

RIVERSIDE MEDICAL PRACTICE

Do you really need to see your GP?

Along with all other GP surgeries across the country, we are facing an unprecedented increase in patient demand and expectation.

To help reduce the workload of your GP, you may wish to consider the following:

If you feel that you have a problem which is related to your joints, muscles, back or neck and you are over 16 years of age, please contact the **Physiotherapy Triage Service**. This service is a pilot scheme which may give you quicker access to physiotherapy; you will be offered a telephone consultation with an experienced physiotherapist who will be able to accurately assess your problem and provide early advice and guidance. Should you need a course of physiotherapy treatment this will be arranged.



The Physiotherapy Triage Service - 01743 454912 - is open Monday-Friday 09:00-17:00hrs. More information about this service is available on our website: www.riverside-medical.co.uk

Why does the receptionist need to ask what's wrong with me when I ask for an appointment?

It's not a case of the receptionist being nosy!

The reception staff are members of the practice team and it has been agreed that they should ask patients why they need to be seen.

Reception staff have been trained to ask certain questions in order to ensure that you receive:

- ◆ The most appropriate medical care,
- ◆ From the most appropriate health professional,
- ◆ At the most appropriate time

You can ask to speak to a receptionist in private away from reception if you wish.

Any information given by you is treated strictly confidentially - but if you do not wish to say why you need to be seen this will be respected.

Nurse Led Clinic at the Surgery

This Clinic is for patients who need to be seen that day for Minor Illness; this includes things such as Flu symptoms, sore throats, urine infections, ear ache, rashes and coughs.

Two of our Nurses, Julie and Helen have had extensive additional training to enable them to examine and diagnose minor illnesses; they can offer advice and treatment if necessary. These appointments can be booked on the day and you will be offered an appointment by the receptionist, if it is appropriate, when you have advised them what your problem is.

YOUR LOCAL PHARMACY - Every year, millions of us visit our GP with minor health problems that our local pharmacist could resolve.

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot. By visiting your pharmacy instead, you could save yourself time and trouble.

Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time: just walk in.

All pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help to clear up the problem. If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP.

What's more, some pharmacies are open in the evenings and on the weekends.

If everybody went to a pharmacist with common health problems, more time would be freed for all GPs. This might make it easier to get a convenient appointment with your GP next time you need one.

So if you have a common health problem, a trip to your pharmacy is an option.



Information to help you make the changes you want



◆ Stop Smoking

◆ Move More

◆ Lose Weight

◆ Eat Healthily

◆ Drink Sensibly

◆ Feel Positive

Want to make a change?



We're ready when you are

0345 678 9025
www.healthyshropshire.co.uk

Please

Remember to cancel appointments you no longer need.

Riverside Patient Participation Group

We want to ensure that the views of patients are fed into the Practice regarding the services it currently delivers, and about any changes or new services that it may be considering.

The group meets regularly - at least four times per year - and new members are very welcome.

If you would like further information please contact Vicky Davies, Operations Manager - vicky.davies@nhs.net - or by telephone on 01743 352371 and she will be pleased to help by putting you in touch with either the Chairman, Colin Pope or the Secretary, Mike Jones.

A new way of communicating with you ...

MJog is a fully automated text messaging service which is designed to send confirmation of appointment bookings and reminders the day prior to your appointments. By using this new service we are aiming to reduce the amount of forgotten/missed appointments.

This service allows the person receiving the appointment reminder message to cancel their appointment if they no longer need it by replying "CANCEL" via text message. This is a very simple process but the benefit is that it will greatly increase appointment availability. MJog will also be used to remind patients when they are overdue their annual reviews. Since the introduction of this service we have managed to reduce the amount of paper-based correspondence to patients by over 50%; this is a great saving in time and money and also more environmentally friendly.

You do not need to sign up to this service as it will be applied to all patients who have an up to date mobile telephone number recorded on their record. If you do not wish to avail yourself of this new service please let us know.

Practice News ...

The Practice has recently appointed Aaran West as Patient Services Manager. Aaran joined the Practice in mid-January, having moved up to the Shropshire area from Brighton where he was working for the South East Coast Ambulance Service as Emergency Operation Centre Manager. Aaran's main responsibilities at the Practice are to manage the day to day service delivery of the practice and administration team.

Sister Kerry Brown has recently joined the Nursing Team; Kerry is an experienced Community Nursing Sister and she brings many skills with her to compliment and support the existing Nursing Team.

Dr Samantha O'Connor has recently joined the Practice. Dr O'Connor is our latest ST2 GP Registrar and will be working with us until 2018.

We are pleased to welcome HCA Lisa Paddock back from maternity leave; she will now be working with the Nursing Team 2 days per week.

We are delighted to announce that our **GP Registrar, Dr Laura Land**, has recently announced the safe arrival of her son, William.

Dr Antona Venyo will shortly be commencing maternity leave; her baby is due in June.

Also recently appointed;

Dylan Roberts who is a Senior Community Mental Health Nurse and Independent Prescriber and **Erika Crichton-Baker**, who is a Clinical Pharmacist, will both be joining the Practice Team shortly. It is hoped that their roles will help to support the GP's while they endeavour to maintain service levels and address the demanding times which lie ahead for General Practice.

For the future ...

The Practice is currently advertising for a Partner, following Dr Lovett's departure at the end of 2016. We are very much looking forward to a successful recruitment campaign.