

**Christmas  
Edition  
2019**



**Christmas/ New Year  
Bank Holiday Closure**

**Christmas Day** Wednesday 25 December '19

**Boxing Day** Thursday 26 December '19

**New Years Day** Wednesday 1 January 2020

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.

***Biddulph Valley Surgery would like to wish  
our patients a Merry Christmas &  
a Happy New Year!***



**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.

**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.



We are here to help you.

**New Staff Members**

Welcome our new team members:

Dr A Giffen

Theresa Parker, Medical Receptionist

Laura Whetnall, Medical Receptionist

**Nurse Practitioner**

Our Practice Nurse Sian Eaton is now a qualified Nurse Practitioner.

Well done Sian!

**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**

## **Social Media**



Find us on Facebook— 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.*

We are in the process of setting up an Instagram page....watch this space!



Instagram

## **Did Not Attend (DNA)**

It is extremely important to cancel appointments that you no longer need. By doing so we can then offer the appointment to another patient.

In October 2019 **14** patients did not attend their appointment.

## **Hospital Letters**

Please do not be offended if your Medical Receptionist asks you to phone the hospital you attended to chase up a hospital letter.

This is the quickest way to get access to your letter, the Consultant's Secretary can help you with your query.

## **Mobile Phones**



We now contact patients via text message as well as phoning, it is very important we have your up to date telephone number/s on record.

## **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.

All leaflets on display must be approved by Biddulph Valley Surgery first.

## **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.

## **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.

## **Lost Property**

We keep a 'lost property' box.

## **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!

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.

Currently 3094 patients benefit from using our GP online service (as of 12/11/19).

Please ask at reception for advice on how to set this up.

## **Extended Access**



Extended access appointments are between 4pm and 8pm during the week, with some weekend availability .

If you are happy to go to one of these local Hubs to be seen by a clinician from a different practice and for that clinician to have access to your GP record, an appointment can be made for you.

## **Choose Self Care**

The benefits of using pharmacies:

- It prevents unnecessary GP appointments for common conditions.
- Access to pharmacies is easier and sometimes quicker than waiting for a GP appointment.
- Pharmacies are open out of hours, late nights and at the weekend, which is convenient for people who work or when the GP practice is closed.

Our Medical Receptionists can advise what the pharmacy can help you with.



## Care Navigation

All 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.

## Biddulph 'Late Night Pharmacy'

Now offer an enhanced care service:

Condition	Age	Inclusion	Exclusion
UTI	Female 16-75	Blood in urine, urinary frequency, excessive urine, pain on urination, fever/chills, lower abdominal pain	
Impetigo		Gold crusted plaques, started as vesicles	Generally unwell, painful lesions
Ear Infection (otitis media)	6 month +	Ear pain, assessment	
Ear Infection (otitis externa)	2 years +	Ear pain, assessment	
Chronic sinusitis & seasonal allergic rhinitis	6 years +	Facial pain, pressure	Pregnant, breastfeeding, recent nasal surgery
Acute bacterial sinusitis	12 years +	Facial pain, pressure	Pregnant, breastfeeding
Sore throat	1 year +	Acute sore throat, fever, pain, inflamed tonsils, no cough	
Conjunctivitis	3 months +	Bacterial conjunctivitis	Hoarse voice over 4 weeks
Infected insect bites	1 year +	Redness of skin, tenderness, swelling, warm, blistering	Sepsis, fever, headache, chills, weakness
Infected Eczema	1 year +	Mild to moderate eczema	Fever

## **Sepsis**

Sepsis is a life-threatening condition triggered by an infection anywhere in the body—including a dental or throat infection. It kills 44,000 people a year in the UK, yet if caught early it can be treated easily. So if someone on antibiotics, or who has a fever or flu-like symptoms, become very unwell, always ask **‘could it be sepsis?’**

### **Any Adult who has:**

**Slurred speech or confusion**  
**Extreme shivering or muscle pain**  
**Passed no urine in a day**  
**Severe breathlessness**  
**Illness so bad they fear they are dying**  
**Skin mottled or discoloured**

### **Any Child who:**

- Is breathing very fast
- Has a ‘fit’ or convulsion
- Looks mottled, bluish or pale
- Has a rash that does not fade when you press it
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch

### **MIGHT HAVE SEPSIS:**

**Call 999 and just ask ‘Could it be sepsis?’**

*(information from The UK SEPSIS TRUST)*

## **Stay Well This Winter**

Cold weather can be seriously bad for your health. That's why it's important to look after yourself, especially during the winter. If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. Seek advice from your pharmacist.

Flu is very infectious and spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu, use tissues to trap germs when you cough or sneeze, wash your hands often with warm water and soap, and bin used tissues as quickly as possible. Catch it. Bin it. Kill it.

You are eligible for the free flu vaccine if you are pregnant, are aged 65 years or over, have a long-term health condition (check which conditions are eligible), or are a carer. Children aged 2 or 3 years are also eligible.

Ask your GP, pharmacist or midwife about the free flu vaccine.

*(information from NHS.uk)*

## **Norovirus**

Also known as the winter vomiting bug, norovirus is an extremely infectious stomach bug. It can strike all year round, but is more common in winter and in places such as hotels, hospitals, nursing homes and schools. The illness is unpleasant, but it's usually over within a few days.

**Top tip:** When people are ill with vomiting and diarrhoea, it's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk. By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

*(information from NHS.uk)*