



# **Riverport Medical Practice**

*Providing NHS services*

## **St Ives**

**Constable Road, St Ives PE27 3ER**

## **Somersham**

**2c Parkhall Road, Somersham PE28 3EU**

## **Fenstanton**

**7e High Street, Fenstanton PE28 9LQ**

**01480 466611**

**[riverport.medicalpractice@nhs.net](mailto:riverport.medicalpractice@nhs.net)**

**[www.riverportmedicalpractice.nhs.uk](http://www.riverportmedicalpractice.nhs.uk)**

# Welcome to Riverport Medical Practice

## Opening Times

Monday	8 am – 6 pm
Tuesday	8 am – 6 pm
Wednesday	8 am – 6 pm
Thursday	8 am – 6 pm
Friday	8 am – 6 pm
Weekend	closed

## Requesting an appointment

[NHS app](#)[Website](#)[Telephone](#)[Front desk](#)

You will be asked for an indication of the problem in order to ensure your request can be assessed fully. If you have multiple concerns, let us know as a longer appointment may be needed.

Our triage team review your request and will contact you to offer a suitable care pathway. This may be:

- An appointment at the practice with an appropriate clinician.
- Advice and information to support you with your query.
- Signposting to a more appropriate NHS service.
- A request for more information to help the triage process.

Routine appointments will be offered as quickly as possible. We will usually send you a text message containing a link so that you can select your own appointment date and time.

The choice of face-to-face or a telephone consultation is yours. However, there may be times when only a face-to-face appointment is suitable.

## Evening and weekend appointments

We offer a number of appointments outside of our normal working hours. These are on two weekday evenings each week between 6 pm and 8.30 pm and on Saturday morning between 9 am and 12.30 pm. GP, nurse and healthcare appointments are usually available and can be booked through our reception team. Nurse and healthcare assistant appointments include dressings, smears tests, blood tests and ECG's.

## When the practice is closed

NHS 111  
online

NHS 111 by phone

Emergency  
Prescriptions via 111

## Cancelling an appointment

If you cannot keep an appointment, please cancel it as soon as you can so we can offer it to another patient. You can cancel your appointment using the NHS App, the form on our website, or by calling us on 01480 466611.

## Home visits

Home visits may be requested if you are housebound or too ill to visit the practice. A visit request should be made **by 10 am** if possible. Our duty doctor will then review the request and offer the most appropriate care pathway. This could include referral to another service, a telephone consultation, or home visit.

## Accessibility

We endeavour to make the practice as accessible as possible with clinical rooms and accessible toilets across all sites being on the ground floor. Disabled parking is available at St Ives and Somersham.

## Your GP

You will be allocated a named GP on registration at the practice, however, you are welcome to see any GP you choose, subject to availability. Please let our team know if you have a preference when you request an appointment.

## Repeat prescriptions

[NHS app](#)[Email](#)[Post box](#)

**Please note, we do not accept telephone requests or allow a chemist to order for you.**

We ask you to ensure you submit your order in good time to avoid running out of medication. We require **three working days notice** to produce a prescription.

Unless otherwise requested, your prescription will be sent electronically to your nominated community pharmacy.

