



Providing general medical services in Nottingham City Centre & Mapperley

Welcome to the Winter 2024 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.victoriामapperley.co.uk/>

Bone, Joint or Muscle Pain?

Get seen by a First Contact Physiotherapist at Victoria & Mapperley Practice

Additional roles have been introduced across Nottingham City to support our [Primary Care Networks \(PCNs\)](#) and GP practices. From a patient point of view it means you may be offered an appointment with a clinician other than a nurse or doctor when booking an appointment. From a practice point of view it means there is more clinical support available for patients.

First Contact Physiotherapy is one of the new roles introduced here at our Practice.

Who are First Contact Physiotherapists (FCPs)?

They are experienced specialists who can be your first point of care without the need to see a GP first. In many cases, they can see you sooner than you would be by a GP.

What can a First Contact Physiotherapist do?

FCPs help patients with both suspected and diagnosed Musculoskeletal (MSK) conditions. They can assist with issues involving muscles, ligaments, tendons, and joints. Common concerns include joint pain, muscle pain, sports injuries, neck or back pain, soft tissue injuries, sciatica, or trapped nerves.

- Your FCP will assess, diagnose, and provide advice along with a treatment plan.
- They may also refer you for further tests or to other specialist services if needed.

It's important to note that while FCPs offer expert assessments and management plans, they do not provide ongoing physiotherapy sessions. If ongoing treatment is required, you will be referred to an outpatient physiotherapy service.

How do I book an appointment with my FCP?

Booking an appointment is simple – just contact reception and request to see a FCP. Our reception team is trained to assist you. If you're comfortable sharing that your issue involves muscles, bones, nerves, or joints when booking, we'll ensure you are scheduled with the appropriate First Contact Physiotherapist.



PHYSIO FCP SERVICES

Meet the First Contact Physiotherapists based at Victoria & Mapperley on page 6.

Our FCPs run clinics on:

Tuesday afternoon at Mapperley Surgery & Thursday & Friday afternoon at VHC.

Call our Reception Team to Make an Appointment With a First Contact Physiotherapist

Local Pharmacies

Boots Woodborough Road,
0115 962 3564

Boots Victoria Centre,
0115 941 0199

Glasshouse Street Pharmacy
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

Contraceptive Pill without a prescription

Pharmacies now offer the contraceptive pill without a prescription. You don't need to see a doctor or nurse.



Getting the contraceptive pill is free, with or without a prescription.

You may be able to get the contraceptive pill from a pharmacy if you need to:

- Start the contraceptive pill for the first time.
- Take it again after a break from using it.

If you already have a prescription you can use it as usual. Or you can get the pill from a pharmacy without a prescription if you prefer.

Find a pharmacy that offers the contraceptive pill without a prescription

Christmas Medicines

Remember to order your repeat prescriptions in time for Christmas.

The last day to order a prescription in time for the festive period is by:

11am on Thursday 19th December

Your prescription will be ready for collection after 2pm on Friday 20th December.



Please Remember.....

Your Surgery & Pharmacy Cannot Take Prescription Orders by Telephone.

Ordering Repeat Prescriptions

Order your repeat prescriptions with the **NHS App**.

Speak to your local pharmacy Or **Email** us at:

nnicb-nn.vamp-prescriptionrequests@nhs.net

Please allow 2 working days for processing.

Travel Vaccinations

Please note that as of 1st November 2024 our travel vaccination service will change.

This has been done in order to ensure that other essential services can be delivered effectively.

Our only travel vaccination clinic will be as follows:

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

From: **2pm to 5.30pm** at **Victoria Health Centre**

You can access a paid travel vaccination service at: **Glasshouse Street Pharmacy**, **Boots** and some other travel clinics and pharmacies.

Vaccinations are important to protect yourself and your loved one. Also, for your travel insurance to be valid, you need to have had the recommended vaccinations.



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 Happy Holiday!

Winter Vaccinations Stay Well this Winter...



Covid-19 Vaccination

The [covid-19 vaccination](#) will not be offered here at the Victoria & Mapperley Practice this autumn.

