

# VICTORIA & MAPPERLEY

Providing general medical services in Nottingham City Centre and Mapperley

Welcome to the Winter 2023 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/>

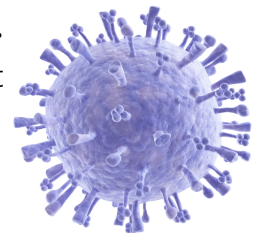
## Get Yourself Winter Strong. Get Vaccinated!

There are things you can do to help yourself stay well this winter.

This includes getting your **Flu** and **COVID-19** vaccinations if you're at increased risk of getting seriously ill from these illnesses.

You can get **free** flu and COVID-19 vaccines this autumn if you:

- are 65 or over
- have a certain health condition
- are pregnant
- are an unpaid carer
- live with someone who has a weakened immune system.
- are a frontline health or social care worker
- Most children can get the [children's flu vaccine](#) This includes children who were aged 2 or 3 years on 31 August 2023, school-aged children & children with certain health conditions. *See next page for more information.*



**HELP US  
HELP YOU**

**STAY WELL THIS WINTER**

The doctors and staff at this practice get vaccinated each year to protect themselves and their patients and they recommend that all eligible patients do the same.

**Remember, you need to be vaccinated every year, don't assume that you're protected because you were vaccinated last year.**

### Book your COVID-19 vaccination:

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

### Book your Flu vaccination:

Use the [NHS app](#), call your GP surgery or speak to your pharmacist.

**For more information on seasonal vaccinations and winter health:**

[www.nhs.uk/seasonalvaccinations](http://www.nhs.uk/seasonalvaccinations)

**Vaccination Is the Best Way To Protect Yourself, Those Around You & Your NHS**

### COVID-19 Vaccination Sites

#### Glass House Chemist

42-44 Glass House St  
Nottingham City  
NG1 3LW

#### Sherwood Late Night Pharmacy

475 Mansfield Road,  
Sherwood, NG5 2DR

#### Eagle's Nest Community Centre

Gedling Road, NG5 6NY

**NB Pre-book your appointment\***

# 5 Reasons Your Child Should Have the Flu Vaccination



**Get Your Family  
Winter Strong!**

## 1. Protect your child

Children under 5 have the highest hospitalisation rate due to flu with 6,000 cases in England last winter. Vaccination cuts the hospitalisation risk by around two-thirds. It helps protect against complications like pneumonia and painful ear infections.

## 2. Protect family and friends

Pre-schoolers are excellent at spreading germs! Vaccinating your child helps reduce the chance of others in your family who are higher risk; like grandparents or those with long-term conditions, getting flu.

## 3. No needles!

The nasal spray is painless and easy to have. It contains weakened flu viruses to help your child build immunity and fight off flu. The vaccine is absorbed into the nose really quickly, so even if your child sneezes right after, it still works. For children who can't have the nasal spray for medical reasons, [an injection is available](#)

## 4. It's better than having flu

The nasal spray helps protect against flu, has been given to millions of children in the UK and worldwide, and [has an excellent safety record](#). In the last few years, the protection that children get from vaccination has been consistently higher than for adults. The vaccine is updated yearly to match flu strains, so **we recommend vaccinating yearly, even if vaccinated last year.**

## 5. Avoid costs and time off work

Juggling a sick child and work is tough. Vaccinating isn't just about your child's health, it's smart for parents. If your child gets flu, you may have to take time off or find childcare. The nasal spray vaccine means fewer missed workdays and is free on the NHS.

## **Get Your Family Winter Strong...**

**By booking in eligible under-5s with your GP practice or  
By making sure you sign a consent form if one is sent home from school.**

### **Nasal Flu Vaccination for 2-3-Year-Olds Are Available at Your Practice.**

Please call to book an appointment with the nurse.

