

RIVERSIDE MEDICAL PRACTICE



ROUSHILL, SHREWSBURY SY1 1PQ

Main Telephone Number : 01743 367891

Out of Hours Telephone Number : NHS 111

Repeat Prescriptions Telephone Number : 0333 358 3509

Email: riverside.inbox@nhs.net

Website: www.riverside-medical.co.uk

This practice is within :
Shropshire Clinical Commissioning Group
William Farr House, Mytton Oak Road, Shrewsbury , SY3 8XL

April 2019

Welcome to Riverside Medical Practice

We are a six doctor non-limited partnership situated in the town centre of Shrewsbury, the county town of Shropshire. The surgery is conveniently situated close to the town's bus station and large town centre car parks. Our surgery was purpose-built in 1987 and contains WCs and access via a ramp for the disabled and a mother baby changing room. The practice covers the whole of Shrewsbury and those patients who live within a three-mile radius of the surgery. The partners believe in providing a full range of family care and each doctor looks after all aspects of a patient's health.

Surgery Times

The surgery is open Monday to Friday 8.30am to 6.00pm by appointment only. Appointment lines are closed 12:00-14:00 daily and also from 15:00 until the end of day every Thursday.

The Doctors

Partners

Dr Susan Crosland	MB ChB (1984) DRCOG
Dr Sarah Harwood	MB ChB (1999) MRCGP
Dr Simon Hodson	MB ChB (1993) DRCOG
Dr Paul Rwezaura	MB ChB (2011) MRCGP
Dr Siddarth Patel	MB ChB (hons), (2012) MRCGP, PGCert (Sports Science)
Dr Rachael Sissons	MB Chb (2008) MA (hons), MRCGP, Cantab

Associates GP's

Dr Leonie Bailey	MB ChB (2011) MRCGP
Dr Antonia Venyo	MB ChB (2010) MRCGP

Medical Students & Registrars

Riverside Medical Practice is a 'teaching and training practice'. This means that students studying medicine spend time with us in order to gain the experience that they need to become a doctor. In addition hospital doctors wanting to enter General Practice also spend between 3 months to a year working with us as part of their training. Both types of trainees work with one of our principle doctors under appropriate supervision and may, as part of their training, video their consultations with the patients consent

Car Parking

Regrettably, we do not have a car park for patients at the surgery. The nearest car parks are at Frankwell or Raven Meadows. The main town bus station is only a few minutes' walk from the surgery.

Registration With Riverside Medical Practice

Any person wishing to register with the practice should obtain a form from the practice to enable them to apply to be registered. The form should be handed in at reception. All New patients will be asked to fill in some details about their medical history

All patients are registered with Riverside Medical Practice and are free to see any GP of their choosing. In addition to this patients are also allocated an 'accountable GP' who is named as having overall responsibility for their care. If you would like to express a preference as to which GP you are assigned to we will make every reasonable effort to accommodate this request however you will continue to retain the ability to see any doctor within the practice.

Please let us know of any change to your personal details (ie name, address or telephone number) promptly.

Booking appointments During The Week

Routine Appointments

The practice runs a full appointment system for all our clinicians. Appointments can be made by telephone or in person during surgery hours. To enable our team to provide you with the most appropriate appointment they have been instructed by the partners to ask for the information regarding the reason for your appointment. Patients have the ability to book both telephone or face to face consultations.

Telephone Appointments

Telephone consultations may be booked for all of our clinicians. Many ailments can be dealt with over the telephone, and often be more convenient to you as a patient. If you feel that your problem could be dealt with by means of a telephone consultation, please ask for this when you ring the appointments line.

Emergency on day Appointments

If you have a problem that is medically urgent a telephone call back will be arrange with the on day duty doctor who will carry out an assessment and if required an appointment will be offered to you in one of our daily urgent surgeries, where you will be seen by one of our clinicians.

Telephone

To help us to deal with your enquiries efficiently, and reduce delays to you, you may wish to contact us when our lines are quieter. The telephones are at their busiest in the mornings, especially Mondays. There are several incoming telephone lines which cannot all be answered at once, so please be patient if your call is not answered immediately.

