

# THE RIVERSIDE PRACTICE

## NEWSLETTER

### In this Issue:

- *Patient Participation Group*
- *Team update*
- *Clinical Governance Closures*
- **ZERO TOLERANCE POLICY**
- *Policies & Procedures*

**MONTHLY EITHER A WEDNESDAY OR THURSDAY AFTERNOON**

### **CLINICAL GOVERNANCE TRAINING CLOSURES:**

**24.10.19 – 20.11.19**

**15.01.20 – 20.02.20 – 18.03.20**

**23.04.20 – 21.05.20**

## Patient Participation Group:

Did you know that Riverside Medical Practice has a patient participation Group? As a practice we truly value the input and feedback from our patients regarding services currently being delivered and any proposed changes for the future. The group meets regularly, at least 4 times a year with new members welcome.



If you would like more information about how to join our group please speak to a member of the surgery team who will be able to help you.

Welcome to the latest edition of the patient newsletter, future editions will be available both in practice and via our website. Should you wish to receive these updates electronically please register via our website [www.riversidepractice.com](http://www.riversidepractice.com)

All we need is an email address.

### Confidentiality & Your Medical Records

The practice complies with the new General Data Protection Regulations (May 2018) – please refer to our website for more information.

## Team update:

Dr Spofforth has returned from sick leave following his bilateral hip operation, he is well on the way to a full recovery and is certainly getting about a lot easier. We have been very lucky with the amazing locum GP's who have helped support us during this time and would like to say a huge thank you to them all. As a practice we continue to look at ways to improve patient access for the care and support required and to do this promote alternative local services via our website, which can direct patients to a more appropriate provider, please visit our website for more details: <https://www.riversidepractice.com/>. There is information about the surgery, Self-care, Chronic Disease management and other local services as well as a wealth of information to help patients, carers and families gain the support they need.

## CLINICAL GOVERNANCE CLOSURE AFTERNOON CHANGES

As from September 2019 we will be alternating our Clinical Governance closure afternoons between the 3<sup>rd</sup> Wednesday and Thursdays of the month,

CGM – THURSDAY	24.10.19 – CLOSED FROM 13.00
CGM – WEDNESDAY	20.11.19 – CLOSED FROM 13.00
CGM – WEDNESDAY	15.01.20 – CLOSED FROM 13.00

# ZERO TOLERANCE POLICY

## Unacceptable behavior is on the increase:

The Riverside Practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and all other staff have a right to care for others without fear of being attacked or abused.

We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and all other staff courteously and act reasonably.

## POLICIES AND PROCEDURES

As a health care provider the surgery has to adhere to certain policies and procedures when providing patient care and medication. We are instructed to follow procedures provided by the Cambridgeshire & Peterborough Clinical Commissioning Group and NHS England, as well as adhering to NICE Guidelines. These policies are to make sure we provide the relevant care and support in a safe, efficient and effective manner.

Unfortunately, the prescribing of medication continues to be an area of concern for not only the patients but for the practice.

To hopefully overcome this, below is a brief summary of the guidelines put in place for the practice to safely receive, process and prescribe medications to our patients:

- All **Emergency Prescriptions** received **before 1pm** will be ready for collection the next working day after 5.30pm, i.e. Friday's will be ready Monday at 5.30pm.
- Patients' will be issued with a **7 day emergency supply** of tablets, capsules and small tubes of creams.
- Upon collection of the urgent prescription the **patient will need to request** their medication in the usual way.
- **New Patient Medication** – the first issue will always take longer. Patients will be advised that we will need 10 working days to process this request.

- **Hospital / New Medication**, the practice is unable to process hospital or new medication changes until the official letter from the relevant care provider has been received, clearly identifying the changes required. **This can take up to 14 days.**
- If the changes or introduction of medication is deemed **urgent** by the hospital, the **hospital must provide the medication through their own pharmacy.**
- The hospital is required to supply patients with medication following discharge from inpatient or day case care. Medication must be supplied by the hospital for a **minimum of seven days.**
- For more information on the **Responsibilities of Secondary Care and the providing of medication**, please refer to the following link on our website: [responsibility-prescribing-between-primary-secondary-care-v2.pdf](#)
- Patients can contact their usual pharmacy after 7 working days or come back to the surgery if they wish to collect the prescription directly from the practice.
- **Increases in medication** will need to be authorised by a clinician.
- Although in the majority of cases, changes to medication can be achieved within 2 clear working days, this time frame can vary due to work constraints, such as current demands, stock shortages and other issue. Therefore 2 clear working days are required.
- **Non availability of medication** – unfortunately this is becoming more and more of an issue. As soon as the practice is made aware of medication shortages, the prescribing team contacts the Meds Optimising Team for expected time frames of availability. On receipt of their response, prescribing clerks are still required to consult with a clinician; therefore this can take up to 3 clear working days to process.
- **If a patient advised that they have put in a prescription request but it had not been issued, the prescribing team will action the script under the same basis as an emergency prescription request. A record of this will be recorded on the patient journal.**

### FLU CLINICS

FOR PATIENTS – OVER 65 ONLY FOR ALL ADULTS

Over 18 on 01.09.2019

Saturday 19 October 2019

Saturday 16 November 2019

Appointments will be needed FOR ALL FLU

VACCINATIONS this year