



Easter Bank Holiday Closure

*Good Friday 19 April 2019
Easter Monday 22 April 2019*

For advice on what to do when we are closed please phone 0300 404 2987.

Out of Hours Telephone Number: 111.

Medical Students

We are a teaching practice for Keele University medical students and are proud to be involved in training tomorrow's doctors. As a result, students may lead or observe your appointment.

If you would rather not see medical students, please inform reception. Your care will in no way be affected by this.

We have our next Year 4 Medical Student with us in May 2019.

Mobile Phone Numbers

If you have a mobile phone, please check that we have your mobile phone number on your record.



Also do not forget to update these details if you change your number.

Patient Participation Group

If you would like information regarding becoming a member of our PPG please ask to speak to Julia Perry at the surgery.

You can find a copy of the most recent minutes on our practice website or our waiting area.

DNA (Did Not Attend)

We have been publishing the amount of missed appointments each month on our Facebook page, Website and our waiting room Calling System.

Unfortunately we have not seen much of a reduction in missed appointments since deciding to publish this monthly.

If you cannot make your booked appointment please do let us know, even if you feel it is short notice. The appointment can then be offered to another patient.

12 patients did not attend their booked appointment in December 2018.

7 patients did not attend their booked appointment in January 2019.

20 patients did not attend their booked appointment in February 2019.



**Biddulph Valley Surgery, Biddulph Primary Care Centre,
Wharf Road, Biddulph, Staffordshire
ST8 6AG**

Telephone: 0300 404 2987 Fax: 01782 828585

Website: www.biddulphvalleysurgery.nhs.uk—Facebook: Biddulph Valley Surgery

Phlebotomy Service

Biddulph Primary Care Centre phlebotomy service hours are 9am-12pm and 1pm-4pm, every Wednesday on the Ground Floor. Please telephone 01782 674242 to make an appointment. **This appointment cannot be booked for you at Level 0 reception—you will need to phone.**

Please note that this service is by appointment only and is NOT a Walk-in service.

For children under 14 years old please telephone 01782 675183 to make an appointment with the children's clinic at UHNS.

Social Media



Find us on Facebook— if you 'like' our page you can keep up to date with all the information we post. We hope to reach over 700 likes soon!

Polite Note: Complaints must come to us directly and not through Facebook, so as we can deal with your complaint effectively.

We share useful information from other Facebook pages; such as NHS Choices, Asthma UK, CCG North Staffordshire & many more.....so if you are on Facebook please have a look and like our page to keep up to date!

FACEBOOK

Patient Participation Group Secretary

We still require someone to take on the role of PPG Secretary. If you would like to give this a go please do get in touch! For more information you can speak to Julia Perry at the surgery.

Please note that this is a voluntary role and not a paid role. You must also be a patient at Biddulph Valley Surgery.

No experience necessary!

Clinician Running Late



If you have been waiting 20 minutes for your appointment, please ask at the front desk so as your Medical Receptionist can check this for you.

We understand the frustration of having to wait past your appointment time, but some things are out of our control; for example, a medical emergency, distressed patient, paramedics have been called - there are lots of reasons the clinician may be running late.

Text Message Reminder Service

Did you know you can have a text message reminder for all appointments you make? You will also receive a text message if your appointment has been moved or cancelled.

We just need your mobile phone number and we can put this in place for you.

Some patients prefer not to receive a text message, please let us know and we can easily remove this option for you.

The Friends & Family Test

The NHS friends and family test is an opportunity for you to provide feedback on the treatment and care you receive from us.

The test asks you whether you would recommend the service you receive here to your friends and family if they needed similar care or treatment.

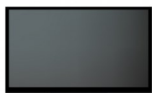
You will be asked to answer the following question:

How likely are you to recommend our services to friends and family if they needed similar care or treatment.

We have the relevant forms on the front reception desk, and you can access this on our website.

Waiting Room Calling System

Is there a health video that you would like to see on the calling system in the waiting room?



Let us know and we can try to get this on for you.

GP Patient Survey

Your views can help improve local GP and health services.

Some patients registered at this Practice will soon be invited to take part in a national survey about their experiences of local NHS services.

If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

Visit—www.gp-patient.co.uk to find out more.

