

# **Victoria & Mapperley**

Providing general medical services in Nottingham City Centre & Mapperley

Welcome to the Spring 2025 edition of your practice newsletter.  
For the most up to the minute advice follow the links underlined in the newsletter.

Visit Your Practice Website: <http://www.victoriamapperley.co.uk/>



## Mural at Mapperley Surgery

Our practice recently acquired a new art work that has brightened up the car park at Mapperley surgery.

The artist, who goes by the tag of **one\_roma**, lives in Mapperley and has been painting for 20 years. He wanted to cover up the ugly graffiti that was there before and was inspired by our practice.

When we asked how long it took he said "This wall took me a total of 8 hours. For some people that's very fast, but for me it's like, when I paint and I know what I'm doing, I rush as if I'm hypnotised and I get incredible pleasure from it".

One\_roma plans to paint the wall again in the future, when we asked him what it will be and when, he replied "I don't know, but keep eye out!"

**Have you changed  
any of your  
contact details?**

You could be missing  
out on very important  
information regarding  
your health.

Help us to keep your  
records up to date by  
letting our reception  
staff know your new  
contact details.



## Meet Gemma Rogers - Your Social Prescribing Link Worker

Gemma Rogers is your practice's **Social Prescribing Link Worker (SPLW)** for the Nottingham City East Primary Care Network. The SPLW is one of the additional roles introduced across Nottingham City to support our GP Practices and [Primary Care Networks \(PCNs\)](#).



### What is Social Prescribing?

Social prescribing starts with a conversation. Gemma supports people with the social, emotional, or practical issues they may be experiencing. She can link you to practical and emotional support in your local community and provide you with tools and information to empower you to independently access services, provide you with additional support to overcome any barriers and have positive impact on your well-being.



### Feeling Socially Isolated?

Using her skills and knowledge, Gemma can work with you to understand your interests and link you with local community groups in your area, helping you to build friendships and reduce social isolation.

### Struggling with Financial Difficulties?

Are you struggling to understand the process of applying for benefits? Are you in debt? Are you struggling to meet your daily needs as a result of your finances? Gemma can link you with organisations that can support you to get your finances under control.



### Health Conditions Causing you Difficulties?

Gemma will try and help you to understand how your health effects you and what you can change. She can support and guide you in the direction of receiving help and support, and connect you with local condition specific support groups where available to you.

### Need Employment Support?

Are you finding your current job difficult to manage or struggling to search and apply for jobs? Gemma works with various organisations who can help you with finding and applying for a job that suits you. She can support you to work with your employer to make adjustments to enable you remain in your current role.



### Mental Health

Gemma can guide and direct you to the correct services for support in relation with low level mental health needs like anxiety and depression. She can not make things move quicker, but can ensure that things are done correctly to help prevent delays in your care.



Nottingham City East  
Primary Care Network

### Ask Your GP Reception Team for a Referral

You can self refer by scanning the QR code or by emailing [nnicb-nn.ncepcn@nhs.net](mailto:nnicb-nn.ncepcn@nhs.net)



## Carers Coffee Morning



Nottingham City East  
Primary Care Network

Drop in and join us for a relaxed and welcoming coffee morning, where carers come together and enjoy a supportive space to chat.

Whether you're looking to connect or just enjoy a cuppa with others who understand...

**We'd love to see you there!**

### Join Us

**On:** The Fourth Monday of Every Month

**Time:** 10am to 12pm

**At:** Haywood Road  
Community Centre  
46 Haywood Road,  
Mapperley,  
NG3 6BA

## Contact us Online

Rather than wait for an appointment, you can now contact your practice through the [V&M Practice website](#) by clicking on the '[contact us on line](#)' button on the front page.

You can:

- **Ask for help for a medical issue** - about a new or ongoing problem.
- **Contact us with an admin query** - such as fit note, test results, repeat prescription, or anything else admin related.

Please note: there's a limit on the amount of messages that can be managed through this system. Once the daily capacity limit has been reached the practice is unable to review more online requests for that day. If this happens you'll receive a prompt advising of other ways to access help if you need it urgently.