It will only be available at community pharmacies.

Eligible people include those who:

- Are aged 65 or over.
- Live in care homes for older adults.
- Are pregnant.
- Have certain health conditions.
- Are a frontline health or social care worker.

Book Your Covid Vaccination:

Use the [NHS app](#), [call 119](#) or use the [NHS booking website](#)

You can also book through your [local pharmacy](#).

RSV & the RSV Vaccination



[Respiratory syncytial virus \(RSV\)](#) is a common respiratory virus and is a common cause of coughs and colds. Most people get it several times during their life. People usually recover within 2 weeks, however, it is particularly dangerous for infants under 1 year and older people.

RSV affects the lungs and can cause [pneumonia](#) and other life threatening conditions in older adults with thousands requiring hospitalisation and intensive care in severe cases every year.

By the time children are 2 or 3 years old, most have been infected with RSV at least once, with few problems. However, for some it can be life threatening and RSV sends more babies to hospital than any other infection.

The new [RSV vaccine](#) offers huge opportunities to prevent severe illness in those most vulnerable helping to protect lives and so ease winter pressures for the NHS.

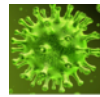
Having the RSV vaccination in pregnancy reduces a baby's risk of severe RSV lung infection by around 70% in the first 6 months of life.

If you're at least 28 weeks pregnant Or Aged 75 to 79 you can be vaccinated

If you're 28 or more weeks pregnant - speak to their maternity service to arrange an appointment to ensure your baby is protected.

If you're aged 75 to 79 you will be invited by your GP surgery.

Please Note: this vaccine will not be given at the same time as the flu jab. 3



Flu Vaccination

The [flu vaccine](#) helps protect against [flu](#), which can be a serious or life-threatening illness. It's offered on the NHS to people at higher risk of getting seriously ill from flu.

You can get the free NHS flu vaccine if you:

- Are aged 65 or over.
- Have certain health conditions.
- Are pregnant.
- Live in a care home.
- Are the main carer for an older or disabled person, or receive a carer's allowance.
- Live with someone who has a weakened immune system.
- Are a frontline health or social care worker.
- Children can also have the nasal spray vaccine - [check eligibility here](#)

Book Your Flu Vaccination:

Use the [NHS App](#), call your GP surgery or speak to your [Local Pharmacist](#).

Thriving Nottingham



Thriving Nottingham is a new integrated service with a holistic approach offering fully funded health & wellbeing programmes to help you, and your family feel great and thrive.

Thanks to Nottingham City Council, Thrive Nottingham offer free access to:

- [One to One Health & Wellbeing Coaching](#)
- [Lose Weight for Good \(Children & Adults\)](#)
- [Stop Smoking](#)
- [Move More](#)

To ensure they're helping those who need it most, there are some eligibility criteria.

Find out more about Thriving Nottingham at <https://thrivingnottingham.org.uk/>.

Click on the [Get Started](#) button in the top right-hand corner for a step-by-step guide to self-refer.

Find advice, top tips & guides on the Thrive Nottingham website to help you get ahead and Thrive: <https://thrivingnottingham.org.uk/advice/>

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 **1725!**

That's **1,725** wasted appointments that cost your NHS **£62,100**

Cancel by [phone](#), call in or use the [NHS App](#)

Keep It or Cancel It

Nottingham & Nottinghamshire Self-Referral Services



There are a number of services across Nottingham & Nottinghamshire that you can refer yourself to without seeing a clinician.

Many of the services can be accessed by patients, parents and carers without a referral from a GP. By self-referring you are helping us to prioritise appointments for issues that do need a GP.

The [NHS Nottingham & Nottinghamshire Integrated Care Board](#) (ICB) website lists the details of self-referral services and support available. The ICB are currently working on developing the number of services across Nottingham and Nottinghamshire that you can self-refer into and the processes to self-refer.

Here's a list the of self-referral services and support available.

