

# RIVERSIDE MEDICAL PRACTICE



**ROUSHILL, SHREWSBURY SY1 1PQ**

Telephone:      Appointments Only      **01743 367891**

Emergencies  
Home Visits  
General Enquiries }      **01743 352371**

Repeat Prescriptions      **01743 244525**

Fax No      **01743 244055**

[www.riverside-medical.co.uk](http://www.riverside-medical.co.uk)

# Welcome To Riverside Medical Practice

We are an eight-doctor non-limited partnership situated in the town centre of Shrewsbury, the county town of Shropshire. The surgery is conveniently situated close to the town's bus station and large town centre car parks. Our surgery was purpose-built in 1987 and contains WCs and access via a ramp for the disabled. The practice covers the whole of Shrewsbury and normally accepts patients who live within a three-mile radius of the surgery. The partners believe in providing a full range of family care and each doctor looks after all aspects of a patient's health. Whilst you are free to consult any doctor in the practice, you are encouraged to continue to see the same doctor if you are returning with the same problem.

## Principals

<b>Dr Desmond Clesham</b>	MB ChB (1978 Liverpool) DRCOG
<b>Dr Susan Crosland</b>	MB ChB (1984 Glasgow) DRCOG
<b>Dr Sarah Harwood</b>	MB ChB (1999 Leeds) DSRFH MRCP
<b>Dr Simon Hodson</b>	MB ChB (1993 Sheffield) DRCOG
<b>Dr Michael Lovett</b>	MB ChB (1982 Birmingham) DA 1989 MRCP
<b>Dr Julian Stringer</b>	MB BCh (1987 Wales) DRCOG MRCP
<b>Dr Paul Rwezaura</b>	MB ChB (2006 Birmingham) MRCP

## Associate

<b>Dr Rachna Akhauri</b>	MBBS (2001 Nagpur) DRCOG DSRFH MRCP
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## Registrar

We will, from time to time, have one or more registrars in general practice attached to the team. A registrar is a fully qualified doctor who is undergoing a period of general practice experience. Very occasionally, the registrar will wish to video-tape consultations as part of their educational process. Should this happen when you have an appointment, your consent will be sought and, if you prefer, filming will be suspended.

## Medical Students

Riverside Medical Practice also supervises medical students. As part of their training, they may need to observe consultations, undertake supervised consultations and also occasionally record their work on to video (which would be used purely for training purposes). You may, therefore be asked if you would mind a medical student being involved in your consultation. Your doctor will understand if you prefer that this does not happen.

## Surgery Times

The surgery is open Monday to Friday 8.30am to 6.00pm by appointment only. We close early on some Thursday afternoons for training purposes.

## Car Parking

Regrettably, we do not have a car park for patients. The nearest car parks to the surgery are at Frankwell or Raven Meadows. The main town bus station is only a few minutes' walk from the surgery.

## Booking Appointments During The Week - Telephone 01743 367891

### Routine Appointments

The practice runs a full appointment system for all surgeries. Appointments can be made by telephone or in person during surgery hours, and the reception staff will offer you the next available appointment.

It will help us to direct you appropriately if you feel able to give the receptionist some idea of your problem.

We are looking at introducing a number of appointments available to be booked via the surgery website. The details of this will be advertised on the practice website [www.riverside-medical.co.uk](http://www.riverside-medical.co.uk) when finalised.

### Emergency Appointments

If you have a problem that is medically urgent an appointment will be offered to you in one of our daily emergency surgeries, where you will be seen by the doctor on duty for emergencies that day.

### Nurse And Health Care Assistant Appointments

Appointments must also be booked if you wish to see one of the practice nurses or health care assistants.

### Telephone Appointments

Telephone consultations may be booked with your doctor. If you feel that your problem can be dealt with by means of a telephone consultation, please ask for this when you ring the appointments line.

### Cancellations

It would be very helpful if you could notify the practice at the earliest possible opportunity if you are unable to keep an appointment you have booked. This will ensure that the doctor's or nurse's time is not wasted and will make that appointment available for another patient who needs it.

### Nurse Led Clinic (NLC)

We are pleased with the launch of our new Nurse Led Clinic run by Sister Julie Hewitt and Sister Helen McAlinden.

This clinic is for patients who need to be seen that day for minor illness, things such as flu symptoms, sore throats, urine infections, ear ache, rashes and coughs.

