



We delivered & received.....

- **5315**
Incoming phone calls - (approx. 272 calls per day)
- **3735**
Total appointments available
- **2487**
GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist, Paramedic & Clinical Pharmacist appointments
- **219**
Patients did not attend their appointment
- **6722**
Prescriptions were issued
- **0**
Complaint/s received
- **6**
Positive Feedback / Compliments



Do you have a question?

We aim to be open and honest about our performance and will answer all patient questions raised via our website, in person or via our Patient Participation Group.

Answers to questions will be responded to on a monthly basis via the Practice Performance notice, this will be posted on the website, the Riverside Practice Facebook page and available on request at reception.

FACEBOOK CHATTER

Although we are unable to respond to comments made on social media sites, we do keep an eye on what's being said.

Now with the monthly practice performance information and the question and answers page, we will be able to address some of the topics raised.

THE COVID PANDEMIC: DURING AND AFTER COVID.

Unfortunately I see a few comments claiming that we are still hiding behind the Covid Pandemic and we should get back to normal practice.

"We did not close our doors during the pandemic.

What we actually did was what NHSE&I asked us to do: accelerate the use of technology in order to offer remote consultations, and to adopt telephone triage within the practice setting, thus reducing footfall and the possible spread of the disease, whilst still providing a Service to our Patients.

We implemented a whole new way of working literally overnight and worked to a 'clinician first' triage approach to appointments, whereby patients had a call with a clinician, who would then decide whether a face-to-face appointment was needed – and if so which appropriate healthcare professional that should be with.

The restrictions during the pandemic enabled us to push forward with new ways of working. We increased the use of electronic prescriptions and repeat dispensing in order to reduce footfall in the surgery and implemented telephone and video patient appointments.

Life after the pandemic has seen a huge increase in demand from patients to be seen, whether it be for routine care or acute symptoms. The Riverside Practice opened our doors and returned to offering face to face appointments as soon as guidance allowed, whilst continuing to offer the option of telephone or video consultations as implemented during the pandemic.

We have increased our appointment availability offering more appointments than ever before with a wider range of Clinicians, such as GP's, Advanced Clinical Practitioners, Paramedics, Clinical Pharmacists, Social Prescribers & First Contact Physiotherapists in addition to holding Smoking Cessation Clinics and Health You Clinics.

We are "OPEN" and we are not "HIDING" nor have we ever been.

We are however experiencing a huge and unprecedented surge in demand on our services and we are doing all that we can to continue to provide the high level of care our patients expect from us and the level of safe and effective care we wish to continue to provide to our patients.

CONTACT US!

If patients have questions or concerns that they would like answered or would like to provide feedback, please come to us, we will be able to provide help, support, guidance and investigation, if needed, and alleviate any fears, provide information and an understanding of processes and procedures that patients may not be aware of.

There are many ways in which this can be achieved, either by coming to the practice in person, via telephone or email or via the Patient Participation Group all information is available via the practice website:

www.riversidepractice.com