



# The Riverside Practice

## What we are doing to support our patients?

We delivered & received.....

- **5605**  
Incoming phone calls - (approx. 267 calls per day)
- **3866**  
Total appointments available
- **2224**  
GP, Advanced Clinical Practitioner (ANCP's), First Contact Physiotherapist, Paramedic & Clinical Pharmacist appointments
- **139 DNA's**  
Patients who did not attend their appointment
- **6431**  
Prescriptions were issued
- **1**  
Complaint/s received
- **3544 patients attended**
- **94.7% attendance rate**
- **6**  
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.

# SEASONAL FLU VACCINATION

## THE RIVERSIDE PRACTICE

Would like to invite our patients who are “ELIGIBLE” for the flu vaccination to call the practice and book an appointment, we are offering clinics for:

**Patients over 65yrs of age (only)**

**Saturday 30 September 2023 – FULLY BOOKED**

**Saturday 21 October 2023 – APPOINTMENTS AVAILABLE**

-----  
**18-64yr old - within an “At Risk” group**

**&**

**Patients over 65yrs of age**

**Saturday 07 October 2023 – APPOINTMENTS AVAILABLE**

**Saturday 28 October 2023 – APPOINTMENTS AVAILABLE**

**Clinics run from:**

**08.30 am to 13.30 pm**

---

Every year, flu kills thousands of people. The flu vaccine is the best protection we have against this infection which is why it is offered to those most at risk from the effects of flu and to children to reduce transmission of the virus.

The annual flu vaccination programme saves thousands of lives every year, and reduces GP consultations, hospital admissions and pressure on A&E.

We thank you for your support.