

Riverside Medical Practice Newsletter – Autumn 2019

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Riverside Medical Practice

CQC overall rating

Good

10 October 2019



**RIVERSIDE MEDICAL
PRACTICE**

www.riverside-medical.co.uk

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The Practice is a member of Darwin Health Ltd

DARWIN
HEALTH LTD

Welcome to the latest edition of the patient newsletter, future editions will be available both in practice and via our website. Should you wish to receive these updates electronically please register via our website at www.riverside-medical.co.uk All we need is an email address.

Team update

Everyone at Riverside Medical Practice would like to extend a warm welcome to Dr Amna Hussain who joined us in August as a GP Registrar. In addition to this we also welcomed Dr L Milburn & Dr J Gill to our team who are jointly covering for Dr Bailey whilst she is on Maternity Leave.

We also wish to extend a warm to Dr Sissons who returned from her maternity leave in August.

CQC Inspection

On Wednesday 4th September 2019 the Care Quality Commission undertook an announced focused inspection on Riverside Medical Practice. As part of the inspection the CQC looked specifically at 5 key areas looking to see if we were :-

- Effective
- Well-led
- Safe
- Caring and Responsive

Riverside Medical Practice staff welcomed the visit and the opportunity to share with the CQC inspection team the good work carried out by the team. In addition to speaking to both our clinical and administrative teams inspectors were also given the opportunity to speak to representatives of our Patient Participation Group and members of the public attending for appointments that day.

As a practice we are very proud to confirm that the practice retained its 'Good' rating in all areas with 'outstanding' practice being recognised for our work around Mental Health and our Mental Health Nurse Practitioner Dylan Roberts.

We would like to extend our thanks to everyone who participated in the inspection and gave their time to speak to the inspectors.

For full copy of the inspection report please visit our website at www.riverside-medical.co.uk

Practice Training Closures:

*Riverside Medical Practice will be closed between 12 noon and 2pm on Tuesday 19th November for internal staff training. If you require urgent medical assistance during this time please call **07511 044891**.*

Please note this number is only operational on this day, during these times.

Prescription ordering Service

*For all routine repeat prescription requests please call the Prescription Ordering service on **Tel: 0333 358 3509** Monday - Friday 9am - 5pm.*

Or alternatively you can order via our online ordering service via Patient Access - please speak to a member of the reception team for more information.

NHS Health Checks

Are you aged between 40-74?
Do you have a spare 20-30 minutes?

The NHS Health Check is a **FREE** check-up of your overall health and can tell you whether you may be at higher risk of getting certain health problems such as heart disease, diabetes, kidney disease and stroke

To book an appointment and check your eligibility please speak to a member of our reception team

Flu Immunisation Campaign 2019/20

People who;

- Are pregnant
- Are aged 65 and over
- Have Diabetes
- Have Asthma (and use a steroid inhaler)
- Have Chronic Obstructive Pulmonary Disease (COPD)
- Have some long term conditions which affect the heart, the kidneys, the liver, the brain or nervous system, the immune system or the spleen.

are eligible for a **FREE** vaccination against Seasonal Influenza ('Flu')*

If you are eligible and wish to have a free vaccination this year, please attend either of the specially arranged clinics at the surgery on:-

Saturday 19th October Adults only (9:00am - 2:30pm)

Or

Saturday 16th November Everyone (9:00am - 2:30pm)

Please note Saturday 19th October clinic is for patients **aged 18 and above ONLY**.

The clinic being held on Saturday 16th November will be a mixed clinic for both adults and children.

To help us manage patient flows and reduce waiting times for you on the day please can we ask patients to attend between the times shown below based on the first letter of your surname i.e. Lloyd - would attend between 10:45am and 12:30pm etc.

A	-	F		9.00am	-	10.45am
G	-	N		10.45am	-	12.30pm
O	-	Z		12.30pm	-	2.15pm

If you are unable to attend during these allocated times please still drop in and see us and we will fit you in.

If you are unable to attend these dates, or would prefer a timed appointment please call reception who will happily book you into one of our mini appointment only sessions within normal working hours.

NB: For school aged children you will receive your vaccination via your school. Please ensure that you liaise with the school accordingly regarding dates, times and permissions.

