

The Riverside Partnership

Riverside Retford

Riverside Walk
Retford
Nottinghamshire
DN22 6FB

Telephone: 01777 713330
www.riversidehealth.co.uk

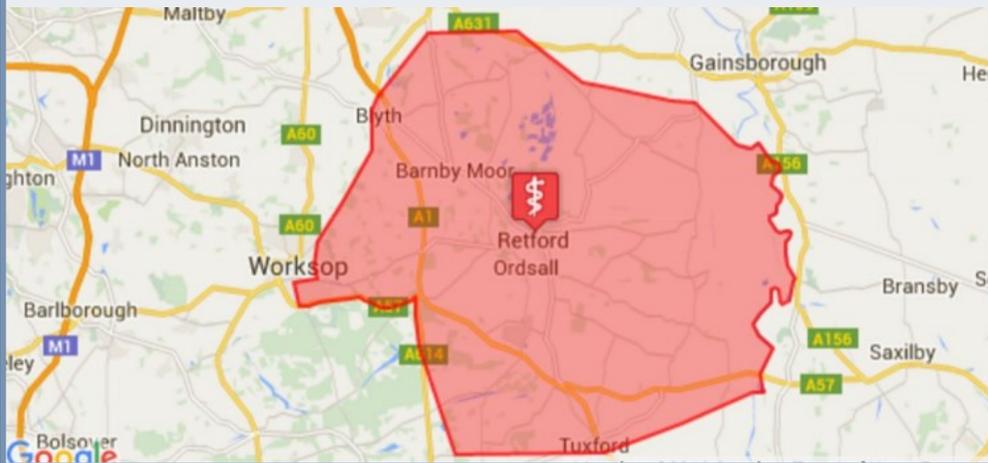
Riverside Harworth

Harworth Primary Care Centre
Scrooby Road, Harworth,
Doncaster
DN11 8JT

Telephone: 01302 741840
www.riversidehealth.co.uk

Our Practice Area

Our practice boundary includes the following communities in addition to the town of Retford.



RIVERSIDE HEALTH CENTRE Patient Information Booklet



Retford Opening Hours

Monday: 08:00 - 20:00*
Tuesday: 07:30 - 18:30
Wednesday: 07:30 - 18:30
Thursday: 08:00 - 20:00*
Friday: 08:00 - 18:30

Harworth Opening Hours

Monday: 08:00 - 18:30
Tuesday: 08:00 - 18:30
Wednesday: 08:00 - 18:30
Thursday: 08:00 - 12:30
Friday: 07:30 - 18:30

*6:30pm to 08:00pm for Pre-booked routine appointments only.
There is no telephone service at this time.

Welcome

Riverside Health Centre serves the North Nottinghamshire market-town of Retford as well as surrounding villages.

We are an established, well-respected, progressive and popular 8 doctor practice with 6 male doctors and 2 female doctors. We are also a training practice. We offer a full general practice service and run specialist clinics for diabetes, CHD, hypertension and asthma sufferers.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

If you live in our practice area and would like to register with us, please complete one of our registration forms (available from reception). You will also be asked to complete a questionnaire so that, if you need to be seen before your medical records are received, the doctor has some information about your medical history.

All our new patients are offered a new patient medical appointment with the nurse for a health check.

PLEASE treat our staff with courtesy and respect. If a patient is violent or abusive, we can exercise our right to remove them from the practice list.

**Regards,
Emma James
Practice Manager**



Named GP

Riverside Health Centre assigns each patient a usual GP. At Riverside, we believe continuity of care plays an important part of the services we deliver. Having a usual GP does not affect your right to see any doctor of your choice, subject to appointment availability. This will not change the way you receive care from Riverside Health Centre.

