

# NEWSLINK

## Riverside Patients Participation Group

February/March 2023

New Series 2

### Positive News

Initial feedback shows that patients are appreciating being able to cancel an appointment easily with the new phone system (just pick **option 2** and give your name and time of the appointment).

Clinical capacity within the Surgery has increased by 256 appointments per month following the Covid Pandemic.

However, to make full use of this additional capacity, every appointment counts. We must report that there are still a number of patients who do not turn up for appointments. We know that getting an appointment can be difficult, but the number of appointments available will be even greater, if when people find they did not need or cannot make their appointment they cancel it.

### Did Not Attend / Missed Appts for

*Did Not Attends for January 2023*

*Dr/ANCP's = 55 appointments totalling 16hrs*

*Nurses/HCA = 139 appointments totalling 43hrs and 18 mins*

*Includes 19 patients who did not attend 2 appointments*

*2 patient who didn't attend 3*

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To get regular updates from the Surgery go to [www.riversidepractice.com](http://www.riversidepractice.com) OR Facebook: **The Riverside Practice – March**. This also includes information from the Cambridgeshire/ Peterborough NHS Foundation Trust.



### PATIENT SURVEY

During February/March, the Patient Group is carrying out a survey to get feedback on various aspects of patient care. This information will help us to better represent your concerns and advise on improvements to your care. It is a short survey and will only be seen confidentially by the Patients Group with combined results published in our next NEWSLINK. Surveys are available at Reception and can be left in a box in the waiting room. **The Survey is open until 22 March.** Please help us to better understand everyone's needs.

### UPGRADE/FUNDRAISING

If you have been to the Surgery recently, you will have seen the newly re-upholstered chairs and boards. This was partly funded by the Patients Group. It has been some time since we have done any fundraising for projects like this to improve patient care. So, this year the Riverside Raffle returns! Tickets will be available from a table in the waiting room at £1 each for an Easter hamper and a number of other prizes. Please support, as this allows additional equipment etc. to be purchased.

## More GOOD NEWS

When you order your prescriptions, if you have a mobile phone and have consented to receive text messages, you will get a text that the prescription has gone to your allocated pharmacy. You are also told to please call the pharmacy to confirm when the prescription will be available for collection. The only hitch is that chemists are having people turn up immediately after receiving the text. *Please do call first to make sure it is ready.*

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Feeling a bit anxious or depressed or worrying too much but do not want to talk to someone? There is support offered by Cambridgeshire and Peterborough NHS that has videos on a range of topics relating to Mental Wellbeing. They include a number of topics and even a workbook. Originally devised to help people during the pandemic this advice is still very relevant. There is no cost for this. Go to: <https://www.cpft.nhs.uk/self-help-videos>

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### Changed your mobile number or your email?

The Practice is now using text messages and emails to provide quicker communication with patients. If you have changed either your mobile phone number (even your landline!) or email address, please let the Practice know so your records can be updated.

**PLEASE NOTE:** Boots in Marylebone Road will not be open on Saturdays until further notice.

## HEALTHY YOU!

This FREE service is available for people aged 16 and above. You can have a 1 to 1 session with a personal health trainer on any of the following:

- Weight management
- Healthy Eating
- Increase in Exercise
- Cessation Smoking
- Alcohol Reduction
- Mental Wellbeing

The course consists of a series of 6 one to one appointments, which offer motivational support and behaviour change advice to help people achieve positive lifestyle changes by setting achievable goals and targets.

Referrals can be made via GPs/Nurses/Health Professionals **or by Self-Referral (which means you can call them yourself)**

Call 0333 005 0093

Text: Healthyu to 60777

Visit: [www.healthyyou.org](http://www.healthyyou.org).

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**As a patient of the Riverside Practice you are welcome to attend any of the Patient Group meetings. They are held on the last Monday of the Month at 4:30 at the Surgery. Do come along and give us your thoughts and suggestions. Or contact the Chair of the Patients Group, Jacqui Drewery on 01354 652413 / email [jacquidrewery@outlook.com](mailto:jacquidrewery@outlook.com)**