

Riverside Medical Practice

Newsletter – Spring 2019

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**RIVERSIDE MEDICAL
PRACTICE**

www.riverside-medical.co.uk

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The Practice is a member of Darwin Health Ltd



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

Everyone at Riverside Medical Practice would like to extend a warm welcome to Dr Neela Bij who is joining us as a GP Registrar.

It is with some sadness that we will also be saying goodbye to our Health Care Assistant Lisa Paddock who has been with us for some 11 years. Lisa will be leaving us in order to develop her experience within secondary care. I am sure you will join us in wishing her all the very best for the future.

New Role at Riverside Medical Practice

Together with other Shrewsbury Practices (as part of Darwin Health Limited) we have employed a group of Clinical Pharmacists to help support our GP's and Patients within practice.

Clinical Pharmacists can

- Answer queries from patients or health care professionals who have medication queries or wish to discuss queries around the prescribing process

In addition our clinical pharmacists also assist the practice in tackling prescribing targets set for us by NHS England and Shropshire Clinical Commissioning Group - which may involve looking at alternative options to prescribing items that are deemed "self-care" or available over the counter such as anti-histamines (allergy tablets) for hay fever, shampoos, eye drops for dry eyes (unless essential) etc in line with current prescribing guidelines.

Practice Training Closures:

Riverside Medical Practice will be closed for external county wide staff training on the afternoon of the Wednesday 22nd May from 12 noon - All calls will be taken during this time by Shropdoc. We will open as normal at 8am on the 23rd.

*We will also be closed between 12 noon and 2pm on Tuesday 30th April 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 highlighted in our last newsletter, Riverside Medical Practice has been working together as part of a network of practices (known as 'hubs') to offer patients 'Extended Access' for pre-bookable appointments outside of our normal working hours in the evenings and at weekends.

In addition to the types of routine appointments now on offer patients can also book for Cervical Screening and also Free NHS Health Checks during these sessions also, which allows patients greater flexibility and availability of appointments, especially for those who may struggle to attend an appointment within hours ordinarily.

If you would like to book an appointment in any of our 'extended' hours provisions please call us on **01743 367891** where we will be happy to book this for you.

Minor Eye Conditions Service (MECS, previously PEARS)

If you are worried about a recent eye condition - there is now a new free service to offer advice. You can access this service if you are registered with any GP in Shropshire. The Minor Eye Conditions Service is provided by Community Health and Eye Care Limited (CHEC) and delivered by local accredited opticians, who can offer appointments if you need advice or treatment for a recent eye condition.

When to use MECS

Recent eye conditions that can be treated by the service include:

- Red eye
- Dry eye, gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring or sudden increase of flashes and floaters
- Painful eye
- Ingrowing eyelashes
- Recent and sudden reduced vision
- Something in your eye

To make an appointment please telephone the Community Health & Eye Care Limited on 01772 717167 (Monday to Friday 9am to 5pm) who will be able to advise you on the nearest participating optician or alternative visit <https://www.telfordccg.nhs.uk/your-health/primary-eye-care-assessment-and-referral-service-pears> for further details

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 prescription and updated your personal details online.

In addition to this 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

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.

Comic Relief

A massive thank you to the staff and patients of Riverside Medical Practice who helped us raise over £133.65 for Comic Relief, a special thanks also goes to our Practice Administrator Rachael Stokes for her sponsored 'red nose' event which also contributed to our total.

Please remember!!!!

Please remember to cancel your appointment if you no longer need it, appointments could be offered to someone else who might be in need.

Help us to help you keep well this spring.

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.

We would also like to extend our thanks to the Riverside PPG for their kind financial donations which have facilitated us purchasing a new wheelchair and Baby Changing unit.