- Alcohol & Drug Misuse
- Children's Health
- Eye Health (Ophthalmology)
- Mental health
- Podiatry
- Sexual & Reproductive Health
- Continance service
- Nottingham Early Help Family Hub
- Lifestyle
- Musculoskeletal (MSK) Physiotherapy
- Sexual & Reproductive Health
- Other factors affecting our wellbeing

Find the type of service you're interested in and how you can self-refer with this link: <https://notts.icb.nhs.uk/self-referral-services/>



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](#). After you download the app, you'll need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery. **On Computer:** You can also access NHS App services from the browser on your desktop or laptop computer.

We Can Help You! Here at the Victoria & Mapperley Practice our Digital & Social Inclusion expert Tom Woolley 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 guide you through the app's features.

Contact Tom for more information:

email: thomas.woolley5@nhs.net or Call: [0755 1691515](tel:07551691515)



Tom Woolley
Digital & Social
Inclusion

Carers Coffee Morning



Join us for a relaxed and welcoming coffee morning, where carers can come together and enjoy a supportive space to chat.

Whether you're looking to connect or just enjoy a cup of coffee with others who understand, we'd love to see you there.



On: The Fourth Monday of Every Month

Time: Between 10am & 12pm

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



Receptionists New Look

Have you noticed our reception team are now modelling a sharp new look? We've recently introduced their uniform as part of our practice re-branding.

The team had a say in the choice of the new uniform, which is designed to be comfortable, smart & practical.

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.



Get To Know the Victoria & Mapperley Practice Team



Dr Lamiaa Elkalaa - GP Registrar

Lamiaa attended medical school at Alexandria University in Egypt. Prior to her GP training she qualified as a doctor in Tropical Medicine. She has special interest in in aesthetics and injectables and works part-time in A&E at QMC. She is also training to specialise in dermatology.

Outside work Lamiaa is a busy mother with 3 daughters and enjoys family time with them, visiting the cinema, listening to audio books and reading.

Dr Alam Khan - GP

Alam completed his GP training in Nottingham.

He worked with at Victoria & Mapperley Practice as a registrar and joined us as a salaried GP in 2024.

He has a particular interest in minor surgery and sees patients at both the Victoria and Mapperley sites



Meet Your First Contact Physiotherapists



Arun - Musculoskeletal Specialist Physiotherapist

Arun brings a fun-loving and friendly personality to his practice, creating a welcoming environment for his patients. His eagerness to learn is twofold: fuelling professional growth and empowering patients with early diagnoses and effective rehabilitation. Influenced by his parents' approach to community healthcare in India, he has gained an understanding of patient care that transcends clinical treatment. To him, healthcare is also about communication, reassurance, and emotional support – elements that are as crucial to recovery as the physical therapy itself.

Shafa'atu - Musculoskeletal Physiotherapist

Bringing over nine years of expertise in patient care, Shafa'atu specialises in comprehensive patient assessments, personalised rehabilitation programs and advanced manual therapy techniques. Shafa'atu also mentors and teaches within the musculoskeletal physiotherapy domain, further enhancing her depth of knowledge and skill.



Rucha - Physiotherapy Consultant.

Rucha earned her Master's degree from the University of Salford in 2023 and has a diverse range of experience.

She has worked across multiple departments and has a passion for teaching yoga and Zumba, along with her involvement in marathon and triathlon events as a physiotherapist, highlighting her commitment to holistic health and fitness.

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 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.

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 94% Positive Comments

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

- *Absolutely fantastic service! I spoke to reception staff they were absolutely incredible, very helpful and supportive! I was able to be seen in a reasonable time frame.*
- *I felt respected and listened to.*
- *A wonderful person listened and tried to help me with my pain. Thank you.*
- *As always at Victoria Health Centre, the doctors are kind, understanding and really listen to your problem, reassuring you that your health can improve which means a great deal. They are honest and offer sound medical advice.*
- *Nurse was kind, thoughtful and gentle.*



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

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 – 6.30m
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:
25th & 26th December 2024 & 1st January 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 and 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