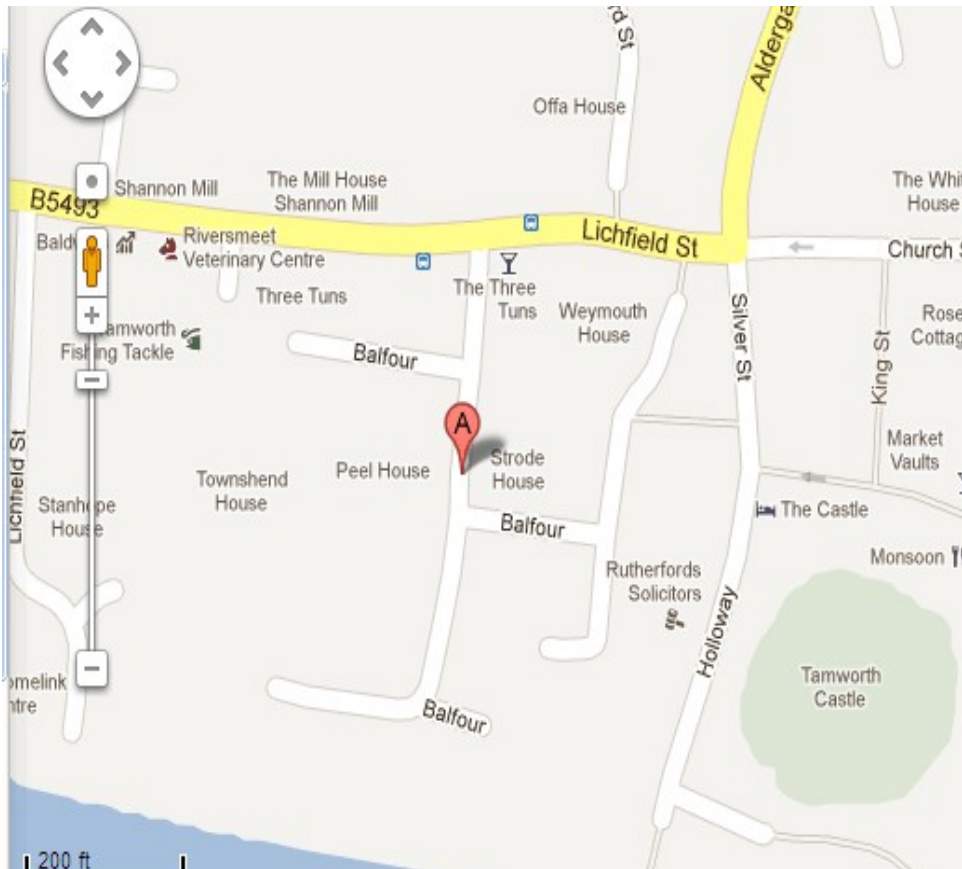


# USEFUL TELEPHONE NUMBERS

## OUT-OF-HOURS

JUST For ADVICE      *Dial 111*  
ROUTINE PROBLEMS      *Dial 111*  
FOUR EMERGENCY:      *Dial 999*  
SURGERY TEL:      *01827 666 76*



# Riverside Surgery Tamworth



41-42 Balfour  
Tamworth  
Staffordshire  
B79 7BH

Telephone: 01827 66676  
Fax: 01827 313095  
Email: [riverside.surgery@nhs.net](mailto:riverside.surgery@nhs.net)

# Welcome to Riverside Surgery Tamworth

Riverside Surgery Tamworth is a family friendly surgery.  
We pride ourselves in the individualised care we provide

Our team includes a highly qualified and experienced GP and practice nurses supported by a team of experienced and friendly Admin and reception staffs.

As a **GMS Practice**, we offer full range of general practice services. We provide individually focused and personalised care. We manage all the chronic diseases (Diabetes, Asthma and COPD, Hypertension and Heart disease) with the support from our local friendly consultants. We provide in-house minor surgery for various skin problems.

We promise to provide our services promptly, courteously and with strict confidentiality. This leaflet provides information about our practice.

## HOW TO REGISTER

***We are always registering new patients.*** We welcome you to register with us. The process is simple; pick up registration form at our reception, fill it as much as you can and book appointment for a new patient check. Bring a list of your medications (if you are on any).

## REGULAR PERSONNEL

**GP:** Dr Olajide Ijaola (Male) MBChB, MRCP (UK), DRCOG (UK)

**Practice Nurses:** Mrs Deborah Woodward (RGN) BSc (Hons)  
Mrs Sue Lynch (RGN).

**Admin / Reception:** Mrs Deborah Fletcher  
Mrs Jean Houlston  
Mrs Deborah Houlston

We have a high level of dedicated support staff from other NHS Community services including Practice Pharmacist, District Nurses, Midwives, Health Visitors and many others. Please ask for details.

