



SETT VALLEY MEDICAL CENTRE

Hyde Bank Road New Mills High Peak

SK22 4BP

Tel: 01663 743483; Fax 01663 741524

Your New Patient Journey



Before your appointment

To ensure that all patients receive a right care at the right time in the right place, our reception team will determine the most appropriate pathway for you.

If you require an appointment, a receptionist will ask you to briefly describe your symptoms so that they can facilitate an appointment with the most appropriate clinician. They may also ask you to send us a picture of affected body part prior to the consultation to aid the clinical assessment. You may be offered a video consultation where appropriate.

We have developed an innovative ways of offering patients advice and taking history and we will always aim to do so via text message in the first instance. Where not possible to do that, we will telephone you or book a video consultation.

It is possible that you will be required to attend a face-to-face appointment with a clinician following the initial assessment. Please ensure that you attend wearing a face covering and precisely at the time of the appointment, as there is a very limited waiting facility for the vulnerable patients only.



At the time of your appointment

If attending a face to face appointment, before you depart for the practice, we ask that where possible, you have already visited the lavatory, have ensured that you are hydrated and are wearing a face covering. Please ensure you only bring necessary items with you.

When you arrive, the doors will be locked, so please call to let our team know you have arrived via the intercom and either stay in your car or outside of the practice (whilst maintaining good social distancing protocol) if you have arrived on foot. To minimise risk, please ensure you attend for your appointment alone unless you require assistance or are supporting a child or someone vulnerable.



Entering the practice

When it is time for your appointment, one of our team will call you to notify you to approach the practice. Please let us know if you do not have a mobile phone beforehand and we will make alternative arrangements. Please ensure that you tell us if you experience any of the Corona Virus symptoms such as high temperature, cough, loss of smell or taste and we will assess you and if required arrange for you to be seen by a Covid assessment team.

You will be required to wear a face mask/ face covering. Once you have been invited into the practice, you will be asked to sanitise your hands. You will be let in via the intercom as our practice colleagues will be behind protective plastic screens, but this is for the safety of everyone. No other patients will be waiting in the reception area and you will be guided to the appropriate treatment room, following the distance markers that will be displayed throughout practice.



Treatment/ Consultation

Upon entering the treatment room, our teams will be wearing extra Personal Protective Equipment (PPE) as in order to provide you with the right care and service, they cannot adhere to social distancing recommendations. This may mean that it is more difficult to see our colleagues and clinicians' faces, but please be reassured that they will be the usually friendly team. Naturally we are also ensuring that each treatment room is carefully cleaned and disinfected after each patient.



After the appointment

Before you leave the practice, please use a hand sanitiser. If you have any questions after the appointment, we will be able to text you to discuss this further as our aim is to minimise your time in the practice, for your own safety.