

THE RIVERSIDE PRACTICE

NEWSLETTER

BANK HOLIDAY CLOSURES

The Surgery will be closed on:

FRIDAY 10 APRIL 2020 CLOSED

MONDAY 13 APRIL 2020 CLOSED

CLINICAL CLOSURES

AFTERNOONS

WEDNESDAY 18.03.20

THURSDAY 23.04.20

THURSDAY 21.05.20

The surgery will be closed on the dates above from 13.00

Patient Participation Group:

Did you know that Riverside 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

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:

Over the last few months we have noticed a significant rise in the demand for appointments. For this reason we have been actively recruiting for new clinical staff and following a recruitment drive, we are very pleased to inform you that we have recruited two new ANP's to the team. We would like to say a huge "WELCOME" to Michelle, who joins us on the 03.02.2020 and Richard who will be joining us on the 03.04.2020.

HOW MANY PATIENTS DID NOT ATTEND?

JANUARY 2020

47 patients

did not attend their **GP** appointment

32 patients

did not attend their **Advanced Nurse** appointment

116 patients

did not attend their **Nurse Clinic** appointment

This is a great start to 2020.

We have seen a reduction across all areas in the amount of patients who did not attend for their appointment.

PLEASE LET US KNOW AS SOON AS POSSIBLE IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT.



**Do you want to stop smoking?
Are you struggling to do it on your own?**

Why not book an appointment to see our qualified staff, who can help support you in your quest to stop.

There are many products available to help you.

- Patches
- Chewing gum
- Lozenges
- Nasel spray
- Micro tabs
- Mouth spray
- Champix

Think of all the benefits of quitting.

- The money you will save.
- Reduced risk of heart disease, stroke, vascular disease and respiratory disease.
- Your life expectancy will be greater.
- Fewer infections
- Smoother better skin
- A healthier you

Facts

After 1 hour. Your heart rate will return to normal, and your BP will begin to drop.

After 12 hours. The carbon monoxide levels return to normal, increasing the bodys oxygen levels.

After 1 day. In this short time a person's oxygen levels will have risen, making physical activity and exercise easier to do.

After 2 days. You will notice your sense of smell and tastes have improved.

After 3 days. The nicotine levels are depleted, so you may experience moodiness and irritability.

After 1 month. Your lung function begins to improve and as they heal your lung capacity improves.

After 1–3 months. You're your circulation continues to improve.

After 9 months. The lungs have significantly healed themselves. The delicate, hair-like structures help push mucus out of the lungs and help fight infections.

After one year. Your risk of coronary heart disease decreases by half.

After 5 years. The body has healed itself enough for arteries and bloods vessels to begin to widen again.

NHS App

The new, simple and secure way to access a range of NHS services on your smartphone or tablet.

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

Getting started with the NHS App

[How do I get the NHS App?](#)

The NHS App is free to download from the [App Store](#) and [Google Play](#).

The NHS App can be used by anyone who is registered with a GP surgery in England. If you're aged 13 to 15, you'll need to visit your GP surgery first and request access to the app before you can use it.

NOMINATED PHARMACIES

All patients have the right to have their prescription sent to a pharmacy of their choice, including those who deliver medication.

By requesting this service, it is down to the patient to contact the nominated Pharmacy directly should there be any queries as to when your medication will be delivered.

WEBSITE ADDRESS:

<https://www.riversidepractice.com/>.