

Riverside Medical Practice Newsletter – Summer 2018

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**RIVERSIDE MEDICAL
PRACTICE**

www.riverside-medical.co.uk

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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

Everyone at Riverside Medical Practice would like to extend a warm welcome to some of our newest members of the team who have joined us over the last few months these are:-

Dr S Patel - Principle GP - joined November 17

Dr R Sissons - Principle GP - joined April 18

Dr L Bailey - Associate GP - joined January 18

Dr A Venyo - Associate GP - returned from Maternity Leave March 18

In addition Dr Roberts has also joined us as our new registrar.

New Telephone Number!!

The Practice has updated our telephone system to a digital system which will allow us to be more responsive to patient feedback. The new system was installed on Monday 25th June. In addition to the new telephone system the practice is now also able to provide **FREE** patient Wi-Fi during opening hours.

The main benefit to the system is that we have been able to make it simpler for patients to contact the practice. Rather than having multiple numbers, which can cause confusion, we now have just one....

01743 367891

Please do not worry if you call us using any of our old numbers, for a time these will all be diverted into the new system automatically. Another benefit of the new system is that all calls will be charged at the same as any local rate number.

Once patients hear our welcome message they will then be offered the option to select 1 of 4 options.

We hope to keep any disruption to a minimum during this time of transition and ask for your understanding during this time.

When you call to make an appointment you will continue to be asked to confirm the reason for your appointment, the reason for this is to ensure that we make an appointment with the most appropriate member of the practice team.

Practice Closures:

Riverside Medical Practice will be closed for external county wide staff training on the afternoon of the Tuesday 10th July from 12 noon - All calls will be taken during this time by Shropdoc. We will open as normal at 8am on the 11th July.

We will also be closed between 12 noon and 2pm on Tuesday 17th July 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.

New site identified for Riverside Medical Practice

Following the withdrawal of the Raven Meadow site for sale by Shropshire Council earlier this year, we are pleased to confirm that an alternative location has now been found for a new practice at the former Tannery site and car park on St Austin Street near the new student accommodation. Initial plans are being drawn up for the site and if approved will replace our current location and provide a long awaited solution to our space restriction. The new site offers an exciting opportunity to review the types of services we are able to offer to patients within purpose build premises which better suit our needs. Please visit our website for further details.

Changes to the Out of Hours Number - 17th July

From Tuesday 17th July patients across the county who need urgent out of hours medical assistance or advice will need to call 111.

The NHS 111 service will replace our current out of hours GP telephone access service currently supplied by Shropdoc. These steps are being taken by the Shropshire CCG to bring services in line with national policy in order to provide a consistent, integrated approach to urgent care and out of hour's services. Any patient that needs to see a clinician out of hours you will still be seen by a local GP or other appropriate clinician at a base location just the same as you do now.

NHS 111 is much more than a helpline - if you are worried about an urgent medical concern, you can call 111 to speak to a fully trained adviser and, dependent on the situation, the NHS 111 team can connect you to generalist or specialist nurses, GP or even a pharmacist, and can arrange face to face appointments should you need one. All calls are free and the 111 service is available 24 hours a day, 365 days a year.

In addition a new 'ASK NHS' has also been designed that provides improved access to NHS 111 and other local NHS services. Advice is offered by the virtual clinician 'Olivia' and she take you through the steps of the system checker which can result in the booking of a GP appointment, access to NHS Choices or a call back from a clinical expert or access to self-care.

The 'AS NHS' app can be downloaded via Google Play (for Android phones) or via the Apple App Store (for iPhones).



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 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.

GDPR - General Data Protection Regulations

The NHS has always taken its oath to uphold confidentiality of patient information very seriously. At Riverside Medical Practice your privacy matters to us and as such we uphold these principles and work to ensure that we do everything necessary to keep your information safe.

New regulations brought in on the 25th May 2018 further strengthen the safeguards already in place and offers patients greater clarity and say in how their data is collected and used.

