

Riverside Medical Centre

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We say a sad farewell to Dr Pandor who has completed his first six months' GP training at Riverside. We wish him well and know he will make a fantastic GP.

We also wish good luck to Pat, one of our receptionists who is retiring and moving to Scotland.

Parking

During the past few weeks it has been noticed that cars are being parked in our Rear Car Park which is designated for staff only.

Please do not park in the staff car park



Dr Butterworth who joined us in January, will be here for 21 months completing her training to become a GP.

Dr S Javed will join us in February for 6 months to start her GP training

Jayne Field has joined us for 12 months and will be working on reception & providing secretarial cover.

Changes of Address & Telephones

Please let us know of any changes to your address as soon as possible. Please let us know of any telephone numbers you can be contacted on, e.g. Home, Mobile or Work as this will provide a more efficient service if we need to contact you.

If your home telephone number does not accept incoming calls please provide us with an alternative contact number



We are on the web:
www.riversidemedicalcentre.co.uk

Summer Newsletter

The Summer Newsletter will be issued in June 2016.

Please let us know if there is any information you would find useful or if you would like to know more about our services.

Riverside Medical Centre

January 2018

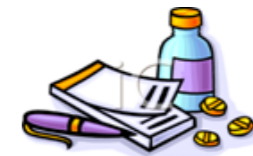
Spring Newsletter

Welcome to the Spring issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.

Practice Repeat Prescription Ordering Policy

Please remember to give enough notice when ordering or medication from the surgery

We need 2 working days to process prescription requests. There has been a significant increase in the number of emergency requests for prescriptions- this causes problems for the Doctor on call who has to deal with these as well as trying to manage same day emergencies.



If you need a same day prescription we will attach a letter from the GP advising that we will be monitoring your requests and should this occur again, we will take action which may result in your removal from our list.

Please ask at Reception about our On-Line services. This is an easy way to order your prescriptions and book or cancel appointments.

You can also have access to your coded medical records on-line.

Wasted Medication

We have seen an significant increase in the amount of wasted medications being returned to Pharmacies and ask your help in reducing this .

Please do not request medications you do not need .

Reminder

It is illegal to sell your prescriptions to other people. Patients found to be selling medications will be reported to the Police and may be removed from the Practice list.

Patient Participation Group

If you would like to become a member of the PPG please contact the surgery either by asking at reception or sending an email to:

riverside.mc@nhs.net

All patients are welcome to become a member.

Staff Training Dates

- 21 February
- 21 March
- 25 April
- 16 May

We will close at 12noon on the day of training and re-open the following day at 8.00am.

If you need a Doctor in an emergency please telephone NHS111.

Choose Well so that you can get the best help for your condition

The NHS aims to encourage all patients to Choose Well.

Health services are more effective if patients themselves can choose the right care that they need, whether that be looking after themselves, using local NHS services or referring themselves urgently to hospital.

By choosing well, you may access quicker and safer services, as a doctor's appointment is not always necessary.

There are many resources available online via NHS Choices website.

First & foremost, have you got an emergency condition which needs hospital treatment? Heart attacks & Strokes should be dealt with in hospital, not in a Doctor's appointment.

Can your Pharmacist help you with over the counter treatment or self-care advice?

Dental problems? You must see a dentist as your doctor cannot treat dental problems for you. If you are not registered with a Dentist, ring 111 for advice.

Do you need advice for something that will not need a face to face examination – why not book a telephone appointment with one of the Doctors.

These are just some of the ways you can get help.

You may think we are trying to put you off ringing us, but by simply considering the most appropriate point of contact before picking up the phone and calling your Doctor for an appointment, you will be helping the NHS to be used as effectively as possible, and helping us to provide safer high quality care.

Websites you may like to look at:

NHS Choices – [nhs.uk](https://www.nhs.uk)

Self-care forum- [selfcareforum.org](https://www.selfcareforum.org)

Patient advice for Dental Problems

**If you have toothache please consult your Dentist.
Patients who seek to see a GP will be directed to see a Dentist as soon as possible.
If you don't have a Dentist, you should call NHS 111**

Why does the receptionist need to ask me what's wrong?

It is not a case of the receptionist being nose! Our receptionists are valued members of our team and the Doctors here, as with many other Practices, have requested that they should ask patients 'why they need to be seen'.

This is to ensure that you receive the most appropriate medical care, from the most appropriate health professional and at the most appropriate time.

Receptionists are asked to collect brief information from the patients in order to:

Help the Doctors to prioritise home visit requests and phone calls.

Ensure that patients receive the appropriate level of care.

Direct patients to see the most appropriate health professional rather than a Doctor where appropriate.

Reception staff, like all members of the team, are bound by strict confidentiality rules.

Any information given by you is treated with the strictest confidence.

The Practice would take any breach of confidentiality very seriously and deal with it accordingly.

You may ask to speak to a receptionist in a private area away from the reception desk.

Therefore please do not be offended when our receptionists ask you for brief information, they are here to assist you.

Antibiotics

Public Health England (PHE) says that up to a fifth of antibiotic prescriptions are unnecessary as many illnesses get better on their own. Overuse of antibiotics is making infections harder to treat by creating drug-resistant superbugs. Antibiotics treat infections by killing bacteria but not viruses. Most coughs, colds, ear, nose, & throat infections are viral and will not be killed by anti-biotics.

Minor Illnesses

Please use your local pharmacist for all cough and cold remedies. There are many products that can be purchased over the counter and Pharmacists can help with minor ailments such as conjunctivitis, cystitis, eczema, oral thrush in infants, scabies, threadworms, vaginal thrush (there are some exclusions)