

Riverside Medical Practice

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Newsletter—Autumn 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.

Thank you from Riverside Medical Practice!!

Last month marked the first anniversary of our move into new premises on Barker Street.

We understand the last 18 months have been an anxious and frustrating time for patients, their carers, and families. We have been working hard to adapt and provide you with an improved service, including easier access when you are unwell and need to contact us and improved continuity of care. As part of this, we have invested in three additional Advanced Clinical Practitioners with expertise in managing urgent presentations of illness.

We have had more contacts with patients throughout the last year than ever before, with contributory factors including national shortages of essential supplies like blood bottles, COVID vaccination enquiries, and prolonged delays for hospital appointments and there remains enormous pressure on all local GP surgeries as we embark on flu and COVID booster vaccination campaigns. It remains really helpful to us when you are able to use self-care if you do become unwell and utilise pharmacies, opticians and NHS online information when appropriate.

All of us here at RMP would like to thank you for your patience, kindness and messages of support during very challenging times. We look forward to continuing to see some of your friendly faces and reaffirm our commitment to providing high-quality, safe primary care to you and your families.



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

Appointments at Riverside Medical Practice

Urgent problems

In an emergency, do not call RMP but please call 999. If you have Covid symptoms, please go to the NHS 111 webpages.

The new Acute Care Team are likely to be your first contact with the RMP clinicians when you are unwell. Our Duty Doctor supports the Acute Care Team daily. Together, they will assess you by telephone, offer advice and prescriptions, alongside face-to-face appointments or visits, where needed, for urgent medical problems. When you contact us with a problem that you feel needs dealing with on the same day, the Patient Services Team will continue to take a brief summary of your problem when booking you in with the Acute Care Team.

If you have an urgent problem or think you may need a home visit for a housebound patient, please contact RMP before 11am.

This will enable us to plan our workload more efficiently and ensure that you get the best service if you are poorly.

Non-urgent problems

You are now able to book directly for routine appointments, including booking ahead for convenient times. Our Patient Services Team will continue to ask you for a brief description of your problem as this will then assist them in being able to direct you to the best person to manage your condition. They will offer you the option for both telephone and face-to-face appointments, but we would like you to continue to choose a telephone appointment if you think this will suffice, as we can offer more appointments and keep you safe.

Booking online for some appointment types will also be available.

We do ask that patients ring after 11am for non-urgent issues as this will help keep our phone lines and Patient Team free for dealing with newly unwell patients earlier in the day.

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

Staff Update

Hayley Hopkins will be leaving us at the beginning of December and we would like to wish her all the very best with her future endeavours. Hayley has been with us for over 30 years and is an experienced Specialist Nurse Practitioner who will be sorely missed by both patients and staff.

COVID Boosters

The COVID booster vaccination programme is underway with clinics being held at weekends at our Primary Care Network Hub. Patients over 50 and in the at risk groups will be contacted for a combined flu and COVID booster appointment shortly. If you can't have both vaccinations together, or you have already received either the flu or COVID booster elsewhere, you will still be able to have your other vaccination at the hub.

Patients will be invited to these clinics in order of priority according to the JCVI cohorts. The clinics will run from October-December.

Patients who are due their booster will also receive a text message or letter from the National Booking Service which will invite you to book via 119 at a national vaccination centre. You can choose to book one of these appointments or wait for us to contact you for a local appointment.

In the meantime, please make sure we have an up to date telephone number as this is the easiest way for us to contact you for an appointment.

Do you have 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.

