

Riverside Medical Practice

Barker Street, Shrewsbury, SY1 1QJ

Tel: 01743 367891

Email: riverside.inbox@nhs.net

www.riverside-medical.co.uk



Newsletter—Winter 2023



Riverside Medical Practice

CQC overall rating

Good

26 June 2023

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.

New Appointment System launched July 2023

Earlier this year we were aware of the difficulties patients were experiencing in accessing appointments when needed. Although this is a national issue, it was also made more difficult for our Practice due to a significant shortage of GP's over the last 12 months.

We therefore launched our new appointment system on 6th July 2023.

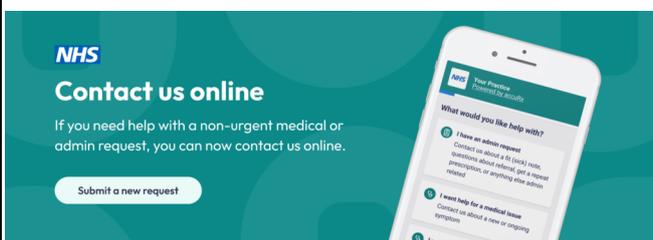
To make an appointment now, patients will complete a simple form outlining their reason for the appointment request. This request will be submitted through the secure online process and be reviewed by a clinician for the appropriate appointment to be made. The online form is available 8.00am-4.00pm every weekday.

For patients without access to the internet they will continue to speak to reception who will complete the online form for them and will submit on their behalf, in the same way as if it were submitted through the internet.

Patients will also be able to use the online form to make enquiries about blood test results, fit notes, reports, and other administrative issues, to save them having to telephone the practice.

For patients, one of the benefits of using this on-line access system, will be that the phone lines will be freed up, making the practice as accessible as possible. If you do have access to the internet from a Smart phone/ tablet or PC then please submit the request yourself. All forms are dealt with in the order they come in and getting a receptionist to complete it will not mean it is dealt with any quicker.

Our aim is to help you get the best clinician for the problem you have described, within a time frame that is clinically appropriate.



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, Ms Sue Griffiths

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

Winter Illness Centre - October 2023

In October 2023 our Primary Care Network launched a new winter illness centre.

The aim of the service is to provide additional appointments to reduce pressure on primary care and support reducing the number of people visiting hospital Emergency Departments.

The winter illness centre will provide appointments for patients with respiratory symptoms such as a cough, sore throat or earache. It is not a walk in service and appointments will not be offered to patients with conditions that are chronic, complex or require ongoing care. If patients are not able to get to the centre they will be seen in their usual practice.



Our NEW

WINTER ILLNESS CENTRE

launches October 2023

This winter practices in and around Shrewsbury are working together to offer extra face-to-face appointments to support patients with respiratory symptoms such as:

- COUGH
- SORE THROAT
- EAR ACHE
- SHORTNESS OF BREATH

If you are feeling unwell, you should contact your GP practice as usual.

The reception team will offer you an appointment at the Winter Illness Centre if it is appropriate.

Please continue to contact us as normal if you are feeling unwell. Our team will then offer you an appointment at the Winter Illness Centre if appropriate

Unable to attend your appointment?

In September 2023, 176 patients did not attend their appointments. This totals 55 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

Shrewsbury PCN Psychology Team

Did you know our Primary Care Network now have a Psychology Team?

The team will be running Information & Understanding Groups designed to educate patients on various aspects of mental wellbeing.

- 1. Understanding Emotional Wellbeing**– a 5-session (1 session per week) transdiagnostic course for those whose main current difficulty may be managing low mood and anxiety day-to-day
- 2. Improving Sleep**– A 5-session (1 session per week) course aiming to offer information and evidence-based tips for improving sleep.
- 3. Understanding Chronic Pain and Illness**– a 6-week course aimed at providing information around the psychological impact of chronic pain and illness with a focus on self-compassion.

Suitability Criteria; Must be over 18 and not already engaged in (or on a waiting list for) any other form of mental health treatment.

Service users must be able to manage their own risk as the team do not offer between session support

If you would like information on how to self-refer for this service, please contact the practice.

Bank Holiday Closures Christmas 2023

Please note the practice will be closed on the following dates;

Monday 25th December 2023

Tuesday 26th December 2023

Monday 1st January 2024

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



Merry Christmas and a Happy New Year to all from Riverside Medical Practice