Julie and Helen have had extensive additional training to enable them to examine and diagnose minor illnesses and they can offer advice and treatment if necessary.

These appointments can be booked on the day.

## Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

## Did you know that you may no longer need to visit the surgery to collect your repeat prescriptions?

This surgery is now able to supply your prescriptions electronically direct to the pharmacy of your choice under the new electronic prescriptions service (EPS).

Speak to your local pharmacy today to find out more.

## Home Visits - Telephone 01743 352371

If you need to see a doctor and you are too ill to travel to the surgery or you are housebound, please ring before 10.30am. Only ask for a visit if you really need one - remember the doctor can see five or six patients in surgery during the time it takes to do one home visit. Be prepared to give our staff some idea of symptoms. This information helps the doctor to assess the urgency of the home visit. Requests for visits made after 10.30am should be for emergencies only.

## Nights And Weekends - Telephone 08444 068888

Medical attention for emergencies outside surgery hours is provided by Shropdoc who can be contacted out of hours on the above number. Although a general practitioner will always be available, they may not be known to you. Primary Care Centres have been set up to provide a properly equipped place, similar to a doctor's surgery. When you ring out of hours you will speak to a trained nurse who can give advice or arrange for a doctor to contact you. Alternatively, the nurse can arrange for you to be seen at the Primary Care Centre, or a home visit may be arranged for you if you are not fit enough to travel. Patients requiring stitches or with suspected broken bones are advised to go directly to the Accident and Emergency Department at the Royal Shrewsbury Hospital.

## Repeat Prescriptions - Telephone 01743 244525 or Email: [riverside.prescriptions@nhs.net](mailto:riverside.prescriptions@nhs.net)

Patients on regular medication do not always need to see the doctor for a repeat of their medicines. You will be issued with a computer slip attached to your prescription. This should be returned to the surgery when you need further medication, after ticking the items you require.

Alternatively, if you wish to telephone for your repeat prescription, we have a 24-hour prescription ordering service. You should telephone 244525 and clearly state your name, address, telephone number, repeat prescription number and the items of medication you require.

You may also re-order your medicines by e-mail. If you wish to use this method, you should e-mail [riverside.prescriptions@nhs.net](mailto:riverside.prescriptions@nhs.net) giving your full name, date of birth and the items you require.

Please ensure that you re-order in good time (a week in advance should be sufficient) as sometimes you may be asked to come in and see the doctor before your medication is issued, or have a blood test. You should also remember to book an appointment for annual review with the practice nurse in the month of your birthday if you have a chronic disease (see Practice Team - Practice Nurses for more information about this) so that your medication can be reviewed.

Prescriptions will be posted to you if you provide a stamped, self-addressed envelope; otherwise they can be collected after 2.00pm on the second working day after the request is received.

## Telephones

To help us to deal with your enquiries efficiently, please try to use the correct telephone number. The telephones are at their busiest in the mornings, especially Mondays. There are several incoming telephone lines which cannot all be answered at once, so please be patient if your call is not answered immediately.

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E: [ute.dorner@tesco.net](mailto:ute.dorner@tesco.net)

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To place an eye-catching advertising feature in our vitally important Practice Booklets, indispensable Appointment Cards and Website simply phone Veronica Smith now on 0800 612 1516

## Test Results

You should not need to telephone for results of laboratory tests, smears, x-rays etc. All results are reviewed by a doctor who will contact you if any action is required.

It is essential that you keep us up to date with any changes to your contact details.

## Registration With Riverside Medical Practice

Any person wishing to register with the practice should either complete their medical card to give details of their current address or, alternatively, obtain a form from the practice to enable them to apply to be registered. The medical card or form should be handed in at reception along with proof of address. New patients will be asked to fill in some details about their medical history and will be invited for a new patient medical with one of the nursing team.

When you register with the practice, your name is not recorded as being a patient of any specific doctor. You do, however, have the right to express a preference to receive services from a particular clinician or class of clinician either generally or in relation to any particular condition. Should you express such a preference, the practice will endeavour to comply, though this may not always be possible.

Please let us know of any change to your personal details (ie name, address or telephone number) promptly.

## The Practice Team

### Practice Manager

**Mrs Tracy Willocks** looks after the day-to-day management of the practice and co-ordinates the work of the other staff. She will be pleased to discuss any non-medical problems you may have, and is happy to receive any suggestions for improving the services offered.

