

**The Riverside Practice  
Patient Information Leaflet**

23 Marylebone Road, March, Cambridgeshire PE15 8BG  
Tel: 01354 661922 Fax: 01354 650926  
(The practice is suitable for disabled access)

**[www.riversidepractice.com](http://www.riversidepractice.com)**

Opening times: 8:15am to 1:00pm and 2.00pm to 6:00pm weekdays  
Contact us by phone: 8:00am to 1:00pm and 2.00pm to 6.00pm weekdays

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## **Welcome to the Riverside Practice**



### **Contents**

The essential guide to contacting us and getting an appointment.  
Practice information explaining what services we provide and your responsibilities as a patient.



## RIVERSIDE PRACTICE

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### **NEED AN APPOINTMENT?**

Please contact us on 01354 661922 or book online (registration is required to use our online services – see below for details). Please note that we reserve some appointments for telephone calls only to ensure that patients without internet access are not disadvantaged.

Subject to availability you can book appointments by telephone, on-line or in person.

Routine appointments up to six weeks ahead

Book in advance two or five days ahead

Book on the day for more urgent appointments

On-line appointments can be booked from 6.30pm the night before.

If you should need emergency contraception please contact us as soon as possible.

### **REPEAT PRESCRIPTION QUERIES?**

If you have a repeat prescription query our prescription team are available to take your calls. Please call them directly between 09:30 and 12:30 (Monday to Friday) on 01354 662196.

### **NEED TO SPEAK TO ONE OF OUR MEDICAL SECRETARIES?**

If you need to speak to one of the GP secretaries then please call them directly on 01354 662193 between 09:30 and 16:30 (Monday to Friday).

### **FEELING VULNERABLE OR AT RISK?**

Whether you are an adult, a child or a teenager, if you are feeling that you are at risk of harm or neglect, worried about your or somebody else's well being then please speak to a GP. We can help support you and put you in touch with the right people.

### **NEED TO CANCEL AN APPOINTMENT? (VERY IMPORTANT)**

Please tell us if you cannot make an appointment as soon as possible – there is a large demand for appointments for both GPs and nurses and we can offer your appointment to someone else if you let us know. You can do this either online or by telephone.

### **MEDICAL EMERGENCIES**

In the event of collapse, suspected heart attack, severe breathing difficulties, fractures or hemorrhaging please **call 999** immediately – do not call the practice first as this may waste valuable time. The practice is not equipped to deal with emergencies.

### **OUT-OF-HOURS GP SERVICE - DIAL 111**

To contact the out of hours doctor just dial 111

NHS 111 is a new service that has been introduced to make it easier for to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year.

Calls are free from landlines and mobile phones.

## THE DOCTORS

Dr Peter Spofforth MBChB  
Dr Hemanth Jakka MBBS, MRCP, MRCPCH, DCH, DFSRH  
Dr Carole Mills

## ADVANCED NURSE PRACTITIONERS

Maureen Tucker  
Sharon Bainbridge  
Ruth McKenzie

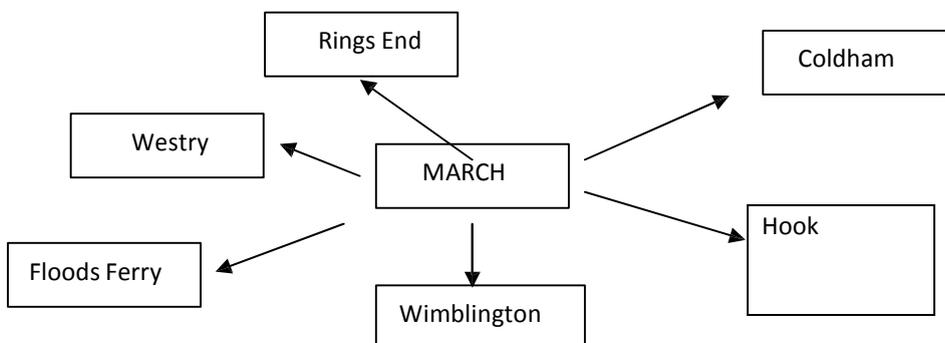
## REGISTERING AS A NEW PATIENT & THE PRACTICE AREA

To register here at the practice you need to:

1. Collect or download from our website a “New Patient Registration Pack”
2. Complete the GMS1 form and the New Patient Questionnaire fully and accurately. Bring the completed forms back to the practice with some form of identification (for example, NHS medical card, driving licence, EU ID card, passport, birth certificate).

