

# Riverside Medical Practice

## Newsletter – 20/3/2020

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**DARWIN**  
HEALTH LTD

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Riverside Medical Practice

CQC overall rating

Good

10 October 2019



**RIVERSIDE MEDICAL  
PRACTICE**

[www.riverside-medical.co.uk](http://www.riverside-medical.co.uk)

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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](http://www.riverside-medical.co.uk) All we need is an email address.*

In February we were forced to evacuate our Roushill premises due to flooding and as such we relocated to Severnfields Medical Practice who agreed to house us temporarily whilst we undertook essential repairs to the building to facilitate our return. I am delighted to confirm that we will be returning to Roushill on Monday 23<sup>rd</sup> March.

We would like to take this opportunity to thank Severnfields Medical Practice, Shropshire Council, MEB limited, Hughes Electrical, Bob Smith Carpets, Busy Bee Cleaning, Vanguard Cleaning, Little Mops and our Primary Care colleagues around the area for all their support in helping us to get back home.

More especially we would like to extend a massive thank you to our patients and staff who have been especially understanding and supportive to us during this difficult and challenging period.

We know that many of you will want to pop in to welcome us home, and in normal circumstances we would welcome this, however due to the progression of COVID19 (Coronavirus) and changing national guidance we would ask that you do not attend the practice unless you have an appointments and have been advised to by a member of our team.

Due to the changing climate there will be changing to the way we operate over the coming months and I draw your attention to the information below which will support you further with how these will impact on how we support our patients.

### 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 themselves 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.

### FOCUS ON COVID19 - information for patients

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 degrees
- A new persistent cough

If you experience any of these symptoms you should:

- ❖ **not** go to a GP surgery, pharmacy or hospital instead please follow the isolation guidance below

### Isolation

- If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, please stay at home for **7 days** from when your symptoms started.
- If you live with others and you or one of your household have symptoms, then all household members must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.

It is likely that people living within a household may infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community

For anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period.

If you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period. If you cannot move vulnerable people out of your home, try to stay away from them as much as possible.

- If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the **NHS 111 online** coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

For up to date information regarding COVID19 please visit

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

### 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 appointment, 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

### 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.

### Call Recordings

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

### **What is the Practice doing to keep us safe?**

Riverside Medical Practice 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.

**As such we have to ask that patients do not attend the surgery without an appointment or without being directed to by a member of our team.**

### **Appointments**

- All patients calling to make appointments are being asked screening questions; this is to ensure that we reduce any risk of symptomatic patients attending the surgery.
- We will be honoring current pre-booked appointments where possible.
- We are asking where possible patient's appointments are converted to telephone consultations. We appreciate that this is not always possible for those patients who need to attend for dressings, smears or childhood vaccinations etc. but these patients are being screened and booked in accordingly.
- In the coming weeks we will be extending our appointments to also include video consultations which just require the use of a smartphone or an iPad.
- If you need an appointment with us please telephone and speak to a member of our team, please do not attend the surgery and this brings unnecessary risks to all parties.

### **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](mailto: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 and wish to reassure you that there is no need to stockpile medications.

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

If you have less than 3 days' supply please contact the surgery on our main number.

### **Prescriptions (continued)**

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 minimize 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](mailto:riverside.inbox@nhs.net) or alternatively post your request to Riverside Medical Practice, Roushill, Shrewsbury, SY1 1PQ.

### **Sicknotes**

If you need to request a sicknote please call us on 01743 352371 or alternatively email us at [riverside.inbox@nhs.net](mailto:riverside.inbox@nhs.net)

Please note that turnaround times for prescriptions and forms may take a little bit longer than normal etc, this is due to increased workload during this time.

### **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.

### **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.

