

# Riverside Medical Practice Newsletter – Autumn 2020

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Riverside Medical Practice

CQC overall rating

Good

10 October 2019

Riverside Medical Practice  
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Out of hours : 111  
[www.riverside-medical.co.uk](http://www.riverside-medical.co.uk)

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](http://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 Oluchi Ashiegbu who joined us in August us as a GP Registrar. In addition to this we also welcome Dr Roberts & Dr O'Connor to our team who will be joining us as Salaried GP's on a permanent basis.

At the end of August we said goodbye to Rachel Young Clinical Pharmacist and would like to take this opportunity to wish her well with her future endeavours.

Due to a change of circumstances Dr Harwood is now known as Dr Henshaw.

## We have moved

We have now successfully moved into our new premises at Barker Street, Shrewsbury, SY1 1QJ. We are so very pleased to have finally moved into our new home and will shortly be sharing a video on our website and social media platforms for patients to see and experience what it is like inside and to explain more about how patients transition throughout the practice. We cannot wait to share it all with you.

We would also like to extend our thanks and appreciation to all the companies who helped us during the transition and also to our amazing patients who have been so understood during this difficult year, we hope that this is a start of a new chapter for Riverside Medical Practice.

## Face covering

Following the governments most recent announcement with regards to face coverings, it is now a requirement for everyone (excluding certain medical conditions and children) to wear a mask in shops.

What else do I need to do?

- Social distance
- Respiratory Hygiene
- Avoid touching your face
- Regular handwashing



### Practice Training Closures:

Riverside Medical Practice will be closed between 12 noon and 2pm on Tuesday 20<sup>th</sup> October 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.

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We will also be closed on the afternoon of Thursday 12<sup>th</sup> November from 12 noon for county wide staff training- if you require urgent medical assistance during that time please call **NHS 111**

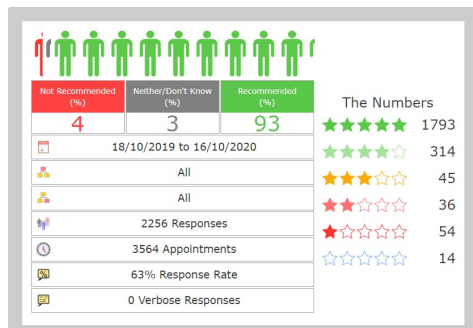
### Call Recordings

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

### Urgent Notice

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

### Friends & Family Scores As at 16/10/2020.



### Flu Vaccines 2020-2021

Due to COVID we have needed to manage the flu vaccination programme a little differently this year. We acknowledge that this has been difficult for everyone and do apologise for any inconvenience that this has caused, our programme had been delayed somewhat due to uncertainty regarding our moving dates and we acknowledge this has been frustrating for patients.

For full information in relation to our programme please visit our website or Facebook page for further information.

In summary .....

Patients over 65 (who are not housebound, do not have a learning disability or have not been shielding) will be sent barcoded letters to attend flu clinics at Severn Fields Medical Practice. These clinics will be running every Saturday throughout October and we encourage those who are able to attend to do so. For any patient who has received letters please telephone our practice to book an appointment as we still have availability in these clinics. Please remember to bring your bar coded letter with you to the appointment as the vaccine will not be given without it.

If you are housebound and unable to attend the surgery please call us and we will make provisions for you.

Shielding Patients, those with a learning disability, pregnant or are within the normal under 65 at risk group will have their flu jab here at Riverside Medical Practice where special clinics have been created and patients are free to book into through our normal appointment line.

Children ages 4 - 10 years of age will have their vaccination through school, for any child that misses their appointment or are home schooled you can arrange to attend one of the community clinics through the 'School Aged Immunisation Team'. Please contact the team on 01743 730028 to make an appointment.

For Children aged 2-3 years your children will be seen in a designated clinic here towards the end of the October, full details will be sent to you in due course.

For patient's agenda 50-64 years of age (not including those within our normal at risk groups) we are currently awaiting guidance from the Government with regards to the procurement of additional vaccine stocks and therefore will not be able to undertake any immunisation of this cohort at this time, you will be contacted directly as soon as we know more.

When attending any one of our flu clinics please arrive as close to your allocated appointment time as possible to assist in ensuring social distancing and infection control measures. Please ensure that you continue to wear a face covering and do not attend the surgery if either you or any members of your household have any symptoms of COVID19 i.e. a temperature, or a new and persistent cough or loss of taste.

## 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.

In addition to this you can also apply to receive extended access to your medical records including your diagnosis list, immunisation status and blood results etc.

To register please ask reception or visit our website for further details

## Appointments during coronavirus

Riverside Medical Practice continues to offer appointments for all GP's on a same day 'triage first' basis.

Our doors remain closed to walk in services and entry remains through an intercom buzzer, we are offering an increasing number of face to face appointments, however these continue to be based on clinical need and following an initial assessment by the GP.

Our clinicians continue to consult in full PPE, however temperatures are no longer taken on arrival and patients are free to wait in the waiting room for their appointments.

We continue to ask patients to attend unaccompanied where possible and arrive as close to their appointment time as they can in order to reduce their time within the building.

Enhanced infection control measures continue to be undertaken and this includes social distancing, PPE and additional cleaning regimes throughout the building multiple times a day.

Immunisation and cervical screening appointments are still being offered and carried out with additional precautionary measures being taken within the practice. If you are due one of these please call us to make an appointment.

## Forms and Letters

If patients submit a form for completion, drop off a hospital discharge letter, or submit new patient registration forms etc. they are asked to either email the request to us at [riverside.inbox@nhs.net](mailto:riverside.inbox@nhs.net) or alternatively post their request to Riverside Medical Practice, Barker Street, Shrewsbury, SY1 1QJ or pop it through the letter box with a covering request.

Completed forms can be either posted back or sent electronically using AccuRx.

## Sicknotes

If a patient need to request a sicknote we ask them to please call us on 01743 352371 or alternatively email us at [riverside.inbox@nhs.net](mailto:riverside.inbox@nhs.net)

Sicknotes can then be sent back to the patient either via the post or sent electronically using AccuRx

## Testing for coronavirus

For information on coronavirus testing and the NHS test and trace scheme please visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) . Testing is most effective in the first 3 days of symptoms developing. Unfortunately we have no facilities to do this through the practice.

## 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

### **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 Winter.

## Blood tests

Phlebotomy Services have now returned to Royal Shrewsbury Hospital site at Elizabeth House and are no longer operating from the Lantern. If you have been asked to attend for a blood test please telephone the SaTH booking number **01743 492510** to make an appointment.

Please note that due to COVID this is **NOT A WALK IN SERVICE**. Lines are open Monday - Friday 9am - 4pm.

## Extended Hours Appointments

Riverside Medical Practice continues to work 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. Please note that this may not be located at your normal GP Practice.

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.

## 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.

## 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 Operational Services Manager, Mrs Amanda Lloyd for further details.