### Office Manager

**Vicky Davies** is our office manager and is responsible for the smooth running of the reception office. She leads our team of receptionists and computer operators and is the first point of contact if you have any non-medical complaints or problems which cannot be dealt with by the reception team.

### Reception and Admin Team

Our reception and admin team will be your first point of contact with the practice. We have a senior receptionist, who oversees the day to day running of the office. The team will help you to use the services provided and always try to do their best to provide an excellent service.

Please help them to help you. Our staff are responsible for the registration of new patients, the issue of repeat prescriptions and for dealing with referrals to hospital.

### Practice Nurses

In addition to the partners, services are performed at the practice by our team of nurses led by Sister Julie Hewitt. The team comprises:

**Sister Julie Hewitt** RGN BSc (Hons) Specialist Practitioner; Diploma in Asthma Management & COPD; Family Planning ENB901; Marie Curie Breast & Cervical Cytology at home.

**Sister Hayley Hopkins** RGN BSc (Hons) Nursing; ENB928 Diabetes, Diploma in Asthma Management

**Sister Helen McAlinden** RGN BSc (Hons) Specialist Practitioner; Diploma in Critical Care; Diploma in Asthma Management & COPD

**Sister Naomi Burgess** RGN BSc (Hons) Adult Nursing

**The practice nurses can help you with reviews for conditions as follows;**

Asthma	Diabetes
COPD	Heart Disease (including Angina and Atrial Fibrillation)
MI (Heart Attack)	Stroke TIA
Circulatory problems	Peripheral Vascular Disease
Chronic Kidney Disease	Hypertension (raised blood pressure)
Epilepsy	High Cholesterol (on treatment)

If you have any of the above conditions you should be attending for annual review in the month of your birthday. Please telephone the surgery to arrange an appointment.

The nurses can also offer appointments for helping diagnose conditions such as asthma or COPD involving spirometry (lung function tests).

We also offer sexual health advice, repeat contraception, post coital contraception (morning after pill), HRT repeats, travel advice including; vaccinations, malaria tablets and yellow fever vaccinations\*, blood pressure monitoring, minor illness diagnosis and advice, Help2Slim clinics, dietary advice to lose weight and reduce cholesterol.

\* some travel health vaccinations attract a fee.

### Health Care Assistants

Our health care assistants can deal with wound care including dressings, removal of sutures and staples, ulcers, doppler examinations, ear irrigation, injections for Vitamin B12 (once prescribed by GP), Influenza and Pneumococcal vaccination, new patient check ups, free NHS health checks for those aged 40-74 years (by invitation by the surgery only), blood pressure check ups every 6 months after your annual review with the practice nurse.

### Other Staff

Teams of health visitors, district nurses, counsellors and midwives work closely with the practice.

## Other Services Provided

### Child Health Clinic

Child health is managed by the health visitors. More information is available from the surgery or from your health visitor.

### Antenatal Services

These are held at the practice at times to suit patients. All of the doctors are qualified to look after you during pregnancy and childbirth. Most antenatal care will be provided by the doctors or midwives. As far as possible your antenatal care will be provided by the same doctor. You should make a double appointment with your doctor as soon as you think you may be pregnant.

## **Sexual Health Services (including emergency contraception)**

Family planning services are available throughout normal surgery hours. Initial appointments should be made with one of the partners, but subsequent pill checks etc may be carried out by one of the practice nurses, by appointment. We are able to offer a full range of contraceptive services to our own patients and others who are not registered with this practice including IUS fitting and implants. We are a young person-friendly practice and we are involved with CHAT, providing contraceptive services for younger people.

Post-coital contraception ("morning after pill") is available from our practice nursing team or can be obtained from community pharmacies.

## **Services For Women**

Cervical smears are recommended at regular intervals. A computerised recall system is in operation and when invited you should make an appointment with one of our practice nurses. In addition, a three-yearly countrywide breast screening service is in operation for women aged 50-65.

## **Minor Surgery**

A limited range of minor surgery is performed under local anaesthetic by some of the doctors and is carried out by arrangement with your own doctor.

## **Alcohol Services**

Aquarius provides information, support and advice on low risk drinking. Please ask at the surgery for a referral or contact Aquarius direct – by telephoning 0300 456 4299.

## **Help 2 Quit**

Contact the surgery for information on help and support available to help quit smoking.

## **Support For Carers**

Advice and support is available within the practice for anyone involved in caring for a relative at home.

