



The Riverside Practice

What we are doing to support our patients?

We delivered & received.....

- **5532**
Incoming phone calls - (approx. 240 calls per day)
- **4141**
Total appointments available
- **2765 GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist, Paramedic & Clinical Pharmacist appointments**
- **165 DNA's**
Patients who did not attend their appointment
- **6837**
Prescriptions were issued
- **2**
Complaint/s received
- **3976 patients attended**
- **96% attendance rate**
- **9**
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.

Missed Appointments and DNA's

A DNA occurs when an appointment is not attended and the Patient has not contacted the Practice in advance to cancel is or where the cancellation is so late as to make it impossible to allocate that time to another Patient who needs treatment.

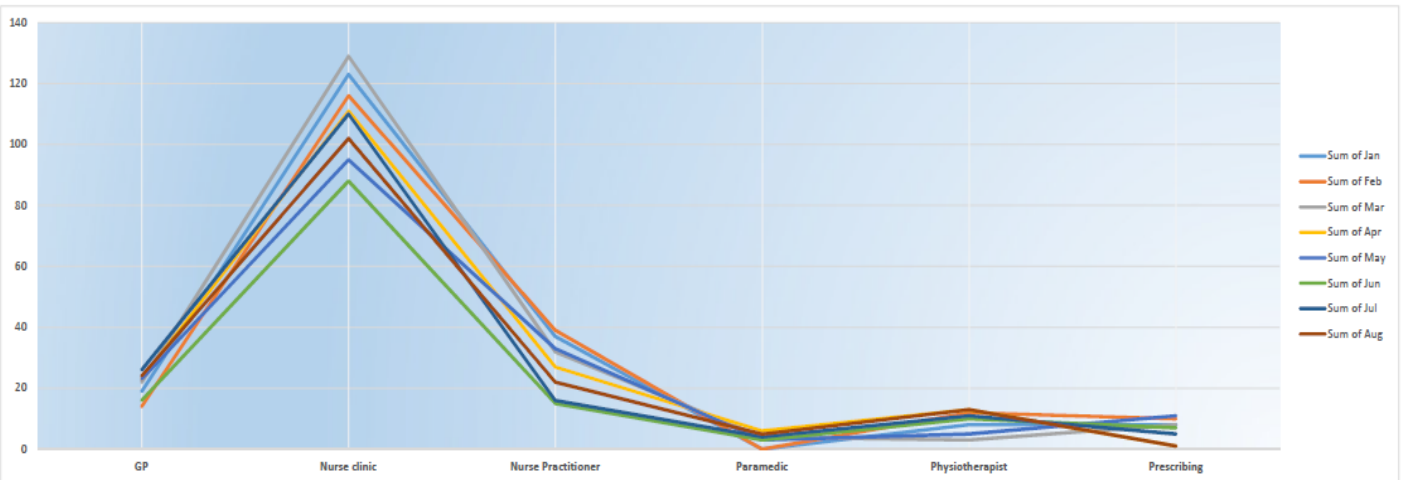
Do you feel frustrated when you cannot get an appointment?

Every year wasted appointments costs the NHS £162 million. This can cause serious delays in treatment for other patients. On average approximately 150 patients each month Did Not Attend (DNA) their appointment. This means the patient did not turn up for the appointment and did not contact the surgery in advance to cancel or change the appointment. This currently results in approximately 40 hours of wasted clinical time each month.

Please call ahead if you think you might be late or no longer want your appointment.

RIVERSIDE MISSED / APPOINTMENT 2023

Riverside Did Not Attend (DNA) missed appointments 2023



Appointment type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
GP	19	14	22	23	23	16	26	24					167
Nurse clinic	123	116	129	111	95	88	110	100					872
Nurse Practitioner	37	39	32	27	33	15	16	22					221
Paramedic	0	0	4	6	3	3	4	5					25
Physiotherapist	8	12	3	13	5	10	11	13					75
Prescribing	8	10	8	1	11	7	5	1					51
Total	195	191	198	181	170	139	172	165	0	0	0	0	1411

Nurse clinic appts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Baby Immunisations	5	15	14	11	8	13	14	11					91
Blood Tests	18	27	19	24	29	23	40	26					206
Dressings	7	7	7	4	5	0	2	6					38
Duty Nurse	4	4	3	4	3	3	3	3					27
NHS Health Check	5	5	6	8	9	3	9	2					47
Injections	16	10	9	7	4	4	6	5					61
Long Term Condition Reviews	35	22	36	30	14	20	21	11					189
Smears	10	10	9	2	2	4	4	3					44
Other	23	16	26	21	21	12	11	33					163
Total	123	116	129	111	95	82	110	100	0	0	0	0	866

A better month overall in August although nurse appointments missed are still higher than they were in May/June. DNA doctors appointments still remain relatively high.