

Riverside Medical Practice Newsletter – Autumn 2018

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Welcome to the latest edition of the patient newsletter, future editions will be available both in practice and via our website. Should you wish to receive these updates electronically please register via our website at www.riverside-medical.co.uk All we need is an email address.

Team update

We would like to congratulate Dr Sissons on the safe arrival of her little boy this month and would like to take this opportunity to wish them all the very best over the coming months. Dr Gill will be joining us to cover Dr Sissons maternity leave.

STOP PRESS ... STOP PRESS STOP PRESS..

In other news we would like to confirm that after more than 30 years providing care to patients of Riverside Medical Practice, Dr Clesham will be retiring at the end of October.

Dr Clesham completed his medical training in 1978 and began his career as a GP a few years later.

As a popular GP we know that he will be greatly missed both by his patients, Partners and all of the Riverside Team. I am sure you will all join us in wishing Dr Clesham all the best for the future.

Help us help you - Stay well this winter !!!



As the weather changes and the leaves fall from the trees thoughts turn to the importance of looking after ourselves, especially during the winter. To help you stay well this winter it is important to remember to receive your free flu vaccine.

You are eligible for the free flu vaccine if you are pregnant, aged 65 years or over, children and adults with an underlying health condition (such as long-term heart or respiratory disease), or are a carer.

Special Saturday flu drop in clinics will be available on Saturday 6th & 20th October in addition to the 10th November. 9:00am - 1:00pm

If you are unable to attend one of our flu Saturdays please speak to a member of our reception teams who will be happy to organise an alternative appointment.



**RIVERSIDE MEDICAL
PRACTICE**

www.riverside-medical.co.uk

**Riverside Medical Practice
Roushill, Shrewsbury
SY1 1PQ**

**Tel: 01743 367891
Fax: 01743 244055
Out of hours : 111**

Practice Closures:

Riverside Medical Practice will be closed for external county wide staff training on the afternoon of the Thursday 8th November from 12 noon - All calls will be taken during this time by Shropdoc. We will open as normal at 8am on the 9th.

We will also be closed between 12 noon and 2pm on Tuesday 23rd October for internal staff training.

*If you require urgent medical assistance during this time please call **07511 044891**. Please note this number is only operational on this day, during these times.*

Prescription ordering Service

*For all routine repeat prescription requests please call the Prescription Ordering service on **Tel: 0333 358 3509** Monday - Friday 9am - 5pm.*

Think Birthday - think Health Check?

Do you have any of the following:

Asthma

Diabetes

Atrial Fibrillation

COPD

Angina

Heart Attack

Hypertension

Stroke

Underactive Kidneys

Peripheral Vascular Disease

Rheumatoid Arthritis

If so you need to have a yearly check-up and review of your medication in the month of your birth. Please call us on **01743 367891** to book an appointment.

Extended Access - Local GP's Working Together

As from 1st October Riverside Medical Practice we will working together as part of a network of practices (known as 'hubs') to offer patients 'Extended Access' to pre-bookable appointments - in the evenings, at the weekend and during bank holidays.

Part of the national agenda by NHS England, Extended Access means patients will be able to make pre-bookable routine appointments to see a GP, practice nurse, or other qualified healthcare professional, at a time which may be more convenient for them outside of our normal core working hours.

In Shropshire, local practices will work together in a network of 'hubs'. The 'hubs' will take turns to provide the Extended Access appointments to patients. This means patients could be offered a routine appointment at their own surgery or at a nearby practice in the local area (hub). Patients will be advised about appointment location at time of booking, enabling them to make an informed choice about their where and when they access care.

Locally the pre-bookable appointments will be available as follows:

Weekday evenings (Monday to Friday) between 6.30pm and 8pm
(at a local area hub)

Saturdays
between 8am and 1pm (at a local area hub)

Sundays and bank holidays
between 8.30am and 12.30pm (at a single site in central Shrewsbury)

Arranging a pre-bookable evening, weekend or bank holiday appointment is easy to do - patients simply need to contact us, during normal opening hours, and speak to the practice receptionist or a member of the practice team who will be able to help. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

Extended Access adds to the existing range of healthcare services already available in Shropshire to help patients, including pharmacists, NHS 111, the walk-in centre, minor injury units, and A&E (which is there 24/7 for life threatening serious emergencies only).

It isn't always necessary to see a GP for minor and common conditions - find out more about how to self-care for these types of conditions on the Self-care section of the NHS Shropshire.

For further information please speak to a member of our reception team or alternatively please visit our website at www.riverside-medical.co.uk for further information.

Are you wanting to make a change?

Would you like help and support to:

- Stop Smoking
- Eating Healthily
- Moving More
- Drink Sensibly
- Lose Weight
- Feel Positive

Why not visit Healthy Shropshire www.healthyshropshire.co.uk for further details or alternatively give them a call on 0345 678 9025



Nurse Led Clinics

Did you know that we hold Nurse led Clinics at the surgery?

These clinics are for patients who need to be seen on the day for Minor Illnesses; this includes acute conditions such as :-

- Flu symptoms
- Coughs & Colds
- Urine infections
- Ear aches
- Rashes etc.

Our nurses have received extensive additional training to enable them to examine diagnosis and treat minor illnesses and offer advice and treatment if necessary.

Online Services for Patients

Did you know you can now register to use our online services?

By registering for patient access you can book routine telephone appointments, order your prescriptions and update your personal details online. You can also apply to receive access to your extended medical records to include your diagnosis list, immunisation status and blood results etc.

To register for this service please ask at reception or alternatively visit our website for further details.

Contact Details

Could we please remind all patients to ensure that we have up to date contact details for you including mobile telephone numbers and even email addresses where possible.

This will make it easier for us to contact you should there be any problems with your appointment or if we need to contact you in an emergency.

Comments, Compliments & Complaints

If you have any queries, comments, compliments or suggestions that you would like to share with us about the changes we are making to your surgery, improvements that you would like us to consider for the future, or event suggestions for topics to be included within the next practice newsletter, please direct these to our Patient Services Manager, Mr. Aaran West.

Riverside Patient Participation Group

Did you know that Riverside Medical Practice has a 'Patient Participation Group'? As a practice we truly value the input and feedback from our patients regarding services currently being delivered and any proposed changes for the future. The group meets regularly, at least 4 times a year with new members welcome.

If you would like more information about how to join our group please contact our Patient Services Manager, Mr Aaran West for further details.