## **Comments, Suggestions, Compliments And Complaints**

We would like you to tell us about the service we give you at Riverside Medical Practice, whether you have had a good experience, or not .

Our practice complaints manager is Mrs Tracy Willocks, Practice Manger, who is supported by Vicky Davies, Office Manger. In the first instance all complaints, compliments and comments should be raised with Vicky Davies, who will help you through the complaints process.

If you feel you cannot speak with us directly, you may seek help from Patient Services on freephone 0800 030 4563 or email [feedback@staffordshirecsu@nhs.uk](mailto:feedback@staffordshirecsu@nhs.uk) who will also be able to direct you to the local NHS Complaints Advocacy Service.

## **Riverside Support Group**

Riverside Support Group is a group of patients of the practice who act as a link between the practice and you, the patient. Its aim is to help us to provide a better service to meet your needs. The Support Group meets regularly and also holds a number of social events throughout the year. New members are very welcome. If you are interested in further information, please contact the chair of the group, Colin Pope, 01743 361385, email [colin.r.pope@btinternet.com](mailto:colin.r.pope@btinternet.com) or Mike Jones, Secretary, 01743 232682, email [michaeljones57@btinternet.com](mailto:michaeljones57@btinternet.com)

## **Protection And Use of Your Information**

The practice complies with data protection and access to medical records legislation.

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information which may be needed if we see you again.

We only use or pass information about you to people who have a genuine need for it in connection with your medical care. Where appropriate we will remove details that identify you as an individual. Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Our practice manager can tell you about how information is kept and used.

## **NHS Summary Care Record**

This is an electronic record containing key health information which can be made available to NHS Care staff looking after you in an emergency or when the surgery is closed. Access to your Summary Care Record is strictly controlled but you have the right to opt out of having this record created. Please ask for details or go to [www.nhs.org/summarycarerecords](http://www.nhs.org/summarycarerecords)

## **Freedom Of Information - Publication Scheme**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available.

A copy of this scheme can be found at [www.foi.nhs.uk](http://www.foi.nhs.uk)

## **Chaperone Policy**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

Patients are advised to ask for a chaperone if required, at the time of booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. The healthcare professional may also require a chaperone to be present for certain consultations.

Full details of our policy is available on request.

## **Shropshire Clinical Commissioning Group**

Shropshire Clinical Commissioning Group is responsible for your local healthcare services.

They are led by family doctors in Shropshire's 44 GP Practices and are responsible for buying a wide range of health services for our patients.

They are committed to involving the people of Shropshire in all major decisions about developing healthcare in the county.

The group can be contacted at:

William Farr House

Mytton Oak Road

Shrewsbury SY3 8XL

Telephone: 01743 277500

## Self Treatment Of Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor, and in many cases advice can be sought from your local Pharmacist, however, the following advice may be helpful:

Symptoms	Treatment	Seek Further Advice
<b>High Temperature</b>	Rest, particularly in the early stages when the temperature is at its highest. Give fluids - water or diluted squash. Reduce temperature by sponging with tepid water. Take Paracetamol.	If there is headache, vomiting or pain in the stomach or on passing urine. If there is a cough with infected sputum. If fever persists for three days. (It will not be harmful to bring a child with a temperature to the surgery.)
<b>Gastroenteritis (diarrhoea, sickness, stomachache)</b>	Small quantities of water or flat lemonade at regular intervals to avoid dehydration. No food.	If symptoms persist for more than two days (or 12 hours for babies and young children). If blood is vomited.
<b>Colds</b>	No cure. Rest, plenty of drinks. Take paracetamol. Antibiotics will have no effect.	If there is breathlessness or chest pain.
<b>Bumps, Bruises and Sprains</b>	Bathe with cold water. Rest. Take Paracetamol.	If severe pain, swelling or deformity present.
<b>Sunburn</b>	Apply cold water. Calamine lotion will relieve.	If burns are severe. If accompanied by drowsiness.
<b>Burns</b>	Apply large quantities of cold water for up to 15 minutes. If skin is unbroken but blistered, apply a loose dry dressing.	If skin is broken, or burn is larger than four or five centimetres in diameter.
<b>Nosebleeds</b>	Pinch nose just below the bone for around 10 minutes.	If bleeding persists.
<b>Chest Pain</b>		Immediately.
<b>Fits</b>		Immediately, unless a known epileptic.
<b>Insect Bites and Stings</b>	Antihistamine tablets can be bought from the chemist without prescription and will usually relieve symptoms.	

