



The Riverside Practice

What we are doing to support our patients?

We delivered & received.....

- **6463**
Incoming phone calls - (approx. 281 calls per day)
- **4383**
Total appointments available
- **2734**
GP, Advanced Clinical Practitioner (ANCP's), Paramedic & Clinical Pharmacist appointments
- **281**
Patients did not attend their appointment
- **6898**
Prescriptions were issued
- **1**
Complaint received



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.

PPG Survey Comments and Questions Answered

We will be breaking down questions and answers in to specific areas and will cover these over the next few publications, this month we will be looking at:

WHY CAN I NEVER GET AN APPOINTMENT!

- We have increased our clinical capacity and now offer more appointments. In March 2023 we had **871 more appointments** than in March 2022. We realised we needed to provide more appointments to our patients and have worked hard to recruit to our team of clinicians, this has included Advanced Clinical Practitioners and Clinical Pharmacists. We also have the added support from the Fenland Primary Care Network who provides Paramedics, Clinical Pharmacists, Social Prescribers and Care Coordinators.

I CAN NEVER SEE A GP!

- All appointments with our GP's are pre-bookable and available up to six weeks in advance. Our GP's look after patients with complex medical and long term conditions. We have 2 full time GP's and 1 part time GP. The GP's do not work in practice every day of the week, therefore appointments with the GP's are in high demand and for this reason there may be an extended wait to be seen.
- We therefore implemented the Advanced Nurse/Clinical Practitioner Assessment Service. Our **ANCP's** are trained specialist clinicians who have undertaken additional education in order to provide advanced nursing care. ANCP's assess patients' health care needs and will be able to make autonomous decisions in the assessment, diagnosis and treatment required for the presenting complaint. They provide treatment and advice for many problems for which you may have seen a doctor for in the past. ANCP's make referrals to hospital doctors or other health care professionals and admit patients into hospital if and when necessary, our ANCP's work closely with your GP's and will liaise with them about your care if needed.

WHY CAN'T I GET THROUGH ON THE TELEPHONE?

- Our busiest time on the phones is from 08.00 – 10.00am. This is when patients experience the longest wait to get through. If you are calling to book a routine appointment or have a query that could wait until after 10.00am, you will find it easier and quicker to get through.
- To also help with the call queue, please use the options so your call can be directed appropriately
 - 1 for appointments & general enquiries
 - 2 to cancel an appointment
 - 3 for prescriptions & Medication Queries (Open between 09.30 & 15.00)
 - 4 for medical secretaries, for referrals, sick notes & private work (open from 09.30 – 13.00)
 - 5 for test results (after 14.30)

PROBLEM SOLVED 😊

- Unfortunately our telephone system was advising patients who had called the surgery at 08.00am but were over our allotted line allocation, that we no longer had any available appointments. This was incorrect and has been rectified. This message will only be activated by our Reception team going forward.

www.riversidepractice.com