

RIVERSIDE SURGERY



Newsletter May 2021

How to access appointments

Due to increased workload pressures, our doctors have made a few changes to the appointment book and our triage system and want to let you know the best ways to access advice:

GP or other clinician appointment:

(1) eConsult

We are still using eConsult; this is a useful way to let your doctor know a lot of information about your problem in a timely manner.

You can access eConsult from the Home page of our website Monday-Friday from 8am-6.30pm and will receive a response to your problem within 2 working days.

Responses can be one of the following:

- Phone call appointment with a GP (this may be arranged by text so please keep your mobile phone handy; or by Reception calling your landline – please put the most appropriate contact number on the eConsult)
- A text with links to relevant information
- A text request or call from Reception - for you to book in for tests directly with follow up phone call as needed e.g. blood tests, urine sample, ECG etc.
- An appointment with our Nurse
- An appointment with our Clinical Pharmacist
- Redirection to another provider –such as a pharmacist or Walk-In Centre
- Face to face appointment with a GP if necessary and COVID precautions taken

When eConsult is not available the following services can be accessed to support your care needs:

- NHS111
- Local community pharmacies
- Urgent Treatment Centre
- In the event of an emergency, your local Accident & Emergency unit

(2) If you have difficulty accessing eConsult then call reception.

Our reception team can organise an initial GP telephone consultation appointment. If the problem is routine, then we will try and book you in as soon as possible but at busy times this may be up to 2 weeks.

For urgent appointments - on the same day - our reception will need to ask you some information to help prioritise your care. For some urgent problems we are working with our Partners in the PCN (Primary Care Network) and you may be assessed by any clinician in this team.

If you have trouble attaching photos to E-consult you can email them to us on our secure surgery email address wiccg.gatekeeper-n85016@nhs.net

(3) If you have a routine follow up due, you can ring reception and discuss the most appropriate way for you to be assessed.

(4) Please consider self-care in the first instance for minor issues such as a sore throat or sickness. For most minor ailments you can contact a pharmacy for advice and then let us know if the problem gets worse or does not get better after a few days.

Nurse appointments and Phlebotomy appointments:

For all Practice Nurse or blood test appointments, please phone Reception to book in.

If you need to get in touch with us

You can email queries to us at wiccg.gatekeeper-n85016@nhs.net

Please do not use our general email anymore to send health queries – this is only for prescriptions. Please use the above methods to contact your GP/ Health Care Professional.

For prescription requests, the preferred method is to order online via Patient Access or the NHS app, via the website or you can email your request to us at :
riversidesurgery.birkenhead@nhs.net

Prescriptions take 2 working days to process so please order in plenty of time.

Covid-19 vaccines

We have been very busy since December vaccinating our patients against Covid-19 with many 2nd doses completed. If you require proof of your vaccination status you will need to download the NHS app. Your vaccines should appear in the GP health record section but there can be a delay of up to 5 days after having your vaccine for this to appear.

If you cannot download the app or if you have any problems with it, you can call 119 for help. Please do not call the surgery for proof of your vaccination status.

If you have any queries about the Covid-19 vaccine you can contact us by emailing wiccg.gatekeeper-n85016@nhs.net and we will get back to you.

Our wider surgery team

We are proud to be part of the Brighter Birkenhead Primary Care Network. This is a group of 7 local surgeries (Riverside Surgery, Devaney Medical Centre, Paxton Medical Centre,

Hamilton Medical Centre, Whetstone Medical Centre, St Catherine's Surgery and the Villa Medical Centre).

Being part of a Primary Care Network means our patients have access to additional roles which we work in partnership with as part of our team. This can include:

- GP Clinical Pharmacy Team: For medication queries and medication reviews
- Cancer Care Coordinator: Jenny Owen can give practical advice and support to anyone diagnosed with cancer
- Wellbeing Practitioner: Vicky Sambrook can give advice on benefits, local services and support to anyone with various issues such as loneliness and bereavement
- Health Coach: Victoria Fisher can give diet and exercise advice to help you get more active and achieve a healthier lifestyle
- Mental Health Care Coordinator: Sam Morgan can give advice and support to those with mental health conditions

We thank you for your cooperation.