

The Riverside Practice

What we are doing to support our patients?

We delivered & received during the months of Sept & Oct 2023.....

- **12,837.00**
Incoming phone calls - (approx. 298 calls per day)
- **Sept: 4121 - Oct: 4834**
Total appointments available
- **Sept: 2380 - Oct: 2743**
GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist, Paramedic & Clinical Pharmacist appointments
- **Sept: 228 Oct : 214**
Total DNA's: 442
(72 DNA's for the flu clinic)
Patients who did not attend their appointment
- **8513 patients attended**
- **94.6% attendance rate**
- **13,218**
Prescriptions were issued during Sept / Oct 2023
- **4 during Sept / Oct 23**
Complaint/s received
- **6 during Sept / Oct 23**
Written 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 are the 5 signs of mental illness?

Symptoms

- Feeling sad or down.
- Confused thinking or reduced ability to concentrate.
- Excessive fears or worries, or extreme feelings of guilt.
- Extreme mood changes of highs and lows.
- Withdrawal from friends and activities.
- Significant tiredness, low energy or problems sleeping.

For information, advice and support for your mental health, see the following websites.

<https://www.mind.org.uk>/<https://www.keep-your-head.com>/<https://www.cpft.nhs.uk/psychological-wellbeing-service><https://www.cpft.nhs.uk/self-help-videos>

If you develop any thoughts of self harm, suicidal thoughts or are in crisis please call: *NHS 111 - Option 2*



You can talk to us about anything, anonymously.

Free mental wellbeing support for young people.

[kooth.com](https://www.kooth.com)

bacp | Accredited Service

Providing NHS services



You can talk to us about anything, anonymously.

Free mental health support for adults.

www.qwell.io

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