Help us Help You

We need the help of all our patients in order for the surgery to run smoothly

You can help us in the following ways:

- **DO** get to the surgery on time for your appointment.
- **DO** let us know if you are going to be late for an appointment - we might have to rebook the appointment if the doctor or nurse cannot accommodate you at a later time.
- **DO** give us plenty of notice to cancel your appointment if you cannot attend.
- **DO** try to get the surgery to see a doctor rather than asking for a home visit.
- **DO** phone early for urgent on the day appointments as these are limited.

Comments, Suggestions & Problems

We welcome feedback from all our patients and understand at times you may feel the need to comment or complain. We do try to resolve any issue at the time however if you do feel the need to take further action there is a comments and complaints policy/leaflet available in reception which will guide you on the process. Our staff are always willing to help and will answer any queries too.

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Our Doctors

Dr. Michael T H Ho (Male - Riverside Partner) Bmed.Sci (Hons), BM, BS

Dr. Ho has been with Riverside for 19 years. He is the Medical Director for Bassetlaw Hospice. He offers a full general practice service and has developed a specialist interest in Coronary Heart Disease and ENT.

Dr. Daniel Garcia - Novoa (Male - Riverside Partner) LMS

Dr Novoa joined the practice in February 2004. He provides a full general practice service to his patients and he is qualified as a GpWSI in Drug Misuse and is the Practice's Child Protection Lead.

Dr. Kartik Gopidas (Male - Riverside Partner) MRCP, DFFP

Dr Gopidas joined the practice in April 2008. He provides full general practice services and has a specialist interest in Diabetes.

Dr. Eric Kelly (Male - Riverside Partner) MRCP, BSC (Hons) MBChB (Hons)

Dr. Kelly joined the practice in June 2017, he provides full general practice services and specialises in dermatology, minor surgery, cryotherapy, and paediatrics. He is also Chair of Bassetlaw CCG.

Dr. Helen Kirby-Blount (Female - Salaried GP) MBChB, DRCOG, MRCP

Dr Kirby first joined the practice as a registrar in 2011. She began working at the practice as a salaried GP in 2015. She is the clinical lead for learning disabilities and she is currently involved in writing revision guides for GP Trainees to help them pass their clinical exams.

Dr. Polly Backhouse (Female - Salaried GP) MBBS, MRCP

Dr. Polly Backhouse joined the practice in January 2017 having relocated from the Northeast. She is the Learning Disability Lead for the practice, and offers a full general practice service.

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Dr Leke Asong (Male - Salaried GP) MD, MRCGP

Dr Asong joined the practice in April 2017. He uses a wholistic approach to health, with focus on diet and lifestyle intervention. He has a special interest in nutrition, diabetes, gastrointestinal and musculoskeletal disorders.

Mrs Patricia Jarvis (Female - Advanced Nurse Practitioner)

Patricia Jarvis joined the practice in February 2015. She provides reviews for acute and minor illnesses on a daily basis. She has a special interest in respiratory care and holds a clinic once a week for diagnosing respiratory conditions and optimising inhaled treatment.

Mrs Karen Marriot (Female - Advanced Nurse Practitioner)

Karen joined the practice in July 2016. She provides reviews for acute and minor illnesses on a daily basis. She has a special interest in diabetes and cardiology.



Our Registrars

We are a training practice. The practice trains qualified doctors on their way to becoming future general practitioners, and provide a wealth of expertise and information to support trainees.

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Dr. Virk (Male)

Dr. Virk joined us in August 2017 and will be with us until July 2018 to complete his final year of training.

Chaperone

If the doctor or nurse considers it appropriate, you will be offered the presence of chaperone during your consultation, or you may request one. Alternatively, you may prefer to bring a friend or relative with you to your appointment.

Carers

Please let us know if you care for a person who is elderly or disabled, or if you are a patient with a carer. We have a carers policy and it would be helpful if we could record the information on your record.

Access to Records

You have a right to know what information we hold about you. If you would like to see your records, please speak to a member of reception.

An administration fee may be charged and any photocopies of records will also incur a charge. Patients who are signed up for Online Services, can also view their Detailed Coded Record online.

