INVESTOR IN PEOPLE

Armed Forces veteran friendly
accredited GP practice

Riverside Surgery

525 New Chester Road
Rock Ferry
Wirral
CH42 2AG

Tel: 0151 645 3464

Email: cmicb-wi.gatekeeper-n85016@nhs.net
Website: https://riversidesurgerywirral.nhs.uk/



Dr Kieran Grey	MBChB (Hons), MRCGP
Dr Sam Lodge	MBChB, MRCGP, DRCOG, DFFP
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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 four 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 to the lefthand side of the Surgery.

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.

Saturday Mornings
CLOSED

Sunday
CLOSED

Appointments & Home Visits

Appointments can be booked using the 'PATCHS' link via our website. https://riversidesurgerywirral.nhs.uk/

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 - Click on the '**Order your repeat medication**' blue button on the website to complete the repeat medication form.
- by email: riversidesurgery.birkenhead@nhs.net
- you can also order your repeat prescription online through the **NHS app** or **Patient Access** 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 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.

NHS App

You can use the NHS App wherever you are, at any time of the day or night. You can use it to access a range of NHS services. The NHS App will not replace existing services. You can still contact your GP surgery in the usual ways if you prefer. For example, by visiting or telephoning your practice.

Use the app to:

- view and cancel appointments at your GP surgery
- view your record - access your GP medical record
- securely order repeat prescriptions
- see your available medicines and place an order
- check your symptoms - find trusted NHS information on hundreds of conditions and treatments and get instant advice
- register your organ donation decision - choose to donate some or all of your organs and check your registered decision
- find out how the NHS uses your data - choose if data from your health records can be shared for research and planning

The NHS App is available on iOS and Android:

GET IT ON Google Play Download on the App Store

You can also use the NHS website.

To use the NHS App, you must be aged 13 or over and registered with a GP surgery in England.



Practice Staff

Administration Team

Practice Business Manager	Mrs Kerrie Draco
Deputy Practice Manager	Mrs Emma Wiggins
Reception Office Managers	Mrs Barbara Hall / Mrs Jacey Blackwell

Reception / Administration / Secretarial staff

Nursing Team

ANP	Jenny Lewis
RGN	Anna Kirke
Health Care Assistant	Carly Sweeney
Phlebotomist	Julie Marshallsay

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.



Armed Forces veteran friendly accredited GP practice

We are an **Armed Forces veteran friendly accredited GP practice.**

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-Forces, please let the Surgery know to help ensure you are getting the best possible care.

Specialist Clinics

Riverside Surgery holds the following specialist clinics:

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

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
- 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.