

Riverside Medical Practice

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Newsletter—Summer 2022

Welcome to the latest edition of our Practice Newsletter, we hope that you have enjoyed the summer.

As thoughts turn to autumn so too do we as we start planning our flu season ahead.

The look of our clinics will be a little more traditional this year with a **return** to practice based flu clinics at our premises on Barker Street rather than then PCN wide clinics.

This year we will be running 3 main open access flu clinics which will run from 9am—2:30pm on the following dates

Sunday 25th September (over 65's only)

Saturday 8th October (over 65's & Under 65 with an underlying health condition)

Saturday 22nd October (over 65's & Under 65 with an underlying health condition & eligible children)

Please visit our website for more information on eligible patients.

In addition to our main clinics we will also be offering in-hours mini flu clinics which will be pre-bookable with a member of our nursing team.

Patients ages 50-64 years (with NO underlying health conditions) are asked to wait to be called, this is to enable us to prioritise patients most at risk, appointments will be offered to this cohort of patients towards the end of October.

Children Aged 2-3 years will be invited to attend our main clinic on the 22nd October or are welcome to book into one of our mini inhouse clinics once your vaccine arrives.

Children Aged 4-10 years of age will be invited for their vaccine as part of the School Immunisation Programme, this has been extended to include years 7 & 8 in secondary school

Housebound Patients will be visited by a member of our outreach team, please contact the practice to confirm if you would like to accept the flu vaccine offer this year.

We ask that you DO NOT attend the surgery for a vaccination if you, or any member of your household, have any symptoms of COVID and patients are asked to continue to wear face coverings whilst attending the surgery for ANY appointments.

We will be maintaining social distancing and operating a one way system.

URGENT NOTICE

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

Practice Training Closures

The practice will be closed between 12 noon and 2pm on Tuesday 20th September, 18th October & 22nd November.

If you require assistance during this time please call 07511 044891.

This number is only operational during these times

We will also be closed on the afternoon of Thursday 8th September for county wide training. If you need assistance please call NHS 111 during this time.

Call recordings

Please note all inbound and outbound calls to and from the surgery are recorded for training & monitoring purposes.

COVID Vaccination Programme

Riverside Medical Practice will not be participating in the Winter 22 COVID Vaccination Programme, this is to ensure that we can concentrate on providing our core services and support patients as we move through the winter months.

The local vaccination response will instead be lead by the COVID Vaccination Service at Shropshire Community Health and Shropshire, Telford & Wrekin ICS.

Patients identified as eligible for an additional COVID Booster will be

- Patients in Residential care homes
- Frontline health & Social care staff
- All patients aged 50 years and over
- Patients aged 5 to 49 within a clinical at risk group
- Patients aged 5 to 29 who are household contacts of people who are immunocompromised
- Patients aged 16 to 49 who are carers.

Appointments can be booked through the National Booking Service by calling 119.

Invites and eligibility for appointments will be based on priority, therefore from the 5th September patients aged 75 years and over and health & social care workers will be able to book an appointment for the w/c 12th September onwards to have their boosters. National invites via SMS, email and letter are scheduled to be sent.

The National booking service will then extend to people aged 65 years and over, pregnant women, carers and immunocompromised households after that with further information in due course.

Housebound patients will receive their vaccine offer via a dedicated community outreach team, these teams will liaise with the patients Medical Practice to help identify them.

Any queries regarding COVID Vaccinations will need to made via calling 119 or by visiting 119 online.

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.

Healthwatch are calling for people's experiences of calling for an ambulance in an emergency.

Concerns about the ambulance service performance in Shropshire, Telford & Wrekin have been widely reported but the local health care champions, Healthwatch Shropshire and Healthwatch Telford & Wrekin want to hear the stories behind the statistics. They want to hear about where things have gone well and where things have not gone so well.

Patients are invited to share their experiences and help to make a difference.

So do this you can either telephone 01743 237884 or contact them online at

www.healthwatchshropshire.co.uk/calling-ambulance-emergency

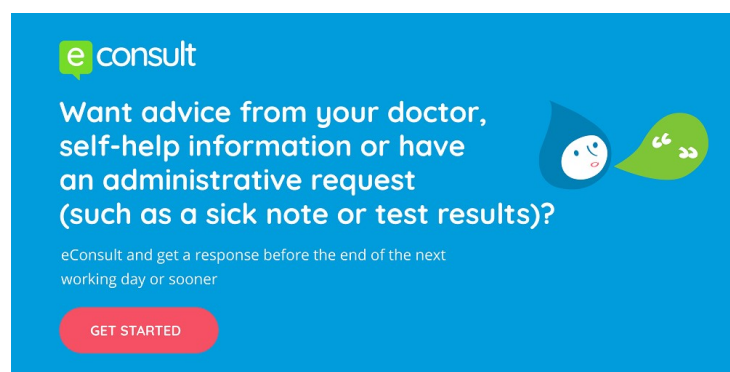
or

www.healthwatchtelfordandwrekin.co.uk/share-your-views."

