

Riverside Medical Practice

Newsletter – Spring 2020



Riverside Medical Practice

CQC overall rating

Good

10 October 2019



**RIVERSIDE MEDICAL
PRACTICE**

www.riverside-medical.co.uk

Riverside Medical Practice
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The Practice is a member of 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.

In March we provided additional information in regards to the practices response to the Coronavirus and as time goes by we wanted to again provide you with additional information in order to support patients further during these unprecedented times.

Practice Update

Work is still progressing on our new premises at the Tannery Site in the town centre and we hope to be able to share a confirmed moved date soon.

Staff Update

2020 has been a very busy year so far, we would like to extend our sincere congratulations to Dr Patel, Dr Venyo and Front Office Team Leader Adrian Whitaker and their families on the arrival of their respective babies. The newest generation of RMP interns is coming along nicely.

After many years providing care to patients of Riverside Medical Practice we would also like to announce that Sister Julie Hewitt will sadly be retiring at the end of July. We would like to offer our sincere thanks to Julie for her long service and dedication to Primary Care and the NHS as a whole and wish her the very best moving forward as she enjoys many adventures to come.

Sadly we will also be saying farewell to Dr Bailey who will be leaving us at the end of May. We would like to take this opportunity to thank Dr Bailey sincerely for all her hard work whilst with us and wish her all the very best for her future endeavors.

In turn we are delighted that Dr Milburn has agreed to join the RMP team permanently and we also welcome Dr James who joins us as a regular locum providing maternity cover for Dr Venyo.

We would also like to welcome new additions to our front office team, Jaycee, Katie and Tracy who joined us in January.

URGENT NOTICE

If you are experiencing symptoms such as chest pain or breathlessness to seek medical attention. Either by phoning 111 or your GP, or if symptoms are severe, by attending A&E.

Bank Holiday Arrangement Monday 25th May 2020

The practice will be closed on Monday for the bank holiday and calls will be taken during this time by NHS 111.

Please remember to ensure that you order any prescriptions in plenty of time for anything needed over the extended weekend.

Pharmacies are expected to be working on an emergency rota for the Monday. For further details please visit our website for details

Coronavirus Symptoms

General information relating to Coronavirus (COVID19) remains unchanged.

COVID19 (also referred to as the Coronavirus) is a respiratory illness that can affect your lungs and airways.

The main symptoms associated with this illness is:

- A temperature of over 37.8°
- A new continuous cough
- Loss or change to your sense of smell or taste.

If you experience any of these symptoms please do not attend the GP surgery, pharmacy or hospital.

Thank you!!

We would like to extend a sincere thank you to patients, staff, our amazing PPG and the extended community for your kindness, generosity and best wishes during these challenging last few months. The year has certainly thrown us some challenges but the kindness and understanding of everyone has very much been appreciated by all members of the team.

- Special thanks to our Patient Participation Group for purchasing and donating specialist hand creams for our teams which offered welcomed relief to some very working hands
- Cadbury's for the kind donation of Easter Eggs for the whole team
- Shrewsbury College for the donation of PPE equipment
- Domino's Pizza Shrewsbury for our unexpected lunchtime delivery

Coronavirus - General Information

Please click the link for additional information relating to <https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

We appreciate that parents of young children have been particularly concerned regarding advice for young children, and therefore share this advice from the Royal College of Paediatrics and Child Health.

[Covid advice for parents when child unwell or injured.](#)

From personal experience we also know that children are very observant and can become increasingly concerned about Coronavirus and as such have attached a link to a recently published book designed to help explain coronavirus aimed specifically towards children.

[COVID A book for children](#)

Testing for Coronavirus

The Government has recently announced the launch of Coronavirus testing for the following groups:-

- Essential workers
- People over 65 years of age with symptoms
- People with symptoms going to work who cannot work from home (for example construction workers, shop workers, emergency plumbers and delivery drivers)
- Anyone who has symptoms of coronavirus and lives with any of those identified above

Testing is most effective within the first 3 days of symptoms developing. To apply for testing patients are directed to the government portal as part of a self-referral process.

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.

Keep yourself Well - practice Good hand hygiene

- washing your hands regularly for 20 seconds, using soap and water.
- Cover your mouth when coughing or sneezing with a tissue and throwing your tissue in the bin.
- Avoid touching your face and surfaces in heavy use by others

How can patients help?

Patients can help us in many ways and we value your support, please can we ask the follows:-

- Be patient with staff, this is a changing situation and they are working very hard to support you, our phones are busier than normal and we are likely to have staff who are also isolated.
- Do not attend the practice without an appointment and certainly not if you have any symptoms of a cough or a temperature.
- If you do attend the practice please practice good hand hygiene
- Keep in touch with the latest updated and advice via the Facebook and website.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Please note that primary care are unable to refer patients for testing, therefore patients will need to self-refer only the link above.

High Risk / Shielding Patients

Over the last few months NHS organisations have been compiling lists to identify those patients who are at the highest risk of complications as a result of COVID. These patients are designated as 'Shielding' those people who are eligible will either have received a letter from the Practice, NHS England or Secondary Care Consultants.

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Even though remaining patients may not be designated as being of the highest risk 'shielding' this does not mean that remaining patients are not at increased risk. Those patients who normal qualify for flu vaccinations are also classified as 'vulnerable' and for these patients they are recommended to social distance where possible. Support is available for patients who are self-isolating and or vulnerable through a volunteer initiative being delivered by NHS England & NHS improvements in partnership with the Royal Voluntary Service enabled by the GoodSam responder's app.