You have the right to ask to be registered with a clinician of your choice. We will accommodate any request where possible but we do have to ensure that the workload between our GPs is balanced and so we may register you with another GP.

We accept new patients within a 3 mile radius of the practice. Please note that if you move out of the practice area you will need to register at a practice closer to you. However, for existing patients, you may stay on the practice list if you move near to your current residence which is up to a maximum of 3½ miles away from the Practice.



## **ONLINE SERVICES**

The practice operates a secure online system where you can book and cancel appointments, request repeat prescriptions amongst other things. To register for this service please attend the practice in person with some photographic identification (this is to protect your privacy). Our reception team will register you immediately and provide your access details. The online services are accessible via the practice website.

## **PATIENT RESPONSIBILITY**

We aim to provide a professional, caring and friendly service. To help us to help you and other patients we do ask that you adhere to the following.

- Please arrive on time for your appointments.
- It is very important you keep us informed of your up to date telephone, mobile and address details at all times.
- Please cancel any appointments you cannot make as soon as possible – including nurse appointments.
- Like most surgeries we can run late on occasions so please bear with us in these circumstances.
- Be courteous to all members of the staff – we do our very best to help.
- Pay for any non-NHS work that you ask us to complete.
- Ensure you give us enough time to manage your repeat prescriptions safely.
- Keep abreast of what is going on in your surgery by keeping an eye on the signage in the practice and also on our website.
- Please remember that generally speaking there should be one problem per consultation.
- To ensure the safety of your children and also to ensure that the clinician can devote their complete attention to you please, if at all possible, organize alternative care for your children prior to attending the practice. We do of course understand that sometimes this is not possible, but please note the practice is unable to offer any child minding services.

**SEEING YOUR USUAL GP** Where at all possible we strongly encourage you to see your usual GP, as this provides continuity of care and helps us to help you. Please ask for your usual GP when you contact reception. We will endeavor to make sure you see your usual GP if at all possible.

**BOOKING APPOINTMENTS** When you book an appointment at the surgery you may be asked the reason for your request. This is to help us ensure you are seen by the most appropriate clinician. This is of course optional and we completely understand if you would rather not provide this information when you call.

**CALL BOARDS** The practice uses call boards in the waiting room to let patients know when their clinician is ready see them. If you have any difficulty seeing these messages please advise our reception team and we will make a note on your record so that the clinician knows they will need to come to the waiting room to ask you to go through.

**HOME VISITS** Patients who are too ill or too frail to attend the surgery can be visited at home. If a home visit is felt necessary please contact the reception before 10.30 AM and provide the name, address and telephone number of the patient and the reason for the visit request. A GP may phone prior to the visit to obtain more details.

**REPEAT PRESCRIPTIONS** Repeat prescriptions can be requested using the prescription form or online. The practice recommends that online prescription requesting is used when possible as this is easier for the patient and also for the practice. We are unable to accept telephone requests for repeat prescriptions.

Important: please allow two FULL working days for your prescription to be prepared. For example, if you give us your repeat prescription request on a Monday it will not be ready until Thursday. We need this time to process, check and issue your next prescription accurately and safely. We can arrange for your prescriptions to be sent to your pharmacy of choice in March (please let us know your preference). Please note this will increase the time before your prescription is available depending on the pharmacy.

### **PRESCRIBING POLICY – CHANGES OF MEDICATION**

As a practice we continually monitor our prescribing to ensure that our patients receive the most cost effective and medically appropriate treatment. We are working closely with NHS Cambridgeshire and their Medicines Management Team to make changes either to improve safety and quality or to reduce prescribing costs without adversely affecting your treatment. We take extreme care in reviewing your medication needs and only proven therapies with good patient outcomes are considered.

