

# NEWSLINK

## Riverside Patients Participation Group

September 2022

New Series 1

### WELCOME BACK!

It has been some time since the Patients Group (PPG) has been able to have a newsletter for all those registered with the Riverside Practice.

The PPG works to advise and inform the Practice on ideas and issues relating to patients. It provides a forum for constructive discussion in areas such as health promotion and education and on improvements in the level and quality of our local primary care services.

Additionally, fundraising activities are undertaken to provide direct benefits to patients.

Along with this newsletter which is published every few months, the Committee plans to organise surveys on a variety of topics to ensure representation of patient views.

The PPG wishes to ensure that all sections of the practice registered population are represented as much as possible. If you are interested in taking an active part then please contact the Chair of the Patients Group, Jacqui Drewery on 01354 652413 / email [jacquidrewery@outlook.com](mailto:jacquidrewery@outlook.com).

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Regular updates from the Surgery are available at: [www.riversidepractice.com](http://www.riversidepractice.com) OR Facebook: The Riverside Practice – March

### New Phone System



Anyone phoning the Surgery since May will have heard a different set of options. This reflects

the new system designed to get patients connected to the most appropriate member of the team as quickly as possible. Below are the available choices. Please note that some of these have times when they are available and you might want to keep this sheet to check before phoning.

- 1 - appointments and general enquiries
- 2 - cancel an appointment
- 3 - prescriptions & medication queries (open 9:30 – 13:00 & 14:00 – 15:00)
- 4 - medical secretaries to discuss referrals; sick notes; private work (open 9:30 – 13:00)
- 5 - test results (open 14:30 - 17:30)
- 6 - for health care professionals ONLY

The system also allows you to cancel your appointment. While there are many reasons why someone may have to cancel, sadly many do not. This means that other patients needing appointments cannot get them as quickly as they might.

**HOW TO CANCEL AN APPOINTMENT – if you need to cancel choose option 2. You will be asked your name, date of birth and the date and time of the appointment you wish to cancel.**

## **DNA'S (Did not attend appointments)**

June 64 Doctor/Advanced Nurse Prac.  
103 Nurse/Health Care Assistant

**Total time lost – 57 hours 22 min**

July 62 Doctor/Advanced Nurse Prac.  
109 Nurse/Health Care Assistant

**Total time lost – 60 hours 51 min.**

During this period, 8 patients missed two appointments.

*The new phone systems will hopefully see more patients cancelling their appointment allowing other patients to be seen.*

It is hoped out next NEWSLINK will be able to report a reduction in DNAs.

## **New Staff Roles**

In recent months, the Practice has expanded the number of staff roles to better serve patient needs. Here is a brief description of what they are and how they can help you:

**Paramedics** – can diagnose, prescribe and review medication, undertake home visits, initiate and interpret test results as appropriate and referring to specialist care.

**Social Prescribers** - provide personalised support to individuals, their families and carers to take control of their wellbeing, live independently and improve their health outcomes. Social Prescribers can liaise with other organisations for support.

**Clinical Pharmacist** – is part of the GP team and carries out medication reviews to make sure you are on the correct medication, thus helping you to stay well. For long term conditions, such as Asthma, COPD etc, they can talk to you about what you are taking and make sure they are working for you.

## **SELF REFERRALS**

This option is now available to patients in this area. You can do this online or via the telephone.

**You do not need to see a doctor! (All details are on the Practice website)**

**PREGNANCY** – registering your pregnancy can now be done online, using the link below.

[www.mypregnancynotes.com](http://www.mypregnancynotes.com)

Contact your local midwifery team on **01354 644366**

**PODIATRY** – a referral form is on the website and you can phone **03307 260077**. **PLEASE NOTE: this IS NOT for just nail cutting, but for those with medical conditions.**

## **PHYSIO THERAPY**

This service is for people who are 16 or over with musculoskeletal problems, such as muscle and joint pain, sports injuries, back or neck pain, sprains and strains. The link to the portal to apply for this referral is on the Practice website. You will need to answer a number of questions. If you require assistance completing this form please contact **0300 555 0123** (charged at local rate).

## **PSYCHOLOGICAL WELLBEING SERVICE -**

This service provides help to people aged 17 and over who are experiencing common mental health problems such as depression and anxiety disorders. **Tel. 0300 300 0055** Phone lines are operational: 9am-4pm, Monday to Friday (closed Bank Holidays) or [selfreferiapt@cpft.nhs.uk](mailto:selfreferiapt@cpft.nhs.uk) Please note, CPFT Psychological Wellbeing Service is not a crisis or emergency service and cannot provide an urgent response.

**Surgery website for more on all of the above:**

[www.riversidepractice.com](http://www.riversidepractice.com)