## COMPLAINTS PROCEDURE

**Our philosophy is constructive criticism & complaints can help to improve services. If you are not happy with the care or treatment you have received, you have a right to complain. If you feel you need to complain, please see the Practice Manager for details or write to her. This does not affect your right to approach your local Healthcare Trust. This surgery is part of**

**SOUTH EAST STAFFORDSHIRE AND SEISDON PENINSULA NHS  
CARE COMMISSIONING GROUP (CCG)**

**Ask at the surgery reception for our complaints  
or compliments procedure**



# Specialist Clinics

We encourage patients to use the wide range of Health Promotion Services that we provide or support, including:

Well Person Service (Prostate, Bowel & Aneurysm Screening)  
All Childhood Immunisations  
Adult Immunisation  
Travel Advice and Immunisations  
Routine medicine reviews  
Diabetes Clinics  
Hypertension  
Heart Disease  
Asthma & COPD Clinics  
Smoking Intervention  
Cervical Smears  
Family Planning and Contraception  
Pregnancy Care / Immunisation & supports  
Elderly Patient Screening  
(List not exhaustive)







## Disabled Patients



**Riverside Surgery provides access/toilet facilities for our disabled patients.**

### How you can help us to help you:

-  **Be on time for your appointment**
-  **Tell us if you need to cancel or rearrange you appointment**
-  **Call for a home visit before 10.00am**
-  **Ring for prescriptions and test results after 11.00am**  
**If you have not heard about your test results after 2-4 weeks, please phone the surgery to ask.**

## Reception Team

We have a team of experienced receptionists. When telephoning for medical attention the receptionist may ask for a few details. They have been trained to obtain appropriate information only. They are always ready to help. Their job can sometimes be very busy. To help them, please be patient and courteous.

## Prescriptions

We usually require **48 hour** notice for repeat prescriptions.

### **How to process your repeat prescriptions are**

- 1) Drop repeat prescription slip in surgery & collect signed copy in 48 hrs
- 2) Make arrangement through a pharmacist to process your repeat script  
Many local pharmacies are very happy to do this. They will also deliver the medication direct to your home
- 3) Send in your self addressed (+ stamp) envelope and the prescription will be posted back to you.

We **DO NOT** accept telephone orders for repeat prescriptions.

Housebound or chronically ill patient may ring (**after** 11.00am please) for repeat prescription issues

## Home Visits

Our doctor typically sees four patients in the practice in the time it takes to do a single home visit. So we ask people to come to surgery unless impossible

Doctor will visit home bound patients & others only when necessary.

Please phone before 10.00am to arrange the visit. Please let the receptionists know if the condition is urgent. Please give the receptionist as much information as possible to enable the doctor to plan his moves.

## When surgery is closed (Evenings & Weekends)

Riverside Surgery offers full GMS (General Medical Services). Please call

**01827 66676 (the surgery Telephone) or 111)**

When the surgery is closed for urgent advice and treatment

You will be put through to our Out-of-Hour service.

## Appointments

Please ring the surgery on **01827 66676** to book an appointment. **Urgent cases** are usually seen the same day. If your condition is **non-urgent**, you can expect to see the GP within two working days, if you do not require an appointment within two working days you are able to book up to 6 weeks in advance if this is more convenient for you. You will not be able to see the doctor or the nurse **without** a booked appointment.

### Surgery Opening Times

Monday	Tuesday	Wednesday	Thursday	Friday
8.00 - 6.00PM Lunch break (1 - 2 PM)	8.00 - 6.00PM Lunch break (1-2.00 PM)	8.00 - 6.00PM Lunch break (1-2.00 PM)	8.00 - 2.00PM	8.00 - 6.00PM Lunch break (1-2.00 PM) 6:30-7:30 (for pre-booked late evening surgery only)

### Booked Consultation Times—Doctor

Monday	Tuesday	Wednesday	Thursday	Friday
9.00 - 11.30 AM 3.00 - 5.00 PM Dr on call till 6:30	9.00 - 11.30 AM 3.00 - 5.00 PM Dr on call till 6:30	9.00 - 11.30 AM 3.00 - 5.00 PM Dr on call till 6:30	9.00 -11.30 AM Closes 2.00 PM Dr on call till 6:30	9.00am-11.30am 3.00pm-5.00pm Dr's Late evening surgery 6.30 - 7.30 PM

### Booked Consultation Times—Practice Nurses

Monday	Tuesday	Wednesday	Thursday	Friday
9.00am-1.00pm	2.00pm-6.00pm	9.00am-1.00pm & 2.00pm-6.00pm		2.00pm – 6.00pm

## Patient Responsibility & Obligations



We try to provide a high standard of care and service to all of our patients and are continually striving to improve our service. We appreciate helpful suggestions and your advice. A suggestions box is located in the entrance to the surgery.

Please notify the surgery as soon as you are aware you cannot attend an appointment or you need to cancel or re-arrange. Such slots can be useful to other patients. If the doctor or nurse has asked you to return for another appointment, please it as soon as possible (e.g. before you leave)

**Please note that an appointment slot is for ONE person only. Asking for information about relatives causes delay**

### Patient Confidentiality

We respect your right to privacy and shall keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those who may need to treat you can up-to-date information about your health.

Information about you may be made available (Securely on line and available **ONLY** to those involved in your care and **ONLY THOSE WHO NEED TO KNOW**.)

Please respect other patient's space (especially at the reception). You will never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. It is your right to ask us not to give out any information about you to any particular individual if you choose to.

### OUR STATEMENT ABOUT VIOLENCE — ZERO TOLERANCE

Our practice disallows aggressive behaviours (personal abuse and / or insulting comments, cursing, swearing, physical and / or aggressive gestures).

Our practice will request the removal from our list any person who is aggressive or abusive towards any member of staff or another patient or who damages any property. All instances of actual physical abuse will be reported to the police.