Home Visits

If you need to see a doctor and you are too ill to travel to the surgery or you are housebound, please ring before 10.30am. Only ask for a visit if you really need one - remember the doctor can see five or six patients in surgery during the time it takes to do one home visit. Be prepared to give our staff some idea of symptoms. This information helps the doctor to assess the urgency of the home visit. Requests for visits made after 10.30am should be for emergencies only.

Out of Hours —NHS 111

Medical attention for urgent assistance outside of surgery hours is provided by Shropdoc (a service commissioned by Shropshire Clinical Commissioning Group) who can be contacted out of hours on the above number. Although a General practitioner will always be available, they may not be known to you. Primary Care Centres have been set up to provide a properly equipped place, similar to a doctor's surgery. When you ring out of hours you will speak to a clinician who can give advice or arrange for a doctor to contact you. Alternatively, the clinician can arrange for you to be seen at the Primary Care Centre, or a home visit may be arranged for you if you are not fit enough to travel. Patients requiring stitches or with suspected broken bones are advised to go directly to the Accident and Emergency Department at the Royal Shrewsbury Hospital.

Test Results

You should not need to telephone for results of laboratory tests, smears, x-rays etc. All results are reviewed by a doctor who will contact you if any action is required.

Repeat Prescriptions

Patients on regular medication do not always need to see the doctor for a repeat of their medicines.

Our preferred way for you to order your repeat prescriptions is via the Prescription Ordering Direct (POD) line, please call the Prescription ordering line number on **0333 358 2509**. This is open from 09:00-17:00 Monday to Friday.

You may also re-order your medicines by e-mail. If you wish to use this method, you should e-mail riverside.prescriptions@nhs.net giving your full name, date of birth and the items you require. You can also order your prescription online via Patient Access, This will require additional registration for this service which can be collected from our surgery.

Alternatively you can drop your printed repeat slip in to our surgery.

Please ensure that you re-order in good time (a week in advance should be sufficient) as sometimes you may be asked to come in and see the doctor before your medication is issued, or have a blood test. You should also remember to book an appointment for annual review with the Practice Nurse in the month of your birthday if you have a chronic disease (see Practice Team – Practice Nurses for more information about this) so that your medication can be reviewed.

Prescriptions will only be posted to you if you provide a stamped, self-addressed envelope; otherwise they can be collected after 2.00pm on the second working day after the request is received.

The Practice Team

Business Manager

Mrs Tracy Willocks has ultimate responsibility for managing all business and financial aspects of the practice, including premises and commissioning.

Practice Manager

Mrs Amanda Lloyd has specific responsibility for the day to day operational management of the practice including complaints, premises checks, recruitment, contracting and governance including overseeing processes and structures within both the front and back office teams to support both clinicians and the wider practice team. She is supported in this role by a Team Leader.

Administration Manager

Mrs Faye Reardon has specific responsibility for supporting the strategic and operational management of the practice by providing PA support to the Business Manager and Partners, managing trainee & medical student rota, clinical rota management, recruitment support and the co-ordination, payment and completion of medical & insurance reports.

Front Office and Admin Team

Miss Shannen Williams—Back office Team Leader, has specific responsibility for the back office team.

Mr Adrian Whitaker—Front office Team Leader has specific responsibility for the front office team

Front office /Patient Services team— are the first point of contact for patients and endeavour to do their best to provide an excellent level of service under sometimes difficult circumstances. As part of their role they are required and trained to sign post patients to the most appropriate healthcare professional to suit the condition for which you are experiencing. These include your pharmacy, a mental health worker, sexual health clinics or nurses as well as doctors. It is vital you provide an outline of your problem so that the staff are able to seek the right pathway for your requirements.

