



Thank you

We would like to thank all of our patients for your continued patience and understanding during Covid19.

We welcome patient feedback/suggestions. You can email the surgery on NSTCCG.biddulphvalleysurgery@nhs.net.

Covid19 Advice

If you have coronavirus symptoms:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

Stay at home and get a test.

Visit <https://www.gov.uk/coronavirus> for the latest advice and guidance.

We have put things in place to keep our patients and staff safe.

You MUST wear a mask when entering the building.

Please use hand sanitisers provided in the building.

Online Consult

<https://www.biddulphvalleysurgery.nhs.uk/online-consult>

The above link is available from our website homepage. There is a wide range of health topics for you to view, such as:

Depression
Asthma
Covid19
Eye pain
Rashes
Sore Throat
....and many more....

You can even contact us about sick notes on there.

You answer a few short questions and we will get back to you within 2 working days.

Important information:

Please do not use this online form for urgent or emergency requests. The submitted forms will only be read during our opening hours. The forms will not be read on the weekends (Saturdays and Sundays) or on bank holidays. They will not be read Monday to Friday between the hours of 6pm to 9am. Please contact 111 during out of hours or 999 if this is an emergency.

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

Tele: 0300 404 2987 Email: NSTCCG.biddulphvalleysurgery@nhs.net

Web: www.biddulphvalleysurgery.nhs.uk

Find us on:



Social Prescriber

(information provided by our Social Prescriber)

Why Social Prescribing?

Social Prescribing can help with things that cannot be fixed by doctors and medicine alone. If you have a problem that is not medical, it can be a way of helping you to connect to the most appropriate support. It can help you to find ways to feel more in control and part of your community.

How can Social Prescribing help you?

Your Social Prescriber Link Worker will talk with you to understand your needs then discuss what is available to help and support you.

The idea behind social prescribing is to help you have more control over your own health and wellbeing and find ways to improve how you feel in a way that suits you.

Studies show that patients with Social Prescribers get better and feel better faster than those treated by medicine alone.

Signposting support examples:

- Social isolation—Befriending, local groups and activities
- Financial—CAB, debt management etc
- Mental wellbeing—Rethink, out of hours
- Housing
- Independent living—support in the home
- Volunteering and employment support
- Healthy lifestyle choices (physical activity, nutrition and smoking cessation)

Connecting with your Social Prescriber:

If you feel you would benefit from support from a Social Prescriber Link Worker, please speak to any member of staff in your GP practice and they will make a referral for you.

***The Social Prescriber for
Biddulph Valley Surgery is:
Victoria Lockett.***

Zero Tolerance

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.

Suggestions

We always welcome patient suggestions.

This is how we can continue to improve the service we provide for our patients.

GP Online Service

Currently the 'booking appointments online' facility is disabled, this is so as we can keep our patients and staff safe during Covid19.

You can still order your medication online.

Telephones

Our Medical Receptionists work hard to navigate patients to the correct service they require.

The telephones are very busy, and we understand it can be very frustrating if you are waiting in the telephone queue system.

The telephone message that plays when you phone the surgery is now slightly longer as we have added in an important Covid19 message.

Thank you for your understanding and patience.

Extended Access

Extended access appointments are available during the week and at weekends. Your Medical Receptionist can book these appointments for you.

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.

Patient Participation Group

We would like to thank Eileen Cox for all her hard work and support during her time as our PPG Chairperson. Eileen was there from the very beginning and has been a great support to the practice. Thank you!

Our Patient Participation Group is currently a Virtual group with over 50 patients that have signed up to join.

Theresa manages our Patient Participation Group and you can contact Theresa for information on what the PPG is, what it means to be involved or information on how to join. You can email NSTCCG.biddulphvalleysurgery@nhs.net.

Keep a look out on our Website and Facebook page for updates!

Social Media

You can find us on Facebook and Instagram.

If there is any content you would like to see on our social media, please let us know!

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)

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.

