



# Riverside Surgery



INVESTOR IN PEOPLE

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## Welcome to Riverside Surgery - your partner for a healthier future.

Riverside Surgery Medical Practice was established in Rock Ferry over fifty years ago. Over the years, the Practice has evolved, keeping pace with medical advances and outgrowing the original premises. Today, we are a two-doctor partnership plus three salaried GP's, offering a full range of general medical services based on modern family practice, at the same time, retaining many of qualities of traditional General Practice appreciated by patients. Great continuity of patient care is provided by a settled partnership of doctors. The Practice covers a large geographical area of East Wirral.

### Premises

Our purpose built premises, on the original site, were further improved in September 2011, allowing us to expand the range of services available to our patients. All direct patient services are situated on the ground floor.

The premises are fully accessible to people with disabilities. There are two designated disabled parking bays close to the entrance of the building.

### Parking

There is a car park at the side of the Surgery and there is street parking to be found opposite should the car park on occasion be full.

## Opening Hours

### Monday - Friday

Telephone lines: 8.00 a.m. - 1.00 p.m. and 2.30 p.m. - 6.30 p.m.  
Doors open: 8.00 a.m. - 6.30 p.m. except Wednesday.  
8.00 a.m. – 8.00 p.m. Wednesday

### Saturday Mornings

CLOSED

### Sunday

CLOSED

## Appointments & Home Visits

Appointments can be booked using the 'e-Consult with my doctor online' link via our website. <https://riversidesurgerywirral.webgp.com>

You can pre-book an appointment with the Practice Nurses up to six weeks in advance by telephone (0151 645 3464). Nurses' appointments must be pre-booked.

The Receptionist will ask you for a brief description of the reason for your consultation. The Receptionist will make the appointment with the most appropriate health professional (GP, Nurse Practitioner or Practice Nurse) and ensure that you get the best possible service.

## Home Visits

Please telephone before 10.00 a.m. Monday to Friday for a home visit for housebound patients and the seriously ill.

## Prescriptions

You can order your repeat medication in the following ways:

- via our website: <https://riversidesurgerywirral.nhs.uk>
- by email: [riversidesurgery.birkenhead@nhs.net](mailto:riversidesurgery.birkenhead@nhs.net)
- you can also order your repeat prescription online through 'Patient Access' or the 'myGP' app– ask at Reception for further information and logon details (patient ID is required).

Repeat prescriptions cannot be taken over the telephone. A routine repeat prescription will take 48 hours to process before collection.

When requesting a prescription that is not a repeat prescription patients need to ensure that they explain why they are requesting it otherwise it will be rejected by the GP. These will be ready within 48 hours.

Please provide a urine sample for urinary symptoms before 1.00 p.m.

### Electronic Prescription Service Prescription Service

You can now sign up with your local pharmacy to this new service. Your repeat prescriptions can be electronically sent through to your nominated Pharmacy, with no need to call at the Surgery to pick up your paper prescription.

Rowlands Pharmacy is attached to our premises. Their telephone number is: 0151 645 3131.

## **Changes to your medication**

From time to time your medication may change:

- from a tablet to capsule or vice versa
- from one brand to another
- another equivalent medication.

Your doctor will only do this if the new medication is as good as or better at treating your condition.

If you have any queries about these changes to your medication please speak to a member of staff at the practice or if you prefer your local pharmacist. Making such changes helps to ensure that every penny spent on your local NHS is spent wisely.

This Practice participates in the Wirral Prescribing Incentive Scheme. This scheme aims to increase the quality and cost effectiveness of prescribing.

### **Practice Staff**

#### **Administration Team**

Kerrie Draco  
Practice Business Manager

Emma Bradburn  
Deputy Practice Manager

Barbara Hall  
Office Manager

Reception / Administration / Secretarial staff

#### **Nursing Team**

Nurse Practitioner Jenifer Lewis  
Independent Nurse Prescriber - RGN, Dip HE

Nurse Lucy Morris  
RGN

Carly Sweeney  
Health Care Assistant

Julie Marshallsay  
Phlebotomist

#### **Other Clinical Personnel**

We are a teaching Practice. Foundation Year Two (FY2) doctors work at the Surgery. We teach second, third, fourth and fifth year Medical Students from the University of Liverpool and the University of Chester who may be present in a consultation. If you do not wish them to be present please tell Reception.

## Specialist Clinics

Riverside Surgery holds the following specialist clinics:

- Community Midwife (Wednesday)
- Cryocautery (wart removal)
- Dementia Screening
- Minor Surgery
- Osteoporosis Screening

Practice Nurse Clinics include:

- Anticoagulant Monitoring
- Asthma Monitoring
- Child Immunisations (Tuesday afternoon)
- Chronic Lung Disease Monitoring
- Diabetic Clinic
- Family Planning (preconception and sterilisation advice)
- Hypertension (high blood pressure)
- Kidney Disease Monitoring
- Routine health checks every three years for patients over 16
- Screening for cardiovascular disease for patients between 40-75 years old
- Screening for diabetes for patients between 50-70 years old
- Travel Vaccinations
- Weight Management
- Well Woman Screening (cervical smears, breast examinations)

## Out of Hours Service

If you need advice from a doctor between the hours of 6.30 p.m. and 8.00 a.m., please contact the **GP Out of Hours Service** by dialing 111.

## Walk In Centres

In order to ensure that emergency services are able to deal with the most urgent cases, the NHS is advising people with non-emergency illness or injuries to go to **Eastham Walk-in Centre, Victoria Central Health Centre in Wallasey** and the **All Day Health Centre at Arrowe Park** or GP practice based minor illness and injury services (Birkenhead Medical Building, Gladstone Medical Centre and Moreton Health Clinic) and to avoid A&E unless it is a genuine emergency.

For details and opening hours visit Wirral Community Trust's website. If you are not sure what to do, please contact NHS 111 by dialing 111.

## Other Services

**District Nurses and Health Visitors** - Attached teams care for the housebound and the under 5s. District Nurses can be contacted on 0151 645 9646. Health Visitors can be contacted on 0151 514 0219.

**Midwives** - The Riverside team of Midwives is based at Arrowe Park hospital and attends the Practice for surgeries once a week. They can be contacted on telephone number 0151 604 7682.