***PLEASE NOTE** - Some patients should not be given 'Flu vaccination; these include people with an allergy to eggs, allergy to some antibiotics or if they have had reactions to previous injections. People who are receiving chemotherapy should not be given the injection either. If you are unsure whether you should have the vaccination please contact one of the Practice Nurses for more information.

Please remember!!!!

Please remember to cancel your appointment if you no longer need it, appointments could be offered to someone else who might be in need.

Help us to help you keep well this Winter.

Medication Queries

Did you know the practice now has a clinical pharmacist called Rachel Young.

Rachel is able to answer queries from patients or health care professionals who have medication queries or wish to discuss queries around the prescribing process.

Appointments are available on a Monday or Friday

Nurse Led Clinics

Did you know that we hold Nurse led Clinics at the surgery?

These clinics are for patients who need to be seen on the day for Minor Illnesses; this includes acute conditions such as :-

- Flu symptoms
- Coughs & Colds
- Urine infections
- Ear aches
- Rashes etc.

Our nurses have received extensive additional training to enable them to examine diagnosis and treat minor illnesses and offer advice and treatment if necessary.

Extended Access - Local GP's Working Together

As highlighted in our last newsletter, Riverside Medical Practice has been working together as part of a network of practices (known as 'hubs') to offer patients 'Extended Access' for pre-bookable appointments outside of our normal working hours in the evenings and at weekends.

In addition to the extended access appointments in an evening and weekend via our 'hub' site Riverside Medical Practice are also able to book appointments from 7:30am on a Tuesday and Friday morning with selected clinicians.

Routine appointments for GP's and Nurses are available for patients within our core hours AND extended access sessions both at Riverside Medical Practice and at our 'hub' locations including Cervical Screening and Free NHS Health Checks during these sessions. The differing appointment times and locations allows patients greater flexibility and availability of appointments, especially for those who may struggle to attend an appointment within our core hours ordinarily.

If you would like to book an appointment in any of our 'extended' hours provisions please call us on **01743 367891** where we will be happy to book this for you.

Online Services for Patients

Did you know you can now register to use our online services?

By registering for patient access you can book routine telephone appointments, order your prescription and updated your personal details online.

In addition to this you can also apply to receive access to your extended medical records to include your diagnosis list, immunisation status and blood results etc.

From July 2019 25% of our appointments will be available to book using this service

To register for this service please ask at reception or alternatively visit our website for further details

Contact Details

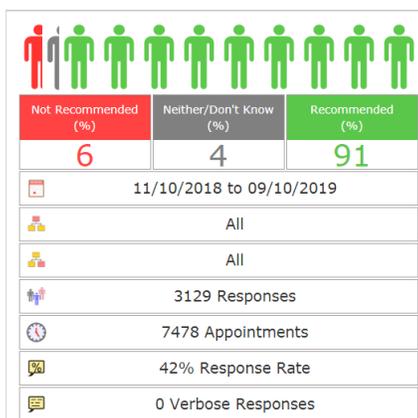
Could we please remind all patients to ensure that we have up to date contact details for you including mobile telephone numbers and even email addresses where possible.

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 from and to Riverside Medical Practice are recorded for training and monitoring purposes.

Friends & Family Scores As at 9/10/2019.



Dementia Friendly Café

The Golden Moments Café is open to patients, carers and members of the public at Royal Shrewsbury Hospital and is a chance for people to meet others living with dementia and talk about their experience over a nice cup of tea and a piece of cake.

The Café will be staffed by volunteers, but there will also be a dementia support worker at each session with the event being supported by Radfield Home Care.

The sessions run from 1:30pm - 3:30pm

Upcoming dates:

Tuesday 22nd October

Tuesday 5th November

For further information please email Karen Breese at Karen.breese@nhs.net or alternatively visit the website at www.sath.nhs.uk or via there Facebook page.

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 your surgery, improvements that you would like us to consider for the future, or event suggestions for topics to be included within the next practice newsletter, please direct these to our Operational Services Manager, Mrs. Amanda Lloyd.

Riverside Patient Participation Group

Did you know that Riverside Medical Practice has a 'Patient Participation Group'? As a practice we truly value the input and feedback from our patients regarding services currently being delivered and any proposed changes for the future. The group meets regularly, at least 4 times a year with new members welcome.

If you would like more information about how to join our group please contact our Operational Services Manager, Mrs Amanda Lloyd for further details.

