



The Riverside Practice

What we are doing to support our patients?

We delivered & received during the months of
January & February 2024

- **11,914**
Incoming phone calls - (approx. 265 calls per day)
- **Jan: 4193 - Feb: 4189**
Total appointments available
- **Jan: 2577 - Feb: 2476**
GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist, Paramedic & Clinical Pharmacist appointments
- **Jan: 169 Feb : 178**
Total DNA's: 347
Patients who did not attend their appointment
- **8035 patients attended**
- **95.8% attendance rate**
- **13,685**
Prescriptions were issued during Jan / Feb 2024
- **3 during Jan / Feb 24**
Complaint/s received
- **7 during Jan / Feb 24**
Friends & Family + 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.

Our team is always overwhelmed by the support we receive from our patients, their families and carers. The majority of our patients are very understanding and know that we are doing our best in extremely challenging times.

Unfortunately, a very small minority have not been so understanding, and whilst we are aware of and appreciate that people may be frustrated with access, sadly we have experienced a stark increase in instances of verbal abuse and intimidation towards our staff.

The staff at the Riverside Practice work exceptionally hard to meet the needs of our patients. The practice is currently under extreme pressure due to rates of illness in the community, staff sickness and absences, industrial action, and hospital backlogs. However, we are always looking at ways of improving access whilst still continuing to manage the high demand for appointments, which far out ways capacity. The practice offers both pre-bookable appointments and “on the day appointments” face to face or telephone, during the winter months and to support on the day demand, we reduced the amount of pre-bookable appointments in favour of “on the day appointments” and when all possible slots and ‘extras’ in the surgery are full, our care navigators will help direct you to other NHS services. This may include NHS 111, walk-in centres, or a Minor Injuries Unit.

The Iceberg of General Practice

