

Riverside Medical Practice

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Newsletter—Summer 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 are expanding our workforce.

Since moving into our new building, our patient list size has grown and with the increase in demand for our services we have successfully expanded our workforce.

Over the next few months, we will be welcoming additional administration staff as well as 3 Advanced Clinical Practitioners.

The **Advanced Clinical Practitioners** (or ACP's) will form an Acute Services Team, lead by a Duty Doctor, to help support our urgent care provision within the practices which will allow us to release additional GP time back into routine services which have been affected throughout the pandemic. Each ACP comes with extensive experience and will be an asset to our already increasing teams.

In addition to this, we have also recently recruited via the PCN a **Clinical Pharmacist**, who is with us twice a week, they are able to deal with all prescription queries and undertake structured medication reviews for our patients.

Emma Wilson has joined us as **Social Prescriber**, Social Prescribing is for patients over 18 who would benefit from additional support to help and motivate them to take action to improve their health & wellbeing.

Lesley Randles has been appointed as our **Care & Community Co-ordinator** and replaces Joanne Tracy.

Please visit our website for more information on their roles



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 update

How are we working?

COVID-19 has changed how patients access their GP and as such has super charged the use of remote consultations in primary care. These will never replace face-to-face appointments which should be available to all patients where appropriate. However, remote consultations can be a convenient way for people to access medical advice and treatment.

Face-to-face appointments are available to all patients where there is a clinical need. You will be asked to first discuss your conditions over the phone or online with a member of the healthcare team to assess what would be most appropriate for you and which practice member would best provide it.

We may also still advise that you attend your local pharmacy for clinical advice on minor health concerns.

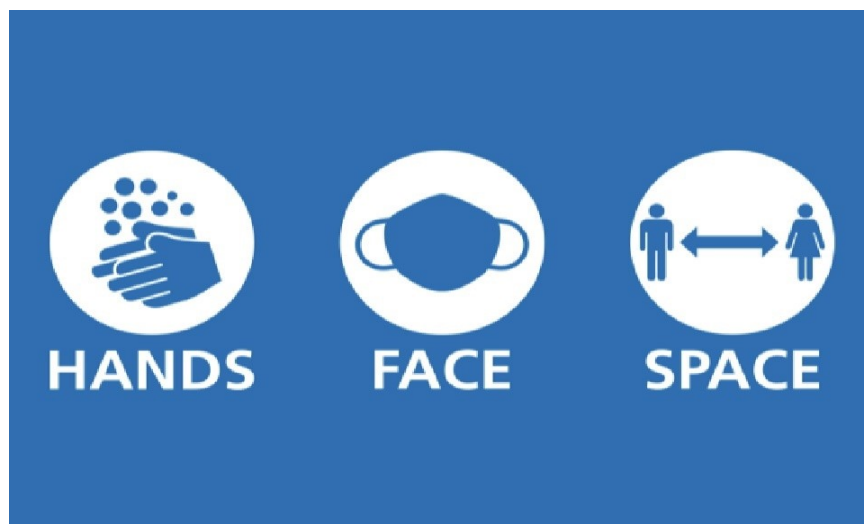
Local Vaccinations

As of 25th June we will no longer be administering COVID vaccinations through the hub at Severnfields Medical Practice.

After this time, all vaccinations will need to be booked through the National Booking System by contacting 119 or visiting;

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Please be reassured that you will be contacted when it is your turn for a COVID-19 Vaccine.



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

We are sad to announce that Dr Gill has left the practice to fulfil a new role in London. We wish her well for the future.

We would like to congratulate Dr Milburn on the birth of her baby . The practice welcomes Dr Yahaya and Dr Kaur who will be covering Dr Milburn's maternity leave.

Helen McAlinden will be leaving us at the end of August and we would like to wish her all the very best with her future endeavours. Helen has been with us over 17 years and is an experienced Specialist Nurse Practitioner who will be sorely missed by both patients and staff.

General Practice Data for Planning and Research (GPDfR)

Riverside Medical Practice is required to share your data with NHS Digital for the purpose of vital health and care planning and research. This has currently been deferred until 1st September 2021

What data is shared?

NHS Digital will not collect patients' names or addresses. Any other data that could directly identify patients (such as NHS Number, date of birth, full postcode) is replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital.

This process is called **pseudonymisation** and means that **patients will not be identified directly in the data**. NHS Digital will be able to use the software to convert the unique codes back to data that **could directly identify patients in certain circumstances**, and where there is a valid legal reason.

If you would prefer that your identifiable patient data is only shared for your own health care purposes, **you can opt-out** by registering a Type 1 Opt-out or a National Data Opt-out, or **both**.

For more information please visit;

<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research>

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.