NHS Volunteer Responders can be asked to help individuals with tasks such as delivering medicines from pharmacies; driving patients to appointments; bringing them home from hospital; and regular phone calls to check they are ok

If you feel you would benefit from this service please call the practice and speak to our Care Community Co-ordinator Joanne Tracey who will be happy to talk to you and facilitate the relevant support as needed.

What is the Practice doing to keep us safe?

Riverside Medical Practice is very much 'open for business' and we are working hard to ensure we are here to provide high quality patient care to our patients. All of our staff are working within guidelines provided to us from Public Health England and NHS England to minimize the potential spread of the infection and minimize patient's unnecessary exposure to risk factors in the community.

In order to do this we are making some changes to the way we work to reduce unnecessary risks to ourselves and our patients.

Appointments

We continue to offer appointments for all GP's, Nurses and Mental Health Nurse Practitioners, however where possible these are being conducted by phone or video consultation. For GP's these are being booked on a same day basis, however nurses and MHNP appointments can be pre-booked in advance.

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.

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

Call Recordings

Please note all inbound and outbound calls from and to Riverside Medical Practice are recorded for training and monitoring purposes.

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 Practice Manager, Mrs. Amanda Lloyd.

If you need an appointment with us please telephone and speak to a member of our team, please do not attend the surgery as this brings unnecessary risks to all parties.

If you need support from the practice for any chronic disease management please book an appointment with the nurse where support will be offered until we can restart all reviews for long term conditions. We are working on plans currently of how to restart these safely. As part of the first phase we have restored this for asthma and COPD patients.

For those patients who have a BP monitor at home we are able to book your annual review appointments for Hypertension and Coronary Heart Disease as normal with the nurses via telephone consultation.

For patients who do attend the practice for pre booked face to face appointments you will notice some changes, these are:-

- Intercom - you will be asked to press the buzzer so we can verify who you are and that an appointment has been booked for you. You will be asked some screening questions.
- On arrival you will be met by a clinician in protective equipment, this means that they probably don't look like they normally do. Protective equipment or PPE includes scrubs, mask, visor, plastic apron and gloves. Please don't be alarmed, we are still friendly.
- When you arrive you will have your temperature taken, this is to ensure that you do not have a temperature over 37.8.
- At reception we do have plastic screens; this is to provide some additional protection for the staff.
- Doors from the waiting room to the corridors are kept open; this is to reduce risks of cross infection risks from multiple contacts.
- Additional cleaning measures are being undertaken throughout the day.

Riverside Medical Practice is currently considered a 'cold' site; this is due to all symptomatic patients being seen at the Primary Care Hub at the Shrewsbury Town Football ground.

If a patient is displaying possible COVID symptoms and needs to be examined and assessed for a worsening of their condition then they will be referred for assessment. This is a referral only process and patients should not attend without being referred by the practice.

<https://www.shrewsburypcn.co.uk/covid-19/hot-hub/>

Immunisations

Immunisations are vital in ensuring the health and wellbeing of patients and these have continued with additional precautionary measures being taken within practice. Please telephone one of our team to make an appointment.

Prescriptions

For patients wishing to order their prescription 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 we order prescriptions as normal reassure you that there is no need to stockpile medications.

Alternatively you can also email riverside.prescriptions@nhs.net or if you are already signed up for patient access you could order via the app.

Please ensure that you nominate a pharmacy to receive your prescriptions, as we will be sending all prescriptions electronically and not collected in person from the surgery, this is to minimise unnecessary attendance at the surgery. Just let us know where you want this to go when ordering your prescription and we will do the rest.

If you do not have access to any of the above please post your prescription request to us at Riverside Medical Practice, Roushill, Shrewsbury SY1 1PQ

Forms and Letters

If you need to submit a form for completion, drop off a hospital discharge letter, or submit new patient registration forms etc. please can we ask that you either email this request to us at riverside.inbox@nhs.net or alternatively post your request to Riverside Medical Practice, Roushill, Shrewsbury, SY1 1PQ or pop it through the letter box with a covering request.

Sicknotes

If you need to request a sicknote please call us on 01743 352371 or alternatively email us at riverside.inbox@nhs.net

Cervical Screening

During the pandemic routine cervical screening was placed on hold. We have now received confirmation that these will be restarted as of the 28th May. Screening remains vitally important, therefore if you receive an invitation to attend (or have received one over the last few month) please contact the practice where an appointment will be made for you. These are currently being undertaken via Darwin at weekends and also at the practice during our normal core hours.

Blood testing

If you are on a medication that requires blood tests to monitor it safely, it is vital that you continue to have these done, examples of these include:- Warfarin, Methotrexate, Azathioprine, Lithium etc.

During the pandemic all other routine blood tests have be postponed.

The drop is clinic at Elizabeth House has temporarily been closed. For patients needing an appointment these need to be pre-booked in advance therefore please call the practice to facilitate this. Our closest location for phlebotomy is currently at the Lantern in Sundorne.

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 visit our website for further information.

Lastly may we take this opportunity to thank all our patients for their understanding and kindness during these unprecedented times. We do understand that everyone is facing their own struggles. Please remember we have our own dedicated Mental Health Nurse Practitioner as part of our multidisciplinary team and are here to help when needed.