GP Online Service

The appointments outlined below cannot be booked with a GP.

Most of these appointments require certain clinicians and/or more than a 10 minute appointment. Therefore our Medical Receptionist's who are trained Care Navigators can book these appointments for you.

- *Annual Reviews*
- *Dressings/wound care*
- *Suture removals*
- *Smears*
- *Vaccinations*
- *Blood tests*
- *Spirometry*
- *NHS Health Check*
- *Blood Pressure Check*
- *Depo, Coil, Implanon, Ring Fittings/Removals*
- *Medicals*
- *ECG*
- *Weight Check*

If you are unsure please check with your Medical Receptionist.

In times of Bereavement

If you have experienced a bereavement and need to talk to someone, you are welcome to contact the surgery. We can also, if appropriate, guide you to bereavement services in the area to offer support. Please speak to our reception staff regarding this.

Useful contacts include:

Dove service 01782 683155
Bereavement advice service 01785 273768
Age UK 01782 286209

Further information is available on our website.

GP Online Service

You can book appointments, request repeat prescriptions and much more online!



We have a lot of positive feedback from our patients that use Patient Access.

Please note you can book appointments on the day from 8am, as well as pre-booking appointments 1 week in advance online.

You can now also request to view your medical record online. Please ask at reception for advice on how to set this up.

*Currently **2879** patients benefit from using our GP online service.*

Waiting Room Leaflets

We have a selection of leaflets available in our waiting room. If there are any leaflets you wish to see in our waiting room, please let us know.

You can put a note in our suggestion box in the waiting room or message us through our website 'feedback' option.

Lost Property



We keep a 'lost property' box.



Care Navigation

Our Medical Receptionists are trained Care Navigators.

Please do not be offended if you are asked for brief information on what you are phoning for when you call to make an appointment.

The Medical Receptionist might suggest other professionals that could help you better such as:

- Acute Eye Pathway
- Pharmacist First - Common Ailment Services
- Pharmacy First - UTI & Impetigo
- Practice Nurse
- Nurse Practitioner
- Health Care Support Worker
- Midwife
- Family Services
- Support
- Dental Care
- Haywood Walk-in Centre
- Healthy Mind Psychological Services

Why is Care Navigation helpful:

- Giving patients the choice
- Increasing patient control
- The patient gets the appropriate service

What Care Navigation is NOT:

Your Medical Receptionist does NOT make clinical decisions about your health.

If the service you have been provided with does not meet your needs, we ask that you get back in touch.

Please remember that everything is confidential.

Holiday Cancellation Forms

When handing in a cancellation form for the GP to complete, the following information is needed:

- Written consent
- Date insurance was taken out
- Holiday booking date
- Date of travel
- Contact number in case of any queries

Please make sure not to complete the Doctor section of the form, this must all be completed by the Doctor.

You do not need to make an appointment for a holiday cancellation form to be completed.

GP Appointments

Please note a GP consultation is a 10 minute appointment.

We have an NHS video on our screen in the waiting area that offers tips on how to get the most from your 10 minutes.

1—10 minute appointment for 1 problem.

Front Desk Telephone

We have had concerns from patients recently that our Medical Receptionists are not answering patient calls from the front desk area.

Please note that the telephone on the front desk does not receive incoming calls from patients.

All patient calls are managed in the back office, due to patient confidentiality.

Suggestions

We always welcome patient suggestions. This is how we can continue to improve the service we provide.

We have a 'suggestion' box in the waiting room (located underneath the calling system).

You can of course remain anonymous, however if you provide your name and a contact number we can discuss your Suggestion/s in more detail with you.

Zero Tolerance

Our Medical Receptionist's are our front line staff, which unfortunately can mean they receive verbal abuse on the telephone, and even at the front desk.

Biddulph Valley Surgery is committed to taking all reasonable precautions necessary to ensure the health, safety, welfare and well-being of our employees, patients and visitors.

We endeavour to ensure that all employees are protected from physical and verbal abuse while they are working.

Compliments

Thank you to many of our patients who continue to provide us with verbal compliments.

The Practice would greatly appreciate it, if you could put these into a review on the NHS website as below:

www.nhs.uk —then typing 'Biddulph Valley Surgery' in the search bar and following the link to the reviews and ratings.