Practice Nurses

In addition to the doctors, services are performed at the practice by our team of nurses led by Sister Julie Hewitt. The team comprises:

Sister Julie Hewitt

RGN BSc (Hons) Specialist Practitioner; Diploma in Asthma Management & COPD; Family Planning ENB901;

Sister Hayley Hopkins

RGN BSc (Hons) Nursing; Specialist Practitioner; ENB928 Diabetes; Diploma in Asthma Management

Sister Helen McAlinden

RGN BSc (Hons) Specialist Practitioner; Diploma in Critical Care; Diploma in Asthma Management & COPD

Sister Kerry Brown

RGN, BSc (Hons) Adult Nursing, Diploma in Diabetes Management.

The practice nurses can help you with reviews for conditions as follows;

Asthma	Diabetes
COPD	Heart Disease (including Angina and Atrial Fibrillation)
MI (Heart Attack)	Stroke TIA
Circulatory problems	Peripheral Vascular Disease
Chronic Kidney Disease	Hypertension (raised blood pressure)
Epilepsy	High Cholesterol (on treatment).

If you have any of the above conditions you should be attending for an annual review of your condition during the month of your birthday. Please telephone the surgery to arrange an appointment.

The nurses can also offer appointments for helping diagnose conditions such as asthma or COPD involving spirometry (lung function tests).

We also offer family planning advice, repeat contraception, post coital contraception (morning after pill), HRT repeats, travel advice including; vaccinations*, malaria tablets, blood pressure monitoring, minor illness diagnosis and advice,

* some travel health vaccinations attract a fee.

Health Care Assistants

Our health care assistants can deal with wound care including dressings, removal of sutures and staples, ulcers, Doppler examinations, injections for Vitamin B12 (once prescribed by GP), Influenza and Pneumococcal vaccination, new patient check ups, free NHS health checks for those aged 40-74 years (by invitation by the surgery only), blood pressure check ups every 6 months after your annual review with the Practice Nurse.

Mental Health Nurse Practitioner

Dylan Roberts

RN DIPHE Mental Health, PGC PGD in advance clinical practice
V300 non-medical prescriber.

Dylan is our Mental Health Nurse Practitioner. He is able to offer an alternative choice to your GP and can help with any aspect of mental and emotional well-being, for example, Anxiety, depression, stress, and low mood

Community & Care Co-ordinator (C&CC)

Joanne Tracey holds the role of the C&CC. Is here to give you the information and contacts you need to find any community service, advice or support you're looking for.

Eg, Home help, Befriending services, provide information for the Alzheimer Society and other social help and information

Other Services Provided

Child Health Clinic

Child health is managed by the health visitors. More information is available from the surgery or from your health visitor.

Antenatal Services

These are held at the practice at times to suit patients. All of the doctors are qualified to look after you during pregnancy and childbirth. Most antenatal care will be provided by the doctors or midwives. As far as possible your antenatal care will be provided by the same doctor. You should call the pregnancy bookings direct on 01743 261085 or 01743 261216 as soon as you think you may be pregnant.

Alternatively you can make a double appointment with your doctor

Family Planning (including emergency contraception)

Family planning services are available throughout normal surgery hours. Initial appointments should be made with one of the partners, but subsequent pill checks etc may be carried out by one of the practice nurses, by appointment. We are able to offer a full range of contraceptive services including IUS fitting and implants. We are a young person-friendly practice and we are involved with CHAT, providing contraceptive services for younger people.

Post-coital contraception ("morning after pill") can be obtained from a community pharmacy or our practice nursing team.

Services For Women

Cervical screening is recommended at regular intervals for those between 25 and 64. We can only undertake the test when you are invited by the computerised recall system is, but if you have symptoms which you think may indicate cervical problems between these please discuss these with a nurse. with one of our practice nurses. In addition, a three-yearly countrywide breast screening service is in operation for women aged 50-65.

Minor Surgery

A limited range of minor surgery is performed under local anaesthetic by some of the doctors and is carried out by arrangement with your own doctor.

Healthy Shropshire

It provides a wealth of information on support available to you in making the changes you want. It covers the key aspects that are most important in leading a healthy lifestyle: Stopping smoking, Keeping physically active, Eating healthily, Drinking sensibly, Feeling positive.

