

Riverside Medical Practice

Barker Street, Shrewsbury, SY1 1QJ

Tel: 01743 367891

Email: riverside.inbox@nhs.net

www.riverside-medical.co.uk



Newsletter—Spring 2023



Riverside Medical Practice

CQC overall rating

Requires Improvement

16 August 2022

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.

Statement from the Partners 22/03/2023

We are aware that we are currently very short on routine appointments. Unfortunately, this is due to us having numerous clinicians on long-term sick leave.

Whilst we are doing everything in our power to try and resolve this, we have so far been unable to find locum cover.

We are in regular contact with the Primary Care Team at the Integrated Care Board and are keeping them up to date with our situation.

We understand that this is frustrating for patients, but we ask that you do not take this out on our members of staff as we will not tolerate any form of abusive behaviour.

We are continuing to try and find cover but are providing the best service that we can with the staffing levels that we currently have.

Thank you for your understanding.

The Partners at Riverside Medical Practice



Bank Holiday Closures

Please note that the Practice will be closed on the following dates;

Friday 7th April

Monday 10th April

Monday 1st May

Monday 8th May

Monday 29th May

If you require urgent medical advice during this time please contact NHS 111

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

The 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, 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.

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.

Unable to attend your appointment?

In February 2023, 109 patient did not attend their appointments. This totals 38 hours of clinical time. If you can no longer attend your appointment, please let us know as soon as possible so that the appointment can be offered to somebody else.



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

Over the past few months there have been numerous staff changes within Riverside Medical Practice.

We have appointed a new Practice Manager, Sue Griffiths, who joined the team at the beginning of February. Sue has previously worked as a Practice Manager at other surgeries and we are looking forward to seeing what ideas she brings with her.

At the beginning of January we employed a Physicians Associate, Praisya Ragland. This is a new role within the Practice and we are excited to be able to offer this to patients. Praisya will be able to deal with any minor illness' such as coughs, colds, chest infections and urine infections.

We would also like to welcome to the team Dr Ibronke Odewale who is our new salaried GP. Dr Odewale will be working with us 3 days a week.

We have recently said goodbye to Dr Crosland, who after 18 years as a Partner at Riverside, decided to hang up her stethoscope to enjoy a well-earned retirement.

We have also said goodbye to Dr Venyo, who worked as a salaried GP at the Practice for 7 years.

We wish both Dr Crosland and Dr Venyo all the best in the future.

New website

Have you visited our new website? This has been designed to include more interactive features and is much easier for patients to navigate. It includes information on all of the services we currently have available as well as any updates we want to give our patients. www.riverside-medical.co.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.

