

# THE RIVERSIDE PRACTICE

## NEWSLETTER

### In this Issue:

- *Team update*
- *New – Doctor Link comes to Riverside*
- *Requests for Urgent Prescriptions policy*
- *Hospital Medication*
- *New Telephone System*
- *“OPEN THE BAG”*
- *A receptionist “NO” a Care Navigator*
- *Monthly count of DNA 's – May 2019*
- *Patient Participation Group*

**THURSDAY AFTERNOON**

**CLINICAL GOVERNANCE TRAINING CLOSURES:**

**20.06.19 – 18.07.19 – 24.10.19 – 21.11.19**

### 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 speak to a member of the surgery team who will be able to help you.

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

All we need is an email address.

#### Confidentiality & Your Medical Records

The practice complies the new General Data Protection Regulations (May 2018) – please refer to our website for more information.

### Team update:

Everyone at Riverside Medical Practice would like to extend a warm welcome to some of our newest members of the team who have joined us over the last few months these are: Dr H Joyce, Salaried GP joined February 19 – Adel, Medical Secretary joined March 19 – Kim, Care Navigator joined January 19 – Michelle, Prescription Clerk & Workflow Coordinator joined February 19 – Helen Retallick, Practice Manager joined April 2019 – Anna, Prescription Clerk & Workflow Coordinator joined May 19.

### New - Doctor Link:

We have been looking at how we can improve access to Practice services; DoctorLink is our new online service where you can access advice and appointments on line.

Registration is simple and you can register here:

<https://app.doctorlink.com/riversidepractice-march/register>

Please visit our website for further details.

<https://www.riversidepractice.com>



If you need  
medical help fast,  
but it is not life  
threatening - call  
NHS 111

## Urgent Prescription Policy:

**URGENT** requests need to be received **BY 1PM**; the prescription will then be ready to collect at the surgery after 5.30pm the following day.

**For Urgent Prescription requests we will only provide 7 days' worth of medication.**

On collection of the urgent script you will be required to complete the usual repeat prescription request in the usual way.

**Repeat prescription requests require 2 full clear working days.**

## Hospital Medication Policy:

The surgery is unable to process hospital medication changes until the official letter from the hospital has been received clearly identifying the changes to the medication required.

**This can take up to 14 days.**

If the changes/introduction of medication was deemed urgent by the hospital, the hospital will provide the medication through the hospital pharmacy.

Please also note that if you are given a prescription for medication by the hospital this can only be dispensed by the hospital or hospital dispensary.

## New Telephone System:

We are pleased to inform our patients that we will be installing a new telephone system within the practice on the **17<sup>th</sup> & 18<sup>th</sup> July 2019**. There should be no disruption in service when trying to contact the surgery.

## Patients urged to “OPEN THE BAG”

Anyone who gets a prescription can help their local NHS by opening their prescription bag at the pharmacy counter when they receive their medicines, and hand anything they no longer need back to the pharmacist.

Patients should also make sure they only order the medicines they will use, as any medicine returned to a pharmacy must be destroyed, even if it has not been opened.

## Care Navigators:

**Why do the receptionists at my GP surgery ask me questions?**

Our Care Navigators (Reception team) will often ask you some basic questions about your current health problem or enquiry. This is so that they can make sure you see the right person at the right time. It is also so that appointments with the practice doctors or other staff are used in the best way to meet the needs of all patients that need to be seen at the practice. All GP Care Navigators are trained to respect confidentiality, in the same way that the clinical staff are. They have also had Care Navigation Training so that they can help you to identify where you can get the most appropriate support and advice.

**What is Care Navigation Training?**

Patients often tell us that they find the range of NHS services available and how to access them, confusing and difficult to understand. Care Navigation is a new way to help patients find the right service for their needs and our Care Navigators have been trained in what's available.

**How will the Care Navigator know about all the services available locally?**

Care Navigators will have access to a new local 'Directory of Healthcare Services' prepared by local NHS staff. If the Care Navigator thinks another service will be better, or quicker, for you to access, they will be able to help you find it.

**Why has Care Navigation been introduced?**

Doctors in GP practices are getting busier. Many people contact their GP practice first if they have a health enquiry but a GP appointment is not always the best option. There are other and sometimes more appropriate, ways to get help with your illness or injury, or to answer your query.

## DNA'S FOR MAY 2019

**194** patients **DID NOT ATTEND** for their booked clinicians' appointment in May 2019.

**28 GP, 59 ANP  
& 107 Nurse, HCA & Phlebotomy**

**PLEASE** – If you cannot keep an appointment, let us know as soon as possible so that the appointment can be offered to another patient. **A wasted appointment means a longer wait for others.**