## Local Pharmacies

[Boots](#) Woodborough Road,  
0115 962 3564

[Boots](#) Victoria Centre,  
0115 941 0199

[Glasshouse Chemist](#)  
0115 948 0658

[Mapperley Pharmacy](#)  
Woodborough Road,  
0115 960 7826

[Peak Pharmacy](#) - Plains Road,  
0115 960 612

[Sherwood Late Night Pharmacy](#) - Mansfield Rd,  
0115 060 6272

## Travel Vaccinations

Our nurse led travel vaccination service has changed and is now held once a month.

On the **First Friday** of the **Month**

From: **2.15pm to 5.30pm** at **Victoria Health Centre**

*Bookings can be made up to 3 months in advance*



You can also access paid travel vaccination services at travel clinics and some pharmacies such as: [Glasshouse Chemist](#) & [Boots](#).

It's important to protect yourself and; for your travel insurance to be valid, you need to have had the recommended vaccinations for the country you're visiting.

**We advise you prepare for your trip at least 6 - 8 weeks before you travel.**

Some vaccines need to be given well in advance to allow your body to develop immunity and some involve a number of doses spread over several weeks or months.

**Get Yourself Protected & Have A Safe & Happy Holiday!**



Made a GP  
Appointment?  
Can't Make It?  
Don't Need It?

**CANCEL IT!**

Please let your practice know if you no longer need your appointment so a patient in need can use it.

Our 'Did Not Attend'  
So far this year is **749!**

That's **749** wasted appointments that cost your NHS **£75,000**

Cancel by phone, call in or use the NHS App

**Keep It or  
Cancel It**

## Check & Cancel Appointments by Phone

Your practice now has a telephone system that allows you to **check your appointment & cancel** it by phone without waiting to speak to a receptionist.



Appointment Details  
12/10/2023  
10.00AM  
Dr. Hughes

Call the usual practice number **0115 9691166** then:

- After the practice answer message, press **1**
- Enter your date of birth (DOB) like this: **ddmmyy**  
*If the number you're calling from and your DOB match your patient record you'll then be able to listen to your upcoming appointments.*
- You'll then have the options to:
  - Press **1** to listen to other appointments
  - Press **2** to cancel your appointment (*before you hang up, wait for confirmation that your appointment cancellation has been successful*).
  - Press **\*** to finish

Cancelled appointments are automatically updated on your patient record and the slot is immediately made available for booking for someone in need.

## 'Did Not Attend' (DNA) Research Project

### DNA's Waste Appointments & Lead to Longer Waiting Times for Other Patients.

Victoria & Mapperley Practice is therefore supporting an innovative research project to improve appointment scheduling by reducing patient 'Did Not Attend' (DNA) rates.

#### In the last year practice data has shown:

- The practice offered 49,077 appointments (941 per week).
- 2,558 (5.2%) appointments were not attended, with peaks in July and November.
- 43% of patients who DNA'd had booked multiple appointments, and 8.5% had DNA'd multiple appointments.
- DNA rates are highest on Wednesdays and Thursdays, among those aged 16-45yrs, and were slightly higher among women.
- Appointments booked a few weeks in advance had the highest rates of DNA, compared to those booked on-the-day.
- Face-to-face appointments were more likely to be missed than telephone appointments.

The research project will focus on using healthcare record data to identify factors that contribute to missed appointments and predict the likelihood of a patient not attending an appointment. It is hoped the data will help us to develop optimal appointment booking systems, reduce waiting times and minimise resource wastage.

## Patient Call Back or 'Virtual Queuing'

Your practice now has a 'Patient Call Back' feature meaning you don't need to stay on the phone while keeping your place in the queue.

It ensures that you receive a call back from the surgery when your call would have ordinarily reached the front of the queue regardless of whether you wait in the queue or book a Call Back.

**'Patient Call Back' means you can continue your day rather than waiting on the phone.**

It's simple! When you select call back you'll receive a text linking you to a web page, this shows your current position in the queue, along with the option to cancel the call.

When you're first in the queue the practice will call you back.

*Please note: 'Patient Call Back' only works if you are more than 10th in the queue.*



## Repeat Prescriptions



To order your repeat prescriptions you can:

Use the [NHS App](#).

