

## USEFUL TELEPHONE NUMBERS

NHS DIRECT: 0845 46 47

OUT OF HOURS: 0300 7900 247

OR DIAL 111.

FOR ALL EMERGENCIES PLEASE DIAL  
999



# 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

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

Our team includes a highly qualified and experienced GP and Nurse Practitioner supported by a team of very experienced and friendly Admin and reception staff.

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 and refer when necessary.

We promise to provide our services promptly, courteously and with strict confidentiality. Please help us here, especially at the reception. This leaflet provides only basic general information about how our practice operates and how to access them.

### HOW TO REGISTER

***We are currently accepting new patients.*** The registration process is simple; you can register through the NHS app or on our website. We also do a paper copy of the forms if you are unable to use the internet.

### REGULAR PERSONNEL

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

**Practice Nurse: Mrs Deborah Woodward (RGN)**

**Admin / Reception: Mrs Deborah Fletcher (Practice Manager)  
Miss Tina Garner (Practice Secretary)  
Susan and Holly (Practice Receptionists)**

We have a high level of dedicated support staff from other NHS Community services including Practice Pharmacist, very experienced & friendly 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 (ICB)**



### Online Services

The surgery offers patients the opportunity to register for our online services, you can book appointments, order prescriptions and change your address and contact details through our website and the NHS App.

Riversidesurgerytamworth.co.uk

Please ask at Reception for details.



# Specialist Clinics

We encourage patients to use the wide range of Health Promotion Clinics we run, including:



Immunisations and Baby Clinics  
Diabetes Clinics  
Hypertension  
Heart Disease  
Travel Advice and Vaccines  
Cervical Smears  
Family Planning and Contraception  
Elderly Patient Screening  
Asthma Clinics  
Smoking Intervention



## Disabled Patients

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



## Friends and Family Questionnaire

Please complete our questionnaire following your appointment, you will receive a text message with the link or it is available through our website.

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



**Be on time for your appointment**  
**Tell us if you need to cancel or rearrange your appointment**  
**Call for a home visit before 10.00am**  
**Ring for prescriptions and test results after 2pm**  
**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 Reception and admin staff. 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 require 48 hours notice for repeat prescriptions.



### How to process your repeat prescriptions:

- 1) Bring your repeat prescription slip in to the surgery
- 2) Make arrangements for a pharmacy to process your repeat prescription for you; they can also deliver the medication direct to your home if needed.
- 3) Send in your stamped self-addressed envelope and the prescription will be posted back to you.
- 4) Register for the NHS App

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

Housebound or chronically ill patients may ring (after 2.00pm) 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. We ask people to come to surgery unless absolutely impossible.

Doctor will visit housebound patients & others only when necessary.

Please phone before 11.00am 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 weeks.

We also offer telephone appointments, these are not timed and can be anytime on your appointment day. Please notify reception if you there are any times you are not available.

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 - 6.30PM  Lunch break (1 – 2.00 PM)	8.00 - 6.30PM  Lunch break (1-2.00 PM)	7.00 - 6.30PM  Lunch break (1-2.00 PM)	8.00 –6.30PM  Lunch break (1-2.00pm)	8.00 - 6.30PM  Lunch break (1-2.00 PM)

### Booked Consultation Times—Doctor

Monday	Tuesday	Wednesday	Thursday	Friday
10.30 – 11.45AM 3.00 – 4.15 PM Telephone/Online consultations throughout the day	10.30 – 11.45AM 3.00 – 4.15 PM Telephone/Online consultations throughout the day	10.30 – 11.45AM 3.00 – 4.15 PM Telephone/ Online consultations throughout the day	Telephone/Online consultations throughout the day	10.30-11.45am 3.00pm-4.15pm Telephone/Online consultations throughout the day

### Booked Consultation Times—Practice Nurses

Monday	Tuesday	Wednesday	Thursday	Friday
9.00am-11.00am		9.00am – 1.00pm	9.00am-1.00pm 2.00pm – 5.00pm (pre-arranged annual reviews)	9.00am -11.00am

## 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.

Please notify the surgery as soon as you are aware you cannot attend an appointment so that we can allocate it to another patient. If the doctor or nurse has asked you to return for another appointment, please book 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 access up-to-date information about your health.

Please read our patient privacy notice which is available in the surgery or on our website.

Information about you may be made available (Securely online and available **ONLY** to those involved in your care).

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.