

## Riverside Medical Practice

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## Newsletter—Spring 2021



Riverside Medical Practice

CQC overall rating

Good

10 October 2019

### URGENT NOTICE

If you are experiencing symptoms such as chest pain or breathlessness please dial 999 or attend the local A&E department.

### Contact Details

Could we please remind all patients to ensure that we have up to date contact details for you including telephone numbers and address. 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.

### Call recordings

Please note all inbound and outbound calls to and from Riverside Medical Practice are recorded for training and monitoring purposes.

### Practice Update

We have now been in our new building which is located on Barker Street since September 2020. We cannot wait to share this with you all once the pandemic is over and we can open our doors as normal



We have recently undergone a restructure of the management team following the departure of our Business Manager. The new roles have been appointed to;

Practice Manager— Amanda Lloyd

Service Delivery Manager— Rachael Stokes

Compliance Manager— Faye Reardon

### Practice Closures

Please note that the surgery will be closed on Friday 2nd and Monday 5th April due to the Easter Bank Holiday.

We will also be closed on Monday 3rd and Monday 31st May due to Bank Holidays



### Coronavirus symptoms

**Do not leave your home if you or someone you live with has any of the following:**

*A high temperature (over 37.8°)*

*A new continuous cough*

*A loss of, or change to, your sense of smell or taste*

If you think you may have coronavirus you should still use the online 111 service or call 111 initially.

### 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 our surgery, improvements that you would like us to consider or event suggestions for topics to be included within the next newsletter, please direct these to our Practice Manager, Mrs Amanda Lloyd.

### Patient Access

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

By registering for patient access you can order your prescription and update your personal details online.

You can also request extended access to your medical records including your diagnosis list, immunisations and blood results. To register please ask reception or visit our website for further details

## COVID Vaccination Programme

We have been working alongside the other Shrewsbury Practices to get our patients vaccinated. We have been working through cohorts 1-9 using Severnfields Medical Practice as our hub offering weekend and some weekday appointments.

Please do not contact us to ask us about appointments for the vaccine we will contact you either by telephone or letter with all the information you need when it is the right time.

In the mean time, you may be invited through the national booking system via letter/text. If you are able to attend a national vaccination hub then please book this way.

 HM Government

### **COVID-19 VACCINE PRIORITISATION**

1. Residents in a care home for older adults, and their carers
2. Over 80s, frontline health and care staff
3. Over 75s
4. Over 70s, and clinically extremely vulnerable individuals
5. Over 65s
6. Under 65s with underlying health conditions
7. Over 60s
8. Over 55s
9. Over 50s

### COVID vaccination support line

A new vaccination support line is able to tell patients when their 2nd dose is scheduled (if being done at Royal Shrewsbury Hospital) should they have not received their letter. Tel - 0345 678 9011. Lines are open Monday - Friday 9am - 6pm and Saturday 9-1pm.

### Appointments during coronavirus

We continue to offer appointments for all clinicians, however where possible these are still being conducted by phone and we are working on a same day triage service for GP's. Nurse appointments can be pre-booked in advance by contacting reception.

### Prescriptions

For patients wishing to order their prescriptions please can we ask that you order your routine medications via the Prescription Ordering Service Direct on 0333 358 3509, we understand that there is high demand on the phone lines currently and therefore if you experience difficulties you can also email your request to [Shropshire.pod@nhs.net](mailto:Shropshire.pod@nhs.net)

Please do not order your medications more than 7 days ahead of needing them, it is important that you order as normal and we reassure you there is no need to stockpile medication.

Alternatively, you can also email [riverside.prescriptions@nhs.net](mailto:riverside.prescriptions@nhs.net) or if you are already signed up for patient access you can order via the app.

Please ensure that you nominate a pharmacy to receive your prescriptions, as we will be sending all prescriptions electronically rather than being collected in person to minimise unnecessary attendance to the surgery.

If you do not have access to any of the above then please post your prescription request to us at Riverside Medical Practice, Barker Street, Shrewsbury, SY1 1QJ

Thank You  
FOR YOUR  
SUPPORT

### Community & Care Co-ordinator

We are pleased to announce that Lesley Randles has been appointed as our new Community & Care Co-ordinator.

Who can she help?

- Carers in need of respite
- People with disabilities looking for aids and adaptations to help with daily living – who to ask for mobility aids, ramps etc
- People feeling isolated or lonely– helping to arrange the most suitable social support or activities
- Elderly people who want practical help/security at home – making referrals to access domestic help and personal alarms/telecare



If there is anything you feel that she may be able to help with please contact reception.

### Social Prescriber

Over recent weeks we have taken on new roles within the practice.

Emma Wilson has taken on the role of Social Prescriber and will be working with our Practice on a Wednesday.

Social Prescribing is a non-medical programme which supports people to improve their health and wellbeing.

Many people can benefit from Social Prescribing, this includes those who may be;

- Feeling worried or anxious
- Feeling lonely or socially isolated
- Living with a long-term condition
- Wanting to make changes to their lifestyle
- Caring for someone



### Clinical Pharmacists

Our Clinical Pharmacists work with our Practice on a Monday and are available to help with any medication queries you may have.