated to you by the practice. You can still talk to or make appointments to see any of our doctors or nurses, not just your named GP.

If you have a preference and would like to request a particular doctor at the practice to be your named GP please talk to one of our receptionists who will pass on any such request to the GP. We regret that it is not always possible to approve every request

Services we provide

Along with routine appointments, the practice offers the following services:

- **Immunisations –** The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics, If you are unable to attend these clinics, please discuss with a member of our administrative staff
- **Travel Medicine –** Travel advice is available from our travel nurse. It is important to plan your immunisations well in advance of your travel date in order to ensure that you are fully protected. Please use the website to submit full details of your travel plans at least 12 weeks before you plan to travel.
- **Minor Injury Service –** As part of the broader range of services the practice offers we are providing a minor injury service to patients. This service is intended as an alternative to attendance at the hospital Accident and Emergency department for those injuries that are simply treated. Our nursing team will assess the injury and if possible provide treatment at the surgery, saving you a trip to Huntingdon
- **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team

- **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services –** Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, childhood vaccinations. From time to time, other services may be available such as raising awareness of a particular disease or condition.

NHS England Contact

Grove Medical Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net