



**August Bank Holiday Closure**

*Monday 26 August 2019*



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

Out of Hours Telephone Number: 111.

**New Staff**

Welcome to our new staff members:

**Thersesa Parker**  
Medical Receptionist

**Student doctor**

We will be having a new student doctor starting with us In August .

**Dr Abdel –Aal**

Welcome back from maternity leave  
Dr Abdel-Aal is now back with us two days a week Tuesday and Wednesday .

**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.

**New baby news**

Rose, our medical secretary gave birth to a baby boy Reggie on 19.06.19 weighing 7lb 11oz .  
**Congratulations**



**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.

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.

**Zero Tolerance**

Our Medical Receptionist's are our front line staff, which unfortunately can mean they sometimes receive verbal abuse on the Telephone and 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. There is a Zero Tolerance poster in our waiting room.

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

**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](http://www.biddulphvalleysurgery.nhs.uk) Facebook: Biddulph Valley Surgery**

## Phlebotomy Service


Since 2014 funding for blood tests stopped and we no longer make blood test appointments. You can have your blood test done at Biddulph Primary Care Centre or at a phlebotomy walk in centre, your Medical Receptionist can give you details for this.

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

## Social Media

Find us on Face-  book— if you 'like' our page you can keep up to date with all the information we post.

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

## FACEBOOK

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 give Biddulph Valley Surgery a like!

## 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.

## Mjog message service

We now have mjog service in which we can send text messages to our patients to let them know if they need to book an appointment to see any of our clinicians .



## 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**

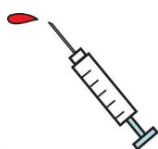


Is there a health video that you would like to see on the calling system in the waiting room?

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

There is a suggestion box in the waiting room, you can put your suggestion for us on this.

### **This years flu campaign**



The world health organisation ( WHO ) took a decision to delay the selection of the A/H3N2 strain notification by one month. This has had an effect on the manufacturing timelines of the vaccine and will impact on the date in which the vaccine can be given.

As a result delivery of this years flu vaccine will not be received in to our practice until mid October .

### **Update on cervical screening**

It is taking us longer than usual to get test results back from the laboratory . The national target is to get results out to patients within two weeks of samples being taken and it is taking about 46 days at the moment for us to receive the results .

### **Sun safety tips**



We have all been enjoying the lovely summer weather, but it is important to stay safe in the sun.

Here are some tips from the NHS Choices website:

*Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.*

*Make sure you:*

- *Spend time in the shade between 11am and 3pm*
- *Make sure you never burn*
- *Cover up with suitable clothing and sunglasses*
- *Take extra care with children*
- *Use at least factor 15 sunscreen*

### **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 suggestions in more detail with you.

## 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 **over 2000** patients benefit from using our GP online service.*

*This has recently been updated to allow patients more control of their account.*

## 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.

Please help us to keep the leaflets tidy so as patients can clearly see the leaflets available to them.

## 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.