Please contact healthy Shropshire on 0345 678 9025 or visit their website at www.healthyshropshire.co.uk

Support For Carers

Advice and support is available within the practice for anyone involved in caring for a relative at home. All patients are entitled to have present for any consultation, examination or procedure where they consider one is required.

Chaperone Policy

The chaperone maybe a family member or friend, but on occasion a formal chaperone maybe preferred. Patients are advised that if a chaperone is required, at the time of the booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. The healthcare professional may also require a chaperone to be present for certain consultations. Full details of our policy is available on request.

Comments, Suggestions, Compliments And Complaints

We would like you to tell us about the service we give you at Riverside Medical Practice.

Our Practice Manager, Mrs Amanda Lloyd oversees all comments and complaints received however please speak to one of our Team Leaders in the first instance.

If you have any feedback please contact on in the first instance who will be happy to receive this and provide help and guidance as required.

If you wish to make a complaint, please ask for a leaflet at reception. If you feel you cannot speak with us directly, you may seek help from the Patient Advice and Liaison Service at Health watch Shropshire who are the NHS independent advocacy service: 01743 237884. Email: enquiries@healthwatchshropshire.co.uk

Riverside Patient Participation Group

Riverside Support Group is a group of patients of the practice who act as a link between the practice and you, the patient. Its aim is to help us to provide a better service to meet your needs. The Support Group meets regularly and also holds a number of social events throughout the year. New members are very welcome. If you are interested in further information, please ask at reception or pick up a leaflet in the waiting room.

NHS Care Summary Record

This is an electronic record containing key health information which can be made available to NHS Care staff looking after you in an emergency or when the surgery is closed. Access to your Summary Care Record is strictly controlled but you have the right to opt out of having this record created. Please ask for details or go to www.nhs-carerecords.nhs.uk

Protection And Use of Your information

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information which may be needed if we see you again.

We only use or pass information about you to people who have a genuine need for it in connection with your medical care. Where appropriate we will remove details that identify you as an individual. Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Our practice manager can tell you about how information is kept and used.

Freedom Of Information—Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available.

A copy of this scheme can be found at www.foi.nhs.uk

Clinical Commissioning Group

Riverside Medical Practice provides primary care services under contract with the Shropshire Clinical Commissioning Group.

William Farr House
Mytton Oak Road
Shrewsbury SY3 8XL
Telephone: 01743 277500

Zero Tolerance

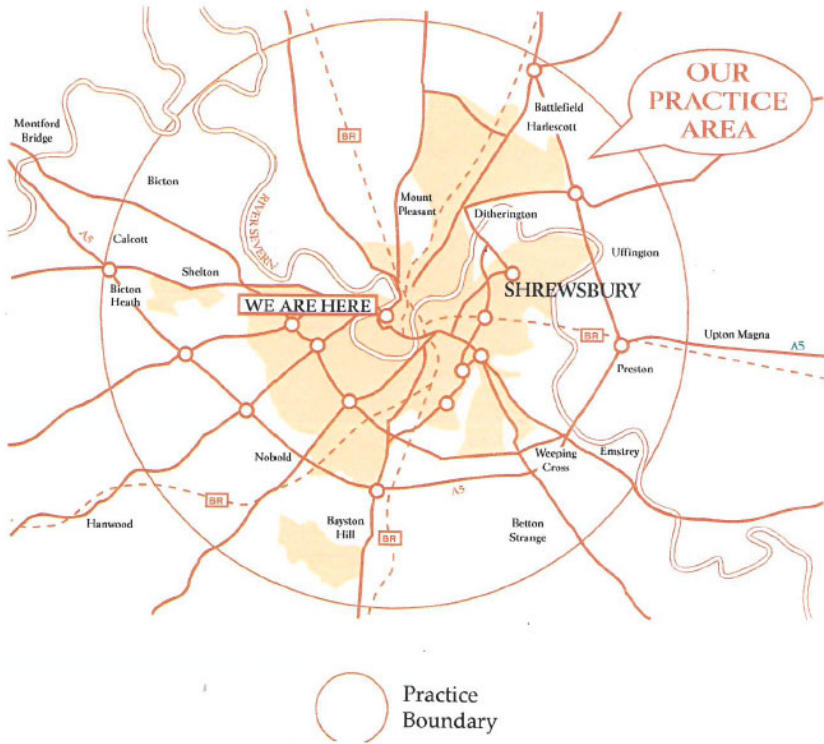
The practice supports the government's NHS Zero Tolerance policy. Doctors and their staff have the right to care for others without fear of being attacked or abused. Any occurrence of abusive or violent behaviour on the practice premises directed towards the practice staff or other patients will result in the offender being removed from the practice list.