## Useful Telephone Numbers

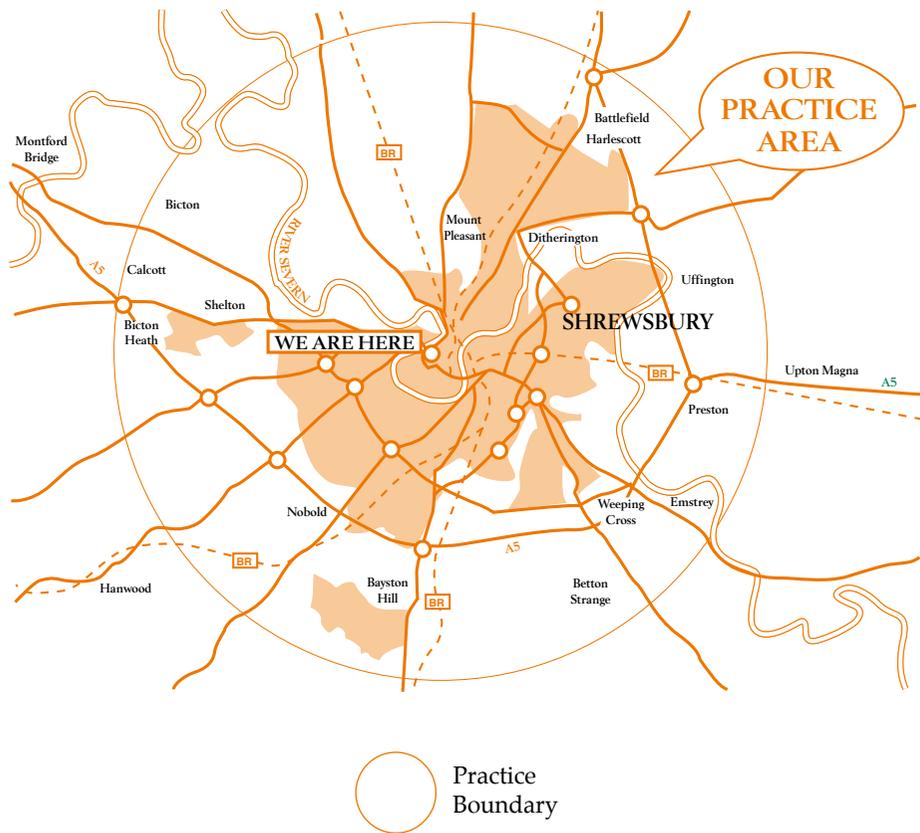
Shropdoc (out of hours) .....	08444 068888
District Nurse .....	277709
Health Visitors .....	452300
Royal Shrewsbury Hospital .....	261000
www.sath.nhs.uk	
Severn Hospice .....	236565
www.severnhospice.org.uk	
Shropshire Community Health Trust & Clinical Commissioning Group .....	277500
Shropshire Nuffield Hospital.....	282500
www.nuffieldhospitals.org.uk	
Social Services .....	0345 678 9005
www.shropshire.gov.uk	
Shrewsbury Citizens Advice Bureau .....	0844 991100
www.citizensadvice.org.uk	
Patient Services .....	0800 030 4563
Samaritans .....	369696
www.samaritans.org	
Age Concern .....	233123
www.ageconcern.org.uk	
CRUSE (Bereavement Counselling) .....	0845 606 6812
www.crusebereavementcare.org.uk	
Sexually Transmitted Disease Clinic - Open Access .....	261059
A4U (Information and Advice for Disabled People) .....	256218

## Care Quality Commission

From April 2013 all GP practices in England must be able to meet national standards of quality and safety as required by the Care Quality Commission (CQC). The CQC will only register practices that meet these standards and carry out monitoring visits to ensure these standards are being met. Further details of the work they do can be found on their website [www.cqc.org.uk](http://www.cqc.org.uk), by contacting them on 0300 616161 or by email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).

## Zero Tolerance

The practice supports the government's NHS Zero Tolerance policy. Doctors and their staff have the right to care for others without fear of being attacked or abused. Any occurrence of abusive or violent behaviour on the practice premises directed towards the practice staff or other patients will result in the offender being removed from the practice list.



We would like to thank the various sponsors who have helped us to produce this booklet. However, we must point out that we cannot warrant the accuracy of any statements, nor guarantee to endorse any products or services advertised.