Speak to your [local pharmacy](#)

or Email the V&M practice at:

[nnicb-nn.vamp-prescriptionrequests@nhs.net](mailto:nnicb-nn.vamp-prescriptionrequests@nhs.net)

Please allow 2 working days for processing.



## NHS App Support at Your Practice

### Take Control of Your Healthcare Download the NHS APP

For simple & secure access to a range of healthcare services.

Use the [NHS App](#) wherever you are, at any time of the day or night.



### How Do I Access the NHS App?

**On SmartPhone or Tablet:** The NHS App is free to download from the [App Store](#) and [Google Play](#). **On Computer:** You can also access NHS App services from the browser on your desktop or laptop computer. After you download the app, you'll need to set up an NHS login and prove who you are.

### We Can Help You!

Digital & Social Inclusion Expert **Tom Woolley** at the Victoria & Mapperley Practice is here to help our patients make the most of what the NHS App has to offer.

Whether you need assistance with booking appointments, ordering prescriptions, or accessing medical records, Tom is available to help you get set up and guide you through the app's features.

**Tom holds drop in sessions on: Thursdays from 11am till 2pm**  
at: **Mapperley Surgery & Victoria Health Centre**  
on alternating weeks

**Contact Tom for more information:**

email: [thomas.woolley5@nhs.net](mailto:thomas.woolley5@nhs.net)

or Call: [07551 691515](tel:07551691515)

or Use the QR code to complete an access form.



## Book in for Your Annual Medication Review With Bhaven Mehta - Your Clinical Pharmacist

If you have your medication on repeat prescription you need to have an annual medication review, even if you've been on the same medicine for a long time and you're happy with how it's helping you.

### Clinical Pharmacists are qualified experts in medicines.

Working alongside GPs, nurses, and other healthcare professionals, they help ensure patients get the most out of their medications while reducing risks and side effects. By managing many medicine related issues, clinical pharmacists also help to free up GP time, allowing doctors to focus on diagnosing and treating patients.

The Clinical Pharmacists role involves reviewing your medications to make sure they are safe, appropriate, and effective. This is especially important for those with long-term conditions such as high blood pressure, asthma, heart disease and those struggling with mental health. They also support patients who are taking multiple medicines, have recently been in hospital, or may be experiencing side effects.

### A chance to talk about your medicines.

A medication review is a chance for you to talk about the medicines you are taking. Our Clinical Pharmacist will check what's working, what's not, and explore any concerns or questions. These reviews can improve your health outcomes, reduce unnecessary medicines, and even prevent hospital admissions.

So, if you've been invited for a medication review, or you have any questions about your prescriptions, please don't hesitate to book an appointment.

**Contact Reception to Book Your Annual Review with your Clinical Pharmacist  
Bhaven works on Tuesday, Wednesday & Thursday by telephone appointment.**



**Bhaven Mehta**  
Clinical Pharmacist  
At the Victoria & Mapperley Practice

## Changes to Your Victoria & Mapperley Practice Team

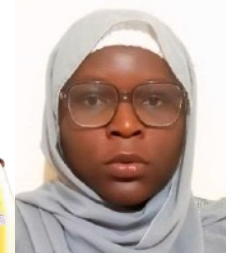
We're delighted to say that Practice Nurse - Natalie Coe has returned to the team. Our GP Registrar, Dr Choudhury, has passed his exams and recently left the practice, and we've also said Good Bye to Receptionist Trish. We wish them both all the best. We have a new Receptionist, Salma, who replaces Trish. We also have 2 new GP registrars Ayesha and Ethel.

### From May our Physio appointments change as follows:

- Monday - 2pm - 6pm VHC - Vidhi
- Thursdays 1pm - 6pm VHC - Shafa'atui
- Fridays 2pm - 6pm Mapperley Practice - Shafa'atui



Vidhi



Shafa'atui

# PATIENT PARTICIPATION GROUP

## Representing the Patients of the Victoria & Mapperley Practice

The Victoria & Mapperley Practice PPG represents you as a patient and regularly meets with your Practice, working together to improve your services.

