



Riverstone Family Medical Practice

June 2023 Update



Online Booking now More User Friendly!

We thank all those who participated in our survey to help identify the problems patients have been having with our online booking system. As a result we have made many changes to improve the system to make it easier for you to navigate.

Our improved online booking link is working well. Explore our brand new website where you will find many links to connect with our booking platform. Listed below are some of the improvements we have made based on your feedback:

- Online booking **no longer requires a security code.**
- Pensioners/Concession card holders and children under the age of 16 are able to **book without using their credit card.**
- Our new updated phone system is working well. We have a huge number of calls every hour so, if you are have difficulty using the online booking platform, please call to secure your appointment in advance.
- We strongly believe in the continuity of care. If you need an urgent appointment any day, please call and our nurses will triage you and let your doctor know if you need to be seen at the same time.
- **You are our priority!**

If you have any more comments or suggestions to help improve the booking process, please click on the following link and complete the survey...

[Online Booking Suggestions](#)

Respiratory Tract Infections



With winter upon us **we are currently seeing a surge in patients presenting with respiratory tract infections.** Most of these are caused by viruses and treatment is symptomatic. We recommend simple analgesia such as **paracetamol, saline nasal spray** for a runny or blocked nose and **throat gargles** for sore throats. Salt water works well as a gargle, just spit it out, do not swallow it. We do not recommend cold and flu or cough medicines.

Antibiotics have no effect on viruses and will not help a viral infection.

Taking antibiotics for a viral infection can be harmful as antibiotics can cause side effects such as diarrhoea. Taking antibiotics for a viral infection also increases the antibiotic resistance of bacteria so that the antibiotic will not be effective against

bacterial infection. Some bacteria are already resistant to multiple antibiotics. Your GP will advise if you need an antibiotic and it is important to follow dose instructions carefully.

Covid-19 Testing

Please test for COVID-19 and call for antiviral medications if you think you are eligible. **There is currently a wave of COVID-19 circulating in the community,** so we need to remain vigilant and follow COVID precautions.

If you are unwell with any respiratory tract infection please stay home until you recover to reduce the risk of spreading the illness to other people.

If you are concerned you should speak with your GP.

Please link to: [Respiratory Tract Infections](#)

Doctor's Leave

The following doctors will be on leave over the next month:

- Dr Melody Chiou - 20 June only
- Dr Melissa Joseph - 17 June, 29 to 30 June
- Dr Cheuk Lam - 27 June, 29 to 30 June
- Dr Larry Lam - 24 June
- Dr Matthew Lam - 17 June



Practice Hours: Monday to Friday 8am to 6pm, Saturdays 8am to 1pm

For After Hours Care we recommend the national Home Doctor Service for home visits, contact on 13 74 25 (13 SICK)