

## Riverside Medical Practice

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www.riverside-medical.co.uk



## Newsletter—Spring 2022



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.

### **Update on services available via Riverside Medical Practice**

Over the past few months the range of services available both in-house and via our Primary Care Network have increased.

#### **First Contact Physio**

We now have a physiotherapist that works for our Primary Care Network. Their role is to assess patients with the below conditions and decide on the most appropriate management pathway.

- All soft tissue injuries, sprains, strains or sports injuries
  - Arthritis— any joint
- Possible problems with muscles, ligaments, tendons or bone e.g. tennis elbow or carpal tunnel syndrome
- Spinal pain including lower back pain, mid-back pain and neck pain
- Spinal related pain in arms or legs including nerve symptoms e.g. pins and needles or numbness

If you have any of the above, please contact reception who can arrange an appointment with a physiotherapist.

#### **Mental Health Practitioner**

The role of the Mental Health Practitioner is to support patients with acute mental health needs. They can then sign-post/ refer on to other services for ongoing management or treatment. They cannot prescribe or deal with ongoing mental health conditions.

#### **Clinical Pharmacist**

Our Clinical Pharmacist works for us twice a week. They are able to deal with all prescription queries and undertake structured medication reviews for our patients.

### **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

### **Social Prescriber**

Our Social Prescriber, Julie Gildie, works at the practice one day a week seeing patients who have been referred by other members of the practice team.

Social prescribing is a non-medical programme that has been designed to help with a range of social, emotional or practical need such as;

- Caring for someone who cannot manage without this help
  - Living with a long-term health condition
- Wanting to change their lifestyle e.g. giving up smoking or losing weight
  - Feeling worried or anxious
  - Feeling lonely or socially isolated

If you feel you may benefit from an appointment with Julie, please ask at reception.

### **Community Care Co-ordinator**

Our Community Care Co-ordinator, Lesley Randles, works at the practice 4 days a week.

Lesley's role is to help patients by signposting on or referring to other services that may help them with their everyday lives. This can also include co-ordinating support for them. Some of this support may be provided through NHS schemes or delivered by a group of volunteers.

Lesley can help people who are feeling socially isolated, lonely, need extra support around the house or help with shopping etc.

If you feel you would benefit from this service, please ask at reception.

### **New Website—Coming soon!**

Keep your eyes peeled for our new website that will be launching soon. It will include more interactive features and will be easier for patients to navigate



## 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

## COVID-19 Updates

Despite the change in government guidelines towards the end of January, patients will continue to be asked to wear a face mask when entering a healthcare setting. We also continue to ask that you do not attend the surgery if you have any COVID symptoms or have tested positive in the last 10 days.



### **Did you receive any of your COVID vaccinations outside of England?**



If so, you can now contact 119 to have your record updated. Please visit the NHS website for more details.

### **Are you on a waiting list for an appointment, operation or treatment at one of our local hospitals?**

The NHS has launched a new digital platform that allows patients the ability to access the latest information about the size of their waiting list through the 'My Planned Care Patient Digital Platform'. This platform gives you direct access to the latest average wait time for your trust, as well as helpful advice and support whilst you wait.

The website is updated weekly and is easy to use.

<https://www.myplannedcare.nhs.uk/>

### **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.