Your PPG is made up of a number of "critical friends" whose aim is to improve the services of your medical practice for the benefit of yourselves and others.

## Please Help Us To Help You

If you'd like to get involved and help your PPG please email Cath Verhoeven (PPG Chair), on [vandmppg@gmail.com](mailto:vandmppg@gmail.com) or leave your name and contact details with the surgery receptionist and we'll get in touch.

[Click here for more PPG information on your practice website.](#)



## Join your next PPG Meeting on ZOOM!

We hold our PPG meetings on-line via **ZOOM**. So, you can participate and make a difference from the comfort of your own home.

You can access **ZOOM** from you computer, laptop, tablet or smart phone.

If you're already a PPG member you'll be sent joining instructions to the next **ZOOM** meeting. If not, please email Cath our chair to be sent a link [vandmppg@gmail.com](mailto:vandmppg@gmail.com).

## Friends & family Test - Patient Feedback

**Did you know you can have your say to help improve services across the NHS?**

**The Friends and Family Test** (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their care and treatment experience.

### Over the Last 6 Months Your Practice Received 96% Positive Comments

And here are just a few of your comments about our wonderful team:

- Seen quickly and problems sorted. However, I was most impressed with the reception staff. I overheard a phone conversation and a couple of patients in the surgery who were dealt with such care it was lovely to hear. Well done to you all.
- The nurse was outstanding. She welcomed me & made feel comfortable. 10 out of 10.
- Appointment was on time. Didn't feel rushed with the GP. Very thorough review of medical records and a way forward for a new issue I had.
- Physio listened, diagnosed issue and created plan.
- Friendly and efficient both Reception staff and the Nurse.
- Treatment explained, I felt fully involved. Felt in safe hands.



We welcome comments and suggestions on how we can improve your experience at the Victoria & Mapperley Practice. Send your feedback to: [nnicb-nn.c84085@nhs.net](mailto:nnicb-nn.c84085@nhs.net)



# USEFUL NUMBERS AND INFORMATION

## Opening Times

### **Victoria Health Centre**

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6pm
Friday	8.00am – 6.30pm
Saturday	Closed
Sunday	Closed

### **Mapperley Surgery**

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	Closed
Sunday	Closed

## Practice Phone Number

1 number for  
both surgeries:  
**Victoria Health Centre  
& Mapperley Surgery**  
Tel: **0115 969 1166**

## Need Help Fast?

**NOT** an  
**EMERGENCY?**

**Call 111**  
**24 hours a day**  
<https://111.nhs.uk/>

*We'd like to remind  
you that between  
8am & 10am  
is our **BUSIEST** time.*



*If you don't have an  
**URGENT** requirement  
please call us  
after 10am.*

## Victoria & Mapperley Practice Closures:

Both practices will be **CLOSED** for Bank Holidays on:

**5<sup>th</sup> & 26<sup>th</sup> May 2025 & 25<sup>th</sup> August 2025**

Outside of surgery hours please contact the **NHS 111** service if you **URGENTLY** need medical help or advice but it is **not** a life threatening situation.

If you have a **life threatening emergency** call **999**



## **GP Plus - Enhanced Access Service**

**Evening** and **weekend appointments** are available to patients registered at the Victoria & Mapperley practice to see GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists at a fully equipped accessible location at:

**64 Long Row, Nottingham, NG1 6JE in Nottingham City Centre.**

Opening hours are: **4pm - 8pm Monday to Friday & 9am to 5pm on Saturday**

**Please note:** This is not a walk-in service, appointments are required and should be pre-booked through the reception team at your GP surgery.

## **NHS Urgent Treatment Centre**

For access to assessment and treatment that is **urgent but not life threatening** use the **NHS Urgent Treatment Centre**, Seaton House, London Road, NG2 4LA.

**No appointment is needed; just drop in between 7am & 7pm - 365 days a year.**

You can call **0115 883 8500** for directions or current waiting times.

The centre provides face-to-face and healthcare advice but cannot offer advice over the telephone. The centre is **not appropriate** for non-urgent treatment that could be treated by your GP or routine services such as blood tests or wound dressing/suture removal