E-consult

E-Consult is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you and everyone else.

This service can be used to ask your GP about health symptoms, conditions or treatment as well as to request sick notes and GP letters.



The banner features the 'e consult' logo in the top left corner. The main text reads: 'Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?'. Below this, it says 'eConsult and get a response before the end of the next working day or sooner'. At the bottom center is a red button with the text 'GET STARTED'. On the right side, there is a cartoon illustration of a blue character with a white face and a green speech bubble containing the text '“ ”'.

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

Extended Hours Appointments

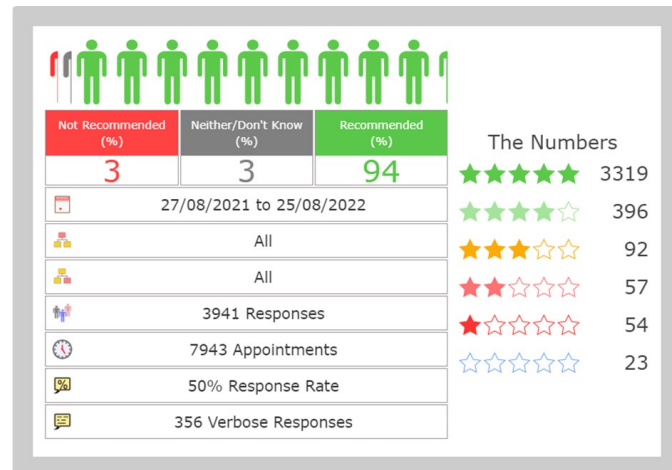
Appointments are available out of hours and at weekends and bank holidays with GP's, Nurses etc via our extended hours provisions delivered at Marden Medical Practice. .

Appointments are also available on Tuesday & Thursdays from 7:30am with a doctor or nurse here at Barker Street.

If you would like to book an appointment outside of our core hours please speak to a member of the reception team for details

Latest Friends & Family Data—As at 26.08.2022

We routinely monitor our patient feedback following appointments at the practice and are proud of our feedback ratings which demonstrate 94% of patients would highlight recommend the practice as a result of their appointment with us.



First Contact Physios

Do you have a problem that affects your neck, back, bones, joints or muscles?

You can now book in to see one of our First Contact Physiotherapists rather than speaking to a GP. Jack & Meghan are available Monday-Friday and patients can be seen in any of our 5 Primary Care Network locations (Belvidere, Marden, Marysville, Severn Fields and Riverside).

If you would like to book an appointment, please speak to reception.

Inclusion Criteria

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis - any joint
- Possible problems with muscles, ligaments, tendons or bone, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal pain including lower back pain, mid-back pain and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Post-orthopaedic surgery (can differ between localities)

Exclusion Criteria

- Acutely unwell
- Children under 16
- Medical management of rheumatoid conditions
- Women's health, antenatal and postnatal problems
- House-bound patients
- Medication reviews for non-MSK conditions
- Neurological and respiratory conditions
- Headaches
- Acute mental health crises
- Patients who do not want to see a FCP

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

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 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

World Sepsis Day 13th September

WORLD SEPSIS DAY INFOGRAPHICS

WHAT IS SEPSIS?

SEPSIS ARISES WHEN THE BODY'S RESPONSE TO AN INFECTION INJURES ITS OWN TISSUES AND ORGANS. IT MAY LEAD TO SHOCK, MULTI-ORGAN FAILURE, AND DEATH – ESPECIALLY IF NOT RECOGNIZED EARLY AND TREATED PROMPTLY.

AWARENESS SAVES LIVES.

LEARN ABOUT SEPSIS AT
WWW.WORLD-SEPSIS-DAY.ORG

Infographic 1/21



Anyone with an infection can get sepsis but some people are more likely to get an infection that could lead to sepsis. Those at a higher risk include;

- People over 75
- People with Diabetes
- People with a weakened immune system such as those having chemotherapy treatment or who recently had an organ transplant
- People who have recently had surgery or a serious illness
- Women who have just given birth, had a miscarriage or a termination.
 - Babies under 1, particularly if they were born prematurely or their mother had an infection while pregnant.

For more information please visit www.nhs.uk/conditions/sepsis

Do you follow us on Facebook?

If so, please follow our Practice Facebook page 'Riverside Medical Practice, Shrewsbury'. We use Facebook as another way to keep our patients up to date with changes, practice news and tips for health conditions etc.

