

# Riverside Medical Centre

## The Flu Jab, it's not just about you!

Those who catch the flu pass it on to an average of two people putting those most vulnerable at an increased risk including those with long-term health conditions and pregnant



### **Appointments are available to book now.**

We have flu clinic sessions available during the next few weeks so please make an appointment.

You are eligible If you are :

- over 65 years of age;
- Over 18 years of age and have a long term condition such as respiratory and heart conditions
- Similarly children aged six months to two years at risk of flu
- If you are pregnant
- or, if you are an informal carer for someone
- There is also a new criteria this year, patients who are morbidly obese (BMI over 40)

If you are unsure, please contact the Reception. We are sending out invitations to those patients who we have identified as being eligible—but if you feel that you qualify for a flu vaccination, please contact the surgery please don't wait for your invite.

Don't forget that you can get a free flu jab at many of our local pharmacies if you fit the criteria



### **Flu nasal spray**

**vaccination will be offered to:**

Healthy children aged two or three on or before 31/08/2017

Don't forget the clocks go back one hour on October 29th



Autumn  
Newsletter  
October 2017



### **GP Care Wakefield**

GP Care Wakefield is an extended out of hours service owned by all Wakefield GP Practices to cover the entire population of the Wakefield district.

It operates from 6pm-10pm Monday to Friday and 9am-3pm Saturdays, Sundays and Bank Holidays.

Telephones will be automatically diverted during operating hours. Outside of these times please telephone 111 or ring back during normal surgery hours if your need is not urgent.

Following triage of your problem, if deemed appropriate the service will offer you a GP appointment at Trinity Medical Centre or Pontefract General Infirmary.

There needs to be shared consent in place for the service to be able to provide safe care therefore please ensure you give explicit record sharing consent when accepting an appointment with the service. Patients who prefer not to give shared consent cannot access this service.

The service is not available for routine matters such as repeat prescriptions.

### **Routine care by HCA (Health Care Assistant)/Nurse**

In addition to the above during 6pm-8pm Monday to Friday and 9am-1pm Saturdays, Sundays and Bank Holidays patients can be seen for routine annual reviews of Heart Disease, Diabetes, COPD, Asthma and Stroke but only if you are well controlled and your condition is stable. Other routine nurse care includes:

- Blood tests
- Routine ECG (not chest pain)
- Spirometry
- Review of contraception pill
- Repeat depo injection
- Smears
- B12 injection
- Removal of sutures and clips

For more information please ask at reception

# Staff News

The Practice is a Training Practice in the local area and we are pleased to welcome our new GP Registrar.

Dr Danny Pandor is undertaking his first post of GP training and will be here until February 2018

We are delighted to welcome Lynn & Zoe to our Reception Team.



## On-Line services

Patients are able to pre-book appointments on-line at the surgery using our On-Line Access service. This service has been available for some time but only 29% of our patients have registered for the service.

You can also order your repeat prescription quickly and easily through the same system.

The system allows you to access your coded medical records.

In order to use our on-line services, patients need to register for access. A username and password will be generated by our reception staff—pick up an information leaflet and registration form from Reception.

The on-line service is accessed via our website—[www.riversidemedicalcentre.co.uk](http://www.riversidemedicalcentre.co.uk)

## Long Term Conditions-Care Planning

If you have a long term condition it is important you have regularly review appointments with our practice nurses. They will also be able to give you a personal care plan relating to your long term condition. If you haven't seen the nurse in a while and want to make an appointment please contact the surgery.

Next Newsletter will be published in January 2018

## Staff Training Days

The surgery will be closed for staff training on the following dates: from 12 noon:

**Weds 15th November**

If you need assistance when we are closed please ring the surgery number

01977 554831 and follow the instructions.

Or ring NHS 111 is available 24 hours per day for help and advice with health concerns.

## Zero Tolerance to Abusive Behaviour

**Our job is difficult enough without**



**having to deal with verbal or physical abuse. We aim to treat all our patients with care & courtesy at all times. We expect patients to treat our staff the same way—patients who are abusive will be removed from our Practice.**

## Patient Representation Group

**Our Patient Representation Group meets every 2-3 months**

**We meet at the Practice and we welcome new members.**

**Next meeting : January 18th at 2pm.**

