

THE RIVERSIDE PRACTICE

NEWSLETTER

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**ALTERNATE MONTHLY WEDNESDAY & THURSDAY
AFTERNOON**

CLINICAL GOVERNANCE TRAINING CLOSURES:

18.09.19 – 17.10.19 – 20.11.19

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 speak to a member of the surgery team who will be able to help you.

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 www.riversidepractice.com

All we need is an email address.

Confidentiality & Your Medical Records

The practice complies the new General Data Protection Regulations (May 2018) – please refer to our website for more information.

Team update:

Currently Dr Spofforth is on long term sick leave recovering from a bilateral hip operation. We wish Dr Spofforth a speedy recovery and look forward to his return during September 2019. We hope to be able to provide Locum cover as much as possible but please bear with us if you are experiencing longer waiting times to be seen by a GP. Over the last few weeks we have looked at how we can provide our patients with as much information as possible and are pleased to announce the arrival of our new website <https://www.riversidepractice.com/>. We hope that this will be a great place for patients to go to obtain information about the surgery, Self-care, Chronic Disease management and other local services as well as a wealth of information to help patients, carers and families gain the support they need.

CLINICAL GOVERNANCE CLOSURE AFTERNOON CHANGES

As from September 2019 we will be alternating our Clinical Governance closure afternoons between the 3rd Wednesday and Thursdays of the month,

CGM – WEDNESDAY	18.09.19 – CLOSED FROM 13.00
CGM – THURSDAY	17.10.19 – CLOSED FROM 13.00
CGM – WEDNESDAY	20.11.19 – CLOSED FROM 13.00

Patient Nominated Pharmacies:

Patients have the right to have their prescriptions sent to a pharmacy of their choice; this also includes those who deliver medications.

By requesting this service it is the **PATIENTS responsibility** to contact your chosen Pharmacy to raise any queries you may have as to when your medication will be delivered.

Don't forget DOCTOR LINK

For urgent or routine online appointments, why not go through the DoctorLink app.

The symptom checker will ask you a number of questions to help to identify your problem.

The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, Nurse or self-care.

Registration is simple and you can register here: <https://app.doctorlink.com/riversidepractice-march/register>

ZERO TOLERANCE POLICY

The Riverside Practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and all other staff have a right to care for others without fear of being attacked or abused.

We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and all other staff courteously and act reasonably.

MISSED APPOINTMENTS

193 patients **DID NOT ATTEND** for their booked clinicians' appointment in JUNE 2019.

39 GP appointments missed
57 Advanced Nurse Practitioner
& 97 Nurse, HCA & Phlebotomy

PLEASE – Let us know as soon as possible so that the appointment can be offered to another patient.

A wasted appointment means a longer wait for others

NEW TELEPHONE SYSTEM

On the 18.07.19 the Riverside Practice had a new telephone system installed.

To help patients understand the system please find below the message that you will now hear when calling the surgery:

If you have a medical emergency, such as chest pain or breathing difficulties please hang up and dial 999 immediately.

In order to direct you to the appropriate clinician or service, we have trained our reception team to ask for details of your request, your cooperation is appreciated.

Please listen to all of the following options before making your selection

Press 1 –

To book, amend or cancel an appointment or to speak to a receptionist

Press 2 –

For prescription and medication queries, between the hours of 09.30 – 12.30.

If you have run out of your medication please submit the repeat prescription request available online, by post or at reception. We are unable to accept via the telephone. Please allow 2 full working days for this to be actioned.

Press 3 –

For secretaries, between the hours of 09.30 & 12.30 for queries relating to outstanding hospital appointments or patient referrals only.

Press 4 –

For test results and queries, available only between 14.30 & 17.30

Please do not request a GP or Advanced Nurse Practitioner appointment for Repeat Medication Requests or renewal of a sick note.



If you need medical help fast, but it is not life threatening - call NHS 111