Many common aches and pains can be simply treated at home without the need to consult a doctor, and in many cases advice can be sought from your local Pharmacist, however, the following advice may be helpful:

Symptoms	Treatment	Seek Further Advice
High Temperature	Rest, particularly in the early stages when the temperature is at its highest. Give fluids - water or diluted squash. Reduce temperature by sponging with tepid water. Take Ibuprofen or Paracetamol.	If there is headache, vomiting or pain in the stomach or on passing urine. If there is a cough with infected sputum. If fever persists for three days. (It will not be harmful to bring a child with a temperature to the surgery.)
Gastroenteritis (diarrhoea, sickness, Stomach ache)	Small quantities of water or flat lemonade at regular intervals to avoid dehydration. No food.	If symptoms persist for more than two days (or 12 hours for babies and young children). If blood is vomited.
Colds	No cure. Rest, plenty of drinks. Take aspirin or paracetamol. Antibiotics will have no effect.	If there is breathlessness or chest pain.
Headache	Take Ibuprofen or Paracetamol. Rest.	If sudden and severe. Also if prolonged or with vomiting.
Earache	Take Ibuprofen or Paracetamol.	If severe or continues more than 24 hours.
Bumps, Bruises and Sprains	Bathe with cold water. Rest. Take Ibuprofen or Paracetamol.	If severe pain, swelling or deformity present.
Sunburn	Apply cold water. Calamine lotion will relieve.	If burns are severe. If accompanied by drowsiness.
Burns	Apply large quantities of cold water for up to 15 minutes. If skin is unbroken but blistered, apply a loose dry dressing.	If skin is broken, or burn is larger than four or five centimetres in diameter.
Nosebleeds	Pinch nose just below the bone for around 10 minutes.	If bleeding persists.
Chest Pain		Immediately.
Fits		Immediately, unless a known epileptic.
Insect Bites and Stings	Antihistamine tablets can be bought from the chemist without prescription and will usually relieve symptoms.	

Useful Telephone Numbers

<u>Out of Hours</u>	<u>111</u>
<u>District Nurse</u>	<u>01743 277709</u>
<u>Health Visitors</u>	<u>01743 452300</u>
<u>Royal Shrewsbury Hospital</u>	<u>01743 261000</u>
<u>www.sath.nhs.uk</u>	
<u>Severn Hospice</u>	<u>01743 236565</u>
<u>www.severnospice.org.uk</u>	
<u>Shropshire Community Health Trust & Clinical Commissioning Group</u> <u>.....</u>	<u>0800 032 0897</u>
<u>Shropshire Nuffield Hospital</u>	<u>01743 282500</u>
<u>www.nuffieldhospitals.org.uk</u>	
<u>Social Services</u>	<u>0345 678 9000</u>
<u>www.shropshire.gov.uk</u>	
<u>Shrewsbury Citizens Advice Bureau</u>	<u>0344 499 1100</u>
<u>www.citizensadvice.org.uk</u>	
<u>PALS (Patient Advice & Liaison Service)</u>	<u>01743 261691</u>
<u>Samaritans</u>	<u>01743 369696</u>
<u>www.samaritans.org</u>	
<u>Age Concern</u>	<u>01743 233123</u>
<u>www.ageconcern.org.uk</u>	
<u>CRUSE (Bereavement Counselling)</u>	<u>0845 6066812</u>
<u>www.crusebereavementcare.org.uk</u>	
<u>Sexual Health Clinic -</u>	<u>0300 123 0994</u>



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The Practice is a member of Darwin Health Ltd

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