Following the introduction of the new GDPR regulations the Government has also introduced a new national data opt-out system, which offers people a choice on whether or not their confidential information can be used for research and planning purposes. Further details on this Government campaign can be found through the 'Your data matters' campaign by visiting www.ico.org.uk/your-data-matters/

If you would like further information about how your clinical data is stored and used within Riverside Medical Practice please visit our practice website for a full copy of our Practice Privacy Statement.



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.



Focus on Hay fever



Don't let hay fever spoil your summer

Did you know you don't need to see your GP for hay fever treatment?

Hay fever is a common condition affecting around 1 in 5 people in the UK and is more likely to affect people who suffer from asthma and eczema. It is an allergic condition where the body's immune system overreacts to substances that are usually harmless, for example pollen from grass, flowers, weeds and trees. The pollen causes the release of a chemical called histamine from cells in the nose, eyes and airway which cause inflammation. Some people suffer symptoms all year round which can be caused by allergies to indoor allergens such as house dust mites, pets

Seasonal allergy treatments such as tablets, eye drops and nasal sprays are all easily available at low cost from your local pharmacy. Antihistamines are usually the best treatment for hay fever and these can easily be bought from local pharmacies or supermarkets. As part of a Shropshire CCG Directive, hay fever medications are no longer prescribed by General Practice unless in exceptional circumstances. Buying a packet of 30 tablets from a supermarket or pharmacy can cost as little as £2, but if a patient goes to their GP to get a prescription then it costs the NHS considerably more.

By going to the pharmacy you'll be saving yourself time and money, freeing up GP appointments for people with more urgent needs as well as doing your bit to help the NHS save money on unnecessary prescription costs.

For more information about treating allergies or to find your nearest pharmacy and opening times visit www.nhs.uk

Top tips to help ease hay fever symptoms:

- Keep house and car windows closed, especially when the pollen count is high (early morning between 7am to 9am and evenings between 5pm and 7pm)
- Avoid large grassy areas, woodland, cutting the grass and car fumes
- Wear wrap-around sunglasses
- Use petroleum jelly inside your nose to block inhalation of pollen
- Don't dry washing outside to avoid pollen sticking to your clothes
- When you get in from outside wash your hands, face, hair, rinse your eyes and change your clothes.

When should I see a GP?

- When you are experiencing wheezing, breathlessness or tightness in the chest
- If you are pregnant or breastfeeding
- If your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

Are you going off on your holidays?

Don't forget to make an appointment with the Practice Nurse for Travel Health Advice and check if you need any immunisations?



Be safe in the Sun

Sun safety is vitally important, particularly for babies and children who have delicate skin that burns easily.

Protect yourself from the harmful effects of the sun and reduce the risk of developing skin cancer in later life by following the 'Sun Smart' message

- Keep hydrated
- Spent time in the shade between 11am and 3pm
- Make sure you never burn
- Aim to cover up with a t-shirt, hat and glasses
- Remember to take extra care with children
- Use factor 15 + sunscreen

For further advice visit www.nhs.uk for their sunscreen and sun safety tips.

Please remember!!

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

Please help us to help you

Your Local Pharmacy

Every year, millions of us visit our GP with minor health problems that our local pharmacist is well placed to help you with.

It is estimated annually 50 million visits to the GP are made with minor ailments such as coughs and colds, mild eczema, hay fever etc. to name but a few.

All Pharmacists are able to assist patients with many common health conditions and offer a wealth of advice where necessary. On many occasions can be a quicker and more convenient alternative to a GP appointment.

A range of common illnesses can be treated with over the counter medicines and plenty of rest.

For further information from Shropshire CCG on Self-care information for the public please visit www.shropshireccg.nhs.uk/health-advice/self-care

Information on specific topics are made available via the website to help patients make informed choices and decisions including:

- Knowing who to seek advice from for minor health concerns - Pharmacies should be the first point of contact
- Stocking-up on over-the-counter medicines for minor ailments - being prepared could mean resting and starting treatment sooner
- Branded products versus lower cost versions of the same medicines - these are often just as effective and could help to save you money
- Be aware of how long it should take for simple conditions to clear up - and know when to see a GP

Contact Details

Please could we ask all patients to ensure that we have their We would like all patients to ensure that we have all relevant 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.