As part of this commitment, the medications of all patients newly registered with Riverside practice are reviewed. This is to ensure that, where clinically appropriate, prescriptions are in line with both NHS Cambridgeshire and Riverside Practice guidelines. This may result in changes to your current medication. This review will not be undertaken until we have received your paper notes from your previous practice so that all relevant information is taken into account before any changes are made.

The practice will advise you of any changes either by letter or telephone and of course you can discuss any changes with one of our GP's or Medicines Management should you have any concerns. To keep up to date with the latest developments, knowledge and guidelines, changes to treatment are sometimes necessary.

### **EMERGENCY CONTRACEPTION**

Please make an urgent appointment with one of our nurses or a GP by telephone or in person. If you require this service or feel you need to speak to somebody do not delay calling us.

### **PATIENT SUPPLIED SAMPLES**

Please remember that in order for us to process patient supplied samples (such as urine and stool) they must be supplied to us with all the paperwork completed and the sample itself clearly identified as instructed by your clinician. Failure to do so will mean that we are unable to send your sample to the laboratory for testing.

### **CARERS**

If you are a carer or are being cared for please inform the practice and we will be able to put you in touch with a local support group and social services that may be able to help you.

### **CHAPERONES**

If you would like a chaperone during your consultation then this can be arranged at the time or in advance at the practice reception.

## **BOOKING HOSPITAL TRANSPORT**

Patients who are unable to travel by private or public transport may be eligible for non – emergency patient transport services.

Patients should call The East Of England Ambulance Service NHS Trust on 0345 603 8177 Monday – Sunday, 8am - 6.30pm where you will be asked some short questions to see if you are eligible to use this service. If you meet the criteria they will arrange transport for you and if not they will provide possible alternatives and financial assistance available.

## **TELEPHONE ADVICE & TEST RESULTS**

Please ring the practice reception if you require telephone advice from the doctor or nurse. As a general rule there is no need to contact us for test results (such as blood and urine) as these are reviewed by a GP and if any actions are required the practice will contact you.

## **FACILITIES FOR THE DISABLED**

There is wheelchair access via automatic doors at the main front entrance and there are toilet facilities for the disabled. There is also a lift large enough for a wheelchair.

## **MINOR INJURIES PROVISION AND OTHER SOURCES OF HELP (NON EMERGENCIES)**

The practice does not have any minor injury facilities and would advise that you attend the minor treatment centres at either:

*Doddington Minor Injuries/Illness Centre (01354 644241)*

8.30 to 18:00 weekdays, 09:00 to 17:00 weekends and bank holidays

Care for patients over 2 years old, minor illness/injuries only for any patient.

*Peterborough Walk-In Centre (City Care Centre, Thorpe Road 01733 293800)*

07:00 to 22:00 seven days a week

Care for a broad range of minor injuries and ailments for any patient.

## **CLINICAL SERVICES PROVIDED BY THE PRACTICE**

Asthma & Spirometry Clinics

Baby immunisations

Cervical smear clinics

Contraceptive implant fitting

Contraceptive coil (IUCD) service

Coronary Heart Disease Clinics

Counselling

Diabetic Clinics

Emergency contraception

Flu Vaccinations

Family Planning

Leg Ulcer Clinic

Hypertension Clinics

Maternity Medical Services

Medication Reviews

Phlebotomy Service (taking blood)

Pneumococcal Vaccinations

Private Medical Examinations

Smoking Cessation Clinics

Travel Vaccinations

Weight Management Clinics

Wound care

## **ADDITIONAL SERVICES TO OUR PATIENTS (PROVIDED BY OTHER LOCAL HEALTHCARE PROVIDERS)**

Anticoagulation Nurse

Community Psychiatric Nurse

Community Midwife

Dietician

District Nurses

Diabetic Retinal Eye Screening Service

Health Visitors

MacMillan Nurse

Specialist diabetic nurses

Ultrasound Scanning

Community Matron

## **PATIENT INVOLVEMENT & NEWSLETTER**

All patients are automatically members of the Riverside Patient Association and are welcome to attend the bi-monthly meeting and get involved. The association works to advise and inform the practice of ideas and issues and also carries out a range of fund raising activities that provide direct benefits to patients. The association also produces the patient Newslink newsletter. Please see their notice board in the practice. If you are interested in becoming involved then see our website or ask to speak to the Practice Manager.