Patient Group

Take a healthy interest in your local medical service by volunteering to join our GP Patient Participation Group. Have a say in how your GP practice runs and make a difference in the NHS and to the quality of life of everyone in your local community.

Please contact the surgery for further information.

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Ordering Repeat Medication

By nominating a pharmacy for your prescription to go electronically, known as EPS, could speed up the process. Repeat medication can be ordered:

Via Patient Online Services

Drop box in Reception for Repeat Medication slips

By phone by pressing option 3 - this is a voicemail service and you will be prompted what details to leave.

Via a Pharmacy who will request on your behalf

Repeat prescriptions will be available to collect within 2 working days.

Evenings & Weekends

If you are in need of medical care when the surgery is closed, please call the NHS 111 service. Medical advice and assistance is available 24 hours a day.

You can also call John Coupland Hospital, who will be able to make you an appointment:

**John Coupland Hospital, Ropery Road, Gainsborough
Lincolnshire, DN21 2TJ**

Alzheimer's Society - **01909 730886**

Befriending Scheme - **01777 871482**

Bereavement Care - **01909 502779**

Carer's Federation - **01159 629 310**

Family Planning - **01909 506418**

POhWER - **0300 4562370**

Single Point of Access - **01777 274422**

Social Service - **08449 808080**

Stop Smoking Service - **08008 006565**

Talkzone - **01909 479191**

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Our Nurses

Our highly qualified nurses deal with a range of conditions and health concerns.

They examine patients, make a diagnosis and plan care. They are experts in many areas of disease management such as diabetes, coronary heart disease and asthma

Sue Jackson (RGN, Nurse Prescriber)

Sue is a specialist nurse in the treatment of diabetes and coronary heart disease, general treatment room and vaccinations.

Mandy Utley (RGN)

Mandy specialises in diabetes, asthma, ear care and general treatment room.

Sarah Holt

Sarah focuses on wound care, general treatment room and holds clinics for Hypertension and CKD.

Ditta Hopkinson-Keizer (RGN)

Ditta is an experienced A&E nurse, providing general treatment room checks.

Jayne Lindsay (RGN)

Jayne joined the practice in August 2017 and has been qualified for 9 years and carries out many activities within her role including vaccinations, childhood immunisations, travel clinics, wound care and chronic disease reviews.

Andrea Duddles (HCA, NVQ Level 3 Health Care)

Health Care Support Worker duties include phlebotomy, INR testing, blood pressure checks, ECG's, dressings, flu/pneumococcal vaccinations and Healthy Heart Checks.

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Viki Tomlinson (HCA)

Viki's health care assistant duties involve phlebotomy, blood pressure checks, ECG's, biometric measurements for chronic disease reviews, flu vaccinations and healthy heart checks.

Leanne Whitehead (HCA)

Leanne joined Riverside in April 2017, she specialises in Spirometry, phlebotomy and conducting health checks.



Appointments

Appointments can be booked online, in person or over the phone. We offer urgent, on the day appointments with our Duty Doctor for that day and routine appointments for all non urgent requests. We recommend you try to book all routine appointments with your regular GP, this supports continuity of care and will help with managing any on going problems.

We appreciate this isn't always possible due to appointment availability. When booking appointments you will be asked to give a brief outline of the reason the appointment is being requested.

Home Visits

Home Visits are reserved for the following groups of patients:

- Terminally ill
- Housebound
- Patients who are severely ill in bed

Please request visits before 11am whenever possible as this allows the Duty Doctor to assess the request for necessity and urgency so that it can be appropriately managed. In some situations the Duty Doctor may arrange assessment by another member of the community team (District nurse / neighbourhood team)

Text Message Reminders

A text message would be sent to you on the day you book an appointment to confirm the details, and another message will be sent two days before your appointment as a reminder.

If you would like to receive this service then please let us know. We may also use text messaging if we need to make contact with you. We will use text messages to cancel or re-arrange your appointment or to ask you to give us a call at your convenience.