



The Riverside Practice

What we are doing to support our patients?

We delivered & received.....

- **5036**
Incoming phone calls - (approx. 252 calls per day)
- **3367**
Total appointments available
- **1990**
GP, Advanced Clinical Practitioner (ANCP's), Paramedic & Clinical Pharmacist appointments
- **213**
Patients did not attend their appointment
- **5897**
Prescriptions were issued
- **2**
Complaint/s received
- **4**
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 QUESTIONS ANSWERED

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.

WHY SHOULD I TELL THE RECEPTIONIST WHAT MY PROBLEM IS?

It is not a case of the receptionist being nosy or trying to stop you from seeing a GP!

Our reception team have been trained to help patients get the right help from the right health professional as soon as possible by asking for a little more information from the patient when they call.

A recent study found that at least 27% of GP appointments could potentially be seen more quickly by other Healthcare professionals, including Advanced Nurse Practitioners, Paramedics, Nurses, Clinical Pharmacists, Social Prescribers & Physiotherapists, all of which we have in practice.

Questions that we may ask are:

- Could you give me some idea of the problem, so I know who best to book you in with?
- Can you tell me a brief idea of what it is regarding please?
- To ensure you are booked in appropriately, would you mind saying what the appointment is for?

All practice staff take data protection and patient confidentiality very seriously, so whilst you may notice that we ask a few more questions, you don't need to worry. We are just helping to get you the right care, from the most appropriate member of the team as quickly and efficiently as possible.

I'D LIKE TO KNOW HOW MANY APPOINTMENTS THE PRACTICE CANCELLED!

There are many reasons why we may need to cancel appointments, such as:

- Sick leave
- Annual leave
- Clinical emergencies
- Loss of power

We will do all that we can to avoid cancelling appointments, sometimes however it is beyond our control. We look to rearrange all patient appointments that need to be cancelled as soon as possible and at a time convenient to the patient.

In April 2023, we rearranged 124 appointments due to unforeseen circumstances such as unexpected sick leave.