



The Riverside Practice

What we are doing to support our patients?

We delivered & received.....

- **5067**
Incoming phone calls - (approx. 236 calls per day)
- **3833**
Total appointments available
- **2403**
GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist, Paramedic & Clinical Pharmacist appointments
- **139**
Patients did not attend their appointment
- **6534**
Prescriptions were issued
- **3**
Complaint/s received
- **7**
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.

What the Riverside Practice offers to reduce our DNA's - (Did not attend)

The following table shows the amount of clinical appointments so far this year, where patients have not attended for their pre-booked appointment.

Appointment type	Jan	Feb	Mar	Apr	May	Jun
GP	19	14	22	23	23	16
Nurse clinic	123	116	129	111	95	88
Advanced Nurse Practitioner	37	39	32	27	33	15
Paramedic	0	0	4	6	3	3
Physiotherapist	8	12	3	13	5	10
Prescribing	8	10	8	1	11	7
Total	195	191	198	181	170	139

So far in 2023, 1074 appointments were lost to DNA's at the Riverside Practice.

Report by NHS England 02.01.2019

More than 15 million general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending.

There are around 307 million sessions scheduled with GPs, nurses, therapists and other practice staff every year and 5% – one in twenty – are missed without enough notice to invite other patients. That works out as around 15.4 million missed slots.

Of these, around 7.2million are with busy family doctors, which adds up to more than 1.2 million GP hours wasted each year – the equivalent of over 600 GPs working full time for a year.

Each appointment costs an average of £30, putting the total cost to the NHS at more than £216million pounds on top of the disruption for staff and fellow patients that would pay for:

Here's how you can cancel your appointment with us if it's no longer needed:

Phone: Call us on: 01354 661922 and choose Opt 2:

Our new phone system allows patients to cancel appointments by choosing Option 2 on the main switchboard number. **YOU DO NOT HAVE TO WAIT TO SPEAK TO A RECEPTIONIST.** You will be asked to leave your Name, Date of Birth and the time & date of the appointment you wish to cancel.

On-Line: Register for SystemOne Online by visiting - <https://systmonline.tpp-uk.com/2/SignUp> or by speaking to a member of the reception or dispensary team who will gladly help you through the process. SystemOnline allows patients, carers or guardians acting on behalf of the patient to book or cancel appointments.

In person: Visit the practice and speak with a member of the reception team to cancel your appointment

How we help you to remember:

We send SMS text message reminders, to do this we will need your mobile number and consent to send SMS messages to you.

CONTACT US! - If you have any questions that you would like answered or to provide feedback, please speak to us,

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

www.riversidepractice.com