

NEWSLINK

Riverside Patients Participation Group

December 2022 / January 2023

New Series 2

GOOD NEWS!

As suggestion by the PPG, the March & District Nursing Association was contacted for their support in funding the cost of a new Dermatoscope.

This is a visual aid device that can be used to examine and diagnose skin lesions such as melanoma.

It can also be used to examine the scalp, hair and nails.

A big **THANK YOU** to the DN Association for this donation.

To meet 'infection control' requirements, all the cloth chairs and display boards need to be re-upholstered with wipe-down material.

The PPG have made a donation of £737 to support with the costs of this, which will benefit all patients.

Patients have commented very favourably on the Flu Clinics this Autumn. Waiting times were short. The PPG was happy to help with these clinics.

The PPG is a group of ordinary patients who work with the staff at the Surgery to ensure that Patient needs are addressed.

The PPG wishes to ensure that all sections of the practice registered population are represented. If you are interested in taking an active part then please contact the Chair of the Patients Group, Jacqui Drewery on 01354 652413 / email jacquidrewery@outlook.com.



Singing at the Riverside Surgery

Christmas Special

Hosted by Kathryn and Andrew from Music Makers

Tuesday, 20 December 22 1pm – 2pm

Everyone welcome!!!

Christmas Surgery closures:

14 & 21 Dec 22 - 13:00 - 18.00 (staff training)

26 Dec 22 - Bank Holiday

27 Dec 22 - Bank Holiday

02 Jan 23 - Bank Holiday

First contact physiotherapist

The musculoskeletal (MSK) practitioner is a physiotherapist with enhanced skills. She helps patients with issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage conditions
- referring patients onto specialists

Patients using the service have quicker access to diagnosis and treatment, helping them to manage their conditions more effectively and recover faster, so they can get back to normal life quickly.

Patients can be booked in with the MSK Specialist by speaking to the practice receptionist.

Did Not Attend / Missed Appts for

October 2022

Drs / ANCP's

64 appointments

totalling 19 hours 25 mins

Nurses/HCA's

131 appointments

totalling 40 hours 44 mins

12 patients missed 2 appointments

1 patient missed 3 appointments.

Please can patients cancel their appointment if no longer required to allow other patients to be seen.

To cancel an appointment use Option 2 on the main switchboard number and leave the details of the appointment ie; date & time along with your name and date of birth.

Medication Requests:

If you have visited a hospital as an in-patient, outpatient or day-case patient and require medication on discharge, it is the hospital's responsibility to provide as a minimum the first 7 days of your medication.

We are highlighting this so patients know to ask about their medication prior to leaving the hospital.

More GOOD NEWS

Changes made by the Surgery

The installation and set-up of the new phone system was a smooth transition. Almost instantaneously the difference to the phone line and the improvement for staff and patients being able to get through was noted. Many patients have used the "call back" facility meaning they are not held in a queue; patients also know exactly where they are in the queue.

To support the increase in demand the practice has increased the amount of clinical appointments by 256 appointments per month since the Covid Pandemic.

George Campbell Leisure Centre Exercise Referral Scheme

The Exercise Referral Scheme is a 12-week programme for people who have been referred by a health professional. The aim of the scheme is to improve your health and lifestyle, meet new people and have fun and enjoy yourself.

Medical conditions that can be helped by exercise include: diabetes, high blood pressure, osteoporosis, obesity, stress, asthma, joint and muscle injuries and angina.

You can exercise at ANYTIME – swimming, gym, exercise classes including Pilates, Yoga or chair based.

There is no joining fee and the cost is only £26.70 per month.

For more information contact:
The George Campbell Leisure Centre on
01354 707292
georgecampbell@freedom-leisure.co.uk

Patient Survey by the Patients Participation Group

Early in 2023, the Patients Group will be carrying out a survey to find out what patients think about various aspects of our Surgery.

This is so the Group can better reflect the experiences of a wide range of patients. The first survey will be a short one.

You will find copies at the pharmacies, Library and Surgery or on the website.

You will also receive one electronically, if possible.

They will be compiled by the Patients Group and the outcomes reported in NEWSLINK.

Please do respond as this is a good way to help improve the service delivery.

Regular updates from the Surgery are available at: www.riversidepractice.com OR Facebook: The Riverside Practice – March