## Dispensary

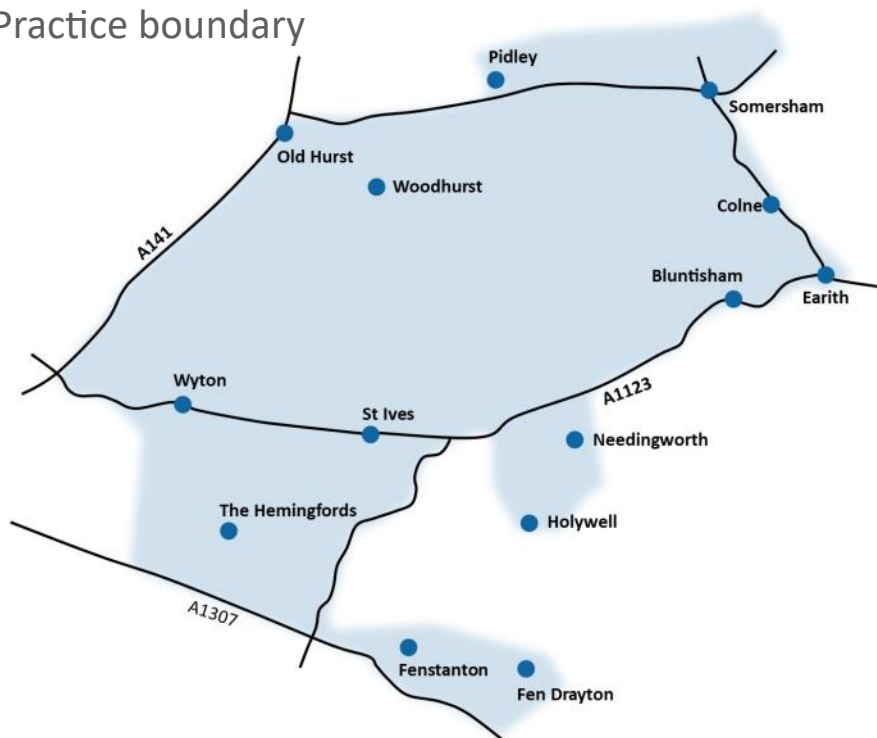
Patients who live more than 1.6 kilometres away from a community pharmacy may ask the practice to dispense medication from our Somersham or St Ives site. Please speak with our reception team about registering for this service.

## Medication reviews

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications. We will get in touch with you to let you know when this is due.

[Visit our website](#)[Call at the front desk](#)

## Practice boundary



## Patient information

All patient information is treated with the utmost confidentiality and is held in accordance with NHS guidelines and under the data protection act 2018.

Within the practice your medical history is recorded in an electronic medical record. No one else is permitted to see your medical records unless they require it for your ongoing care and you have given your consent.

## Our commissioners

Riverport Medical Practice is commissioned to provide the services we do by NHS Cambridgeshire & Peterborough Integrated Care Board.

For more information visit [www.cpics.org.uk](http://www.cpics.org.uk)

## Services

Services at the practice include:

- Cervical screening
- Contraception
- Vaccinations and immunisations
- Diabetic clinics
- Dietary advice
- NHS health checks
- Smoking cessation

### **Chronic disease management**

- Asthma
- COPD
- Hypertension

### **Midwife/antenatal clinics**

Ask our reception team for more information.

## Zero tolerance

Our team enjoy working in a kind and respectful environment. We expect our patients to behave in a courteous and polite manner at all times.

We support the NHS zero tolerance policy. Anyone found abusing the staff in person or on the telephone will be asked to leave the practice.



**Armed Forces Veteran  
friendly accredited  
GP practice**

We are an Armed Forces veteran friendly accredited practice. This means that we have a dedicated clinician with specialist knowledge of military health conditions and veteran specific health services.

If you are ex-forces, please let us know to ensure you are getting the best possible care.

## Practice staff

### GP Partners

- **Dr Andrew F Greatrex** MB ChB. MCGP (1992)
- **Dr Linda Jäykkä** Lic Med 2005 Turun yliopisto

### Managers

- **Melissa Rawlings** Practice Manager
- **Andy Stephens** Business Manager

### GPs

- **Dr Arkar Lwin** MB BS 2010 University of Medicine 1 Yangon
- **Dr Sanjeev Kumar** MB BS 2003 Ranchi University
- **Dr Yvonne Chell** MB ChB 2001 University of Leeds
- **Dr Syeda Robbani** MB BS 2013 University of East Anglia
- **Dr Caroline Essery** MB BS 2010 University of London
- **Dr Samuel Fayehun** MB ChB 2011 Obafemi Awolowo University
- **Dr Samantha Cowee** LMS 1993 Universidad de La Laguna

## Feedback and complaints

We want to know what we are doing well and how we can improve. Feedback can be given using our 'Friends and Family Test'. This is a simple form available on our website or from our reception team at site.

To get more involved may wish to join our Patient Participation Group (PPG). We meet several times each year giving you the opportunity to tell us how we can meet your needs as a patient.

If you have a complaint we will always try to resolve it directly with you over the telephone. Should you wish to formalise a complaint, a form is available from our reception team, or you can write a letter to us.

More information can be found at:

[www.riverportmedicalpractice.nhs.uk/practice-information/](http://www.riverportmedicalpractice.nhs.uk/practice-information/)



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