

The Riverside Practice

What we are doing to support our patients?

We delivered & received during the months of
November & December 2023

- **10,088**
Incoming phone calls - (approx. 246 calls per day)
- **Nov: 4095 - Dec: 3237**
Total appointments available
- **Nov: 2439 - Dec: 2078**
GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist,
Paramedic & Clinical Pharmacist appointments
- **Nov: 206 Dec : 144**
Total DNA's: 350
Patients who did not attend their
appointment
- **13,096**
Prescriptions were issued during Nov / Dec 2023
- **1 during Nov / Dec 23**
Complaint/s received
- **9738 patients attended**
- **94.0% attendance rate**
- **26 during Nov / Dec 23**
Friends & Family + Written
Positive Feedback &
Compliments



Do you have a question?

We aim to be open and honest about our performance and will answer all patient questions raised via our website, in person or via our Patient Participation Group.

Answers to questions will be responded to on a monthly basis via the Practice Performance notice, this will be posted on the website, the Riverside Practice Facebook page and available on request at reception.

Seasonal vaccinations and winter health

There are some things you can do to help yourself stay well in winter. This includes getting your flu vaccinations.

Who should have the flu vaccination. You may be able get the NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2024)
- have certain health conditions or a learning disability
- are pregnant
- live with someone who has a weakened immune system
- are a carer
- are a frontline health or social care worker
- live in a care home

Most children can get the [children's flu vaccine](#). This includes children who were aged 2 or 3 years on 31 August 2023, school-aged children (Reception to Year 11) and children with certain health conditions.

If you would like to have a flu vaccination, contact the practice on: 01354 661922 to book an appointment.

Get advice if you feel unwell

- Pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- Speak to a GP over the phone, or go in for an appointment if you think you need to
- **NHS 111** – go to 111.nhs.uk or call 111 if you have an urgent medical problem and you are not sure what to do

The sooner you get advice, the sooner you're likely to get better.

In an emergency, go to A&E immediately or call 999.

Keep warm and get help with heating

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Look in on vulnerable neighbours and relatives

Remember that other people, such as older neighbours, friends and family members, may need some extra help over the winter. There's a lot you can do to help people who need support.

Icy pavements and roads can be very slippery, and cold weather can stop people from going out.

Keep in touch with your friends, neighbours and family and ask if they need any practical help, or if they're feeling unwell.

Make sure they're stocked up with enough food supplies for a few days, in case they cannot go out.

If they do need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from cold air, and to reduce their risk of chest infections.

If they need help when the GP surgery or pharmacy is closed or they're not sure what to do, go to 111.nhs.uk or call 111.

If you're worried about a relative or elderly neighbour, contact your local council or call the Age UK helpline on [0800 678 1602](https://www.ageuk.org.uk) (8am to 7pm every day).

If you're concerned the person may have hypothermia, go to 111.nhs.uk or call 111.