Copies of Newslink, the bi-monthly newsletter published by the Patient Association is available in the practice or from the practice website. Back issues are also available from the practice website.

## **PATIENT E-MAILING LIST**

If you provide us with your consent and email address the patient group and the practice can send you occasional emails relating to the practice. For example, newsletters, flu clinic dates and patient surveys. You can opt out at any time and your email address will not be passed on to any third party. If you would like to join this list then please ask our reception team for a form or download it from our website.

## **COMMENTS AND COMPLAINTS**

We are interested to know what our patients feel about our services. We would welcome any comments you have. Please address these to the Practice Manager. If you would like to make a complaint then please ask to speak to the Practice Manager or ask a copy of our complaints procedure. We adhere to the national guidelines for complaints management in the NHS.

## **HEALTH CHECKS**

We offer newly registered patients a health check with a member of the health care team (usually a Health Care Assistant or a Nurse) within 6 months of joining the practice list. In addition the practice also provides a consultation on request for any registered patient (aged 16 or over) that has not attended a consultation in three years. If you would like to take advantage of this offer please speak to our receptionist.

## **MEDICAL STUDENTS**

Occasionally we teach medical students who may, with your consent, sit in your GP consultation. You will be advised at the time of your appointment if this is the case and if you are uncomfortable with this for any reason please do not hesitate to advise our reception team.

## **RESEARCH STUDIES – This Practice is Research Active**

The practice also, on occasion, participates in research studies designed to improve future health care. All research studies are closely governed to ensure that patient confidentiality is maintained and that all studies have passed the proper ethical requirements. Your Patient records may be reviewed to check whether you are suitable to take part in a research study, before asking you whether you are interested or sending you a letter on behalf of the researcher. The patients will be asked if they would like to participate and will be provided with appropriate information so they are able to agree or decline involvement. Involvement in research is entirely voluntary. If you are not interested in taking part in any research study please contact the Practice.

For more information: <https://www.hra.nhs.uk/information-about-patients/>

## **NON NHS WORK - PRIVATE MEDICAL EXAMINATIONS AND FEES**

Special appointments are required for items such as HGV, PSV, insurance medicals and paternity testing etc. Please ask the receptionist for an appointment. There will be a fee payable for these examinations

and other non-NHS services. Please note that GP practices are entitled to charge for any work that is not NHS work.

**PROTECTING YOUR INFORMATION, CONFIDENTIALITY AND SHARING INFORMATION** The information we hold about you is solely for the purpose of caring for your health and will only be seen by those who need to. There is a possibility of patient information being used by other organisations for the purpose of managing your care or the management of health care services.

In addition, recent changes to national healthcare policy have provided patients with the opportunity to share their information with other carers who are looking after them. This is your choice and you can change your mind about these preference at any time. Please see our website or leaflet in the surgery about the Summary Care Record and patient record sharing.

General Data Protection Regulations (May 2018). Please refer to the Practice website [www.riversidepractice.com](http://www.riversidepractice.com) or alternatively the Noticeboards in the surgery. A shortened version has been included in the new patient registration pack.

If you have any questions relating to patient confidentiality, please contact the Practice Manager. Protecting your personal information is of paramount importance.

#### **CONSENT POLICY**

It is important that during the course of any treatment or advice you receive at the practice you understand the nature, purpose and risks associated with any proposed care plan or advice. The practice staff will inform you of these during your consultation.

If you are ever unsure about the nature, purpose or risks associated with what is being discussed then please do not hesitate to ask for further clarification. It is very important that you are able to give consent to your treatment with a full and proper understanding of what is being discussed. If you require additional assistance with this (for example: an interpreter, additional advice or illustrations) then please do not hesitate to advise your clinician.

#### **ABUSE, VIOLENCE AND AGRESSION POLICY**

The practice operates a zero tolerance policy in accordance with NHS guidelines. Staff have a right to work in a safe environment without fear of physical or verbal abuse.

Abuse to our staff may result in removal from our list and/or police involvement.