

Riverside Medical Practice

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Newsletter—Summer 2024



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.

Think Pharmacy First

Going to your local pharmacy offers an easy and convenient way to get clinical advice on minor health concerns, and now community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 - without the need for a GP appointment or prescription.

Community pharmacy teams are highly-skilled, qualified health professionals who have the right clinical training to give people the health advice they need. Patients don't need an appointment and private consultation rooms are available. Pharmacy teams can also signpost to other relevant local services where necessary.

Pharmacists have always helped patients, families and carers in their communities stay healthy and are well placed to offer treatment for health conditions. By expanding the services community pharmacies offer, the NHS is aiming to free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.



For more information, visit nhs.uk/thinkpharmacyfirst

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

Pertussis Vaccination

Whooping cough (pertussis) cases continue to increase and babies who are too young to start their vaccinations are at greatest risk.

Whooping cough can be serious for babies and may lead to complications resulting in hospitalisation and even death. Sadly, there have been 9 infant deaths since the current outbreak began in November last year (one in December 2023 and 8 between January to end May 2024).

If you are pregnant, you can help protect your baby by getting the whooping cough (pertussis) vaccine. Vaccination during pregnancy boosts your antibodies which are then passed to your baby to help protect them from the day they are born.

You will normally receive your whooping cough vaccine around the time of your mid-pregnancy scan (usually 20 weeks) but you can receive it from 16 weeks. If you have reached 20 weeks of pregnancy and have not yet been offered the whooping cough vaccine, please ask your midwife or GP practice.

Vaccination in pregnancy provides very high levels of protection against serious whooping cough disease to your baby at least until they can have their first vaccine at 8 weeks of age. It is recommended in every pregnancy to boost the antibodies you pass on to your baby.

You can access a whooping cough vaccine from your GP practice and through some antenatal clinics and you may be offered the vaccination at a routine antenatal appointment. For further advice on getting your whooping cough vaccination in your area, speak with your GP practice or midwife.

Unable to attend your appointment?

In June 2024, 119 patients did not attend their appointments. This totals 29 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

NHS App

The NHS App is a simple and secure way to access a range of NHS services and information on your smartphone or tablet. Millions of people are already using the NHS App to manage their health the easy way from the comfort of their homes.

If you are over the age of 16 the NHS App enables you to view your GP health record to help you better understand and manage your condition, without having to phone your GP surgery. With the App you can access your consultation notes, letters and test results.

The NHS App also enables you to manage repeat prescriptions and easily change your nominated pharmacy, so you can send orders when it's convenient for you. Each prescription ordered electronically saves GP practices three minutes of time and a patient 18 minutes, making it more convenient for people and freeing up frontline staff to do other important duties.

The App makes it easy to access your appointment information and manage your hospital appointments. You can also find out your NHS number and access NHS 111 online to get instant advice or medical help near you.

New and innovative features will continue to be developed for the NHS App to help patients access convenient and high-quality care when and where they need it.

Start using the App today. For more information, including how to download the NHS App, please visit www.nhs.uk/nhsapp.



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.

