

Introduction

The Covid pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place.

Guidance for Patients

For the most current patient information relating to Orthopaedic treatment at Wye Valley Trust, please follow this link:

[Orthopaedics \(wyevalley.nhs.uk\)](https://www.wyevalley.nhs.uk/Orthopaedics)

Useful information

What should I do if my health is deteriorating?

The referral from your GP will have been reviewed and triaged by the Orthopaedic team to grade your clinical priority based on the information in the referral.

For urgent health advice about physical or mental health, when it's not an emergency, please call 111 from any landline or mobile phone. You can also visit www.nhs.uk. The NHS 111 service is available 24 hours a day, seven days a week.

Life Threatening Emergencies

For something life threatening – severe bleeding, breathing difficulties or chest pains – please dial 999.

GP surgeries are still open

If you experience an increase symptoms, you should in the first instance contact your General Practitioner for review and advice.

GP surgeries are still open and are working differently to how they did before the COVID-19 pandemic. GP practices continue to make best use of telephone, online and video consultations. Face-to-face appointments are still being given to those who need it.

When you phone or use an online form to contact your GP surgery to make an appointment, you will be asked some questions which are designed to help staff guide you to the most appropriate clinical person to help you with your condition. This could be a nurse, clinical pharmacist, physician's associate, GP or paramedic.

Further links which may help you manage your condition whilst you await treatment:

The contents of this information has been reviewed and approved by the Deputy Medical Director for Wye Valley Hospital on 14th April 2022

NHS My Planned Care Patient Information Platform

<https://www.nhs.uk/mental-health/self-help/>

<https://www.nhs.uk/conditions/>

<https://www.bhf.org.uk/>



Any email enquiries can be sent to our Patient Advice and Liaison Service (PALS); pals@wvt.nhs.uk

If you feel that the hospital haven't been able to resolve your concerns after you have spoken to them about your waiting time, you can speak to our dedicated PALS team.