

Riverside Medical Practice

Barker Street, Shrewsbury, SY1 1QJ

Tel: 01743 367891

Email: riverside.inbox@nhs.net

www.riverside-medical.co.uk



Newsletter— Autumn 2026



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.

Flu vaccinations 2026/27

We will be running 2 weekend Flu Clinics (in addition to mid-week mini clinics) - these will be open access clinics and patients will not be required to book in advance. Sessions are as follows:-

Sunday 4th October (all eligible groups)

Saturday 17th October (all eligible groups)

Clinic Times on each weekend clinic will be 9am - 2:30pm

Are you eligible for a flu vaccine?

- Those aged 65 years and over
- Those in long-stay residential care homes
- All children aged 2-3 years on 31st August 2026
- Pregnant women
- Carers
- Frontline healthcare workers
- Those aged 18 to under 65 in the below clinical risk groups;
 - ◊ A heart problem
 - ◊ A kidney disease
 - ◊ A chest complaint or serious breathing difficulties, including bronchitis, emphysema or asthmatic.
 - ◊ Lowered immunity due to disease or treatment (such as long term steroid medication or cancer treatment)
 - ◊ Liver disease
 - ◊ Had a stroke or transient ischaemic attack (TIA)
 - ◊ Diabetes
 - ◊ A neurological condition, such as multiple Sclerosis (MS) or cerebral palsy
 - ◊ A problem with your spleen, such as sickle cell disease, or you have had your spleen removed
 - ◊ You are severely overweight (BMI of 40 and above)

Please note that people aged 50-64 with no underlying health condition (as stated above) will NOT be eligible for a flu vaccination this year.

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

Meet EMMA!

-From 27th August-

We're excited to introduce EMMA, our new AI receptionist, designed to help you get through to us more easily when our phone lines are busy.

EMMA works alongside our amazing reception team — she is not replacing anyone! Our staff are still here to support you, just as always.

You can still call us

You can still visit us

You can still speak to a member of the team when needed
EMMA is simply here to help reduce waiting times and make things quicker and more convenient for our patients.

All requests will continue to be reviewed by our care-navigator and appropriately triaged by our clinical team.

Thank you for your patience and feedback as we introduce EMMA. Your experiences help us continue to improve the service for everyone.

Please watch the video below to find out more about EMMA and how she can help you.



Pharmacy First Reminder

Don't forget – your local pharmacist can help you with 7 common conditions without needing a GP appointment

Sinusitis (adults and children aged 12 years and over)

Sore throat (adults and children aged 5 years and over)

Earache (children and young adults aged 1 year to 17 years)

Infected insect bite (adults and children aged 1 year and over)

Impetigo adults and children aged 1 year and over)

Shingles (adults aged 18 years and over)

Urinary Tract infection (women aged 16 to 64 years)

*NHS prescription charge rules apply where a medicine is supplied



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

Riverside Patient Group

Our Patient Participation Group is a group of patients of the practice who act as a link between the practice and you, the patients. Its aim is to help us to provide a better service to meet your needs. The group meets regularly and new members are very welcome.

If you are interested in further information or wish to join the group, please contact Shannen Smith, Practice Manager, here at the surgery.

NHS App



The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

The App can be downloaded via the App Store, Google Play or by scanning the QR code.



How can you use the NHS App?

- Request repeat prescriptions
- View your GP health record
- Manage appointments
- Receive messages and notifications
- Use 111 online
- Browse NHS medical and health information
- Find NHS services

If you are experiencing any issues with the NHS App, please visit www.digital.nhs.uk/services/nhs-app/resources/trouble-shooting-guide

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.