**Alternatively, these drop-in sessions are available below:**

- Saturday 4th November - Rise Park Surgery - 9am-1pm
- Saturday 18th November - Tudor House - 9am-2pm
- Saturday 9th December - St Ann's Valley Centre - 9am-2pm
- Saturday 16th December - St Ann's Valley Centre - 9am-2pm

*NB: The nasal spray vaccine contains small traces of pork gelatine. If you do not accept the use of pork gelatine in medical products, the injected vaccine is available as an alternative. If this is the case please contact your GP practice for this vaccine.*

## Antibiotics Don't Work For Everything!

**Taking ANTIBIOTICS when you don't need them puts you and your family at risk**

Keep  Working



Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them.

**Antibiotics DON'T Work For** ❌

- Colds
- Flu
- Vomiting
- Most Sore Throats
- Most Coughs
- Most Ear Infections
- Most Diarrhoea
- Most Cystitis

**Ask Your Pharmacist For Advice**

**Antibiotics are NEEDED for** ✅

- Serious** bacterial infections including:
- Sepsis
  - Pneumonia
  - Urinary Tract Infections
  - Meningococcal Meningitis
  - Sexually Transmitted infections like Gonorrhoea

**Take Your Doctors Advice**

For further information on Antibiotic Awareness:  
<https://www.nhs.uk/nhsengland/arc/pages/aboutarc.aspx>  
 & <http://antibioticguardian.com>

## Use Your Pharmacy



As qualified healthcare professionals, Pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. Some can also prescribe antibiotics for certain conditions if they are suitably trained.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need.

For example they will tell you if you need to see a GP, nurse or other healthcare professional.

You can use the [NHS app](#) to [order repeat prescriptions online](#).

## Remember Your Christmas Medicines

Remember to order your repeat prescriptions in time for the festive period.

The last day to order a prescription in time for Christmas is by:

**11am on Wednesday 20th December**

Your prescription will be ready for collection after 2pm on Friday 22nd December.

Prescriptions ordered on Thursday 21st & Friday 22nd will not be ready for collection until:

**Wednesday 27th**

**Please Remember.. your surgery & pharmacy cannot take prescription orders by phone.**



## Local Chemists

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

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

[Glasshouse Street Pharmacy](#)  
0115 948 0658

[Manns](#) - Woodborough Road,  
0115 960 7826

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

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

## Medicine Shortages

Medicines shortages are a huge concern for GPs and pharmacists, many are spending extra hours each week trying to find suitable alternatives.

Since early 2022, medicines shortages have hit the headlines on several occasions. Many women have been impacted by ongoing shortages of hormone replacement therapy (HRT), which peaked in May 2022 and, in December 2022, parents were left scrambling to find antibiotics for their children amid outbreaks of strep A and scarlet fever.



Longstanding global supply chain problems, the impact of Brexit, the COVID-19 pandemic, the Ukraine–Russia war, soaring energy costs and inflation, logistics issues, and the availability of raw ingredients and high levels of demand have all contributed to shortages.

Worsening drug shortages leave primary care staff exposed to rising levels of abuse from patients who are frustrated at being unable to access their medication. Please try to remember your pharmacist, GP and their teams are not responsible for these problems and they are doing the best they can to provide you with a good service.

**What Can You Do?** If you're sent back to your GP for an alternative prescription please ask the pharmacy to write down what they do have in stock. This helps avoid the prescription 'ping pong'. Sometimes the next best alternative is out of stock too, so it really helps to have a list of items that are available.

*Thank you for your help with this.*

**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 that someone else can use it.

**Keep It  
or Cancel It**

## Vitamin D

**Most people living in the UK have low vitamin D levels in the autumn & winter.**

Vitamin D regulates the amount of calcium and phosphate in the body, both needed for healthy bones, teeth and muscles.



In the spring and summer months your body creates vitamin D from direct sunlight on your skin when outdoors. **But**, during the autumn and winter the sun is not strong enough for your body to make vitamin D so you need to supplement your diet because it's difficult to get enough vitamin D from food alone.

**A daily supplement of 10 micrograms (or 400IU) of Vitamin D** between October and March is recommended by the NHS.

For most people a suitable supplement can be purchased from supermarkets and, for certain health conditions, it is available on prescription.

# Prescription Prepayment Certificate

A **PrePayment Certificate (PPC)** could save you money if you pay for your NHS prescriptions. With a PPC all of your NHS prescriptions are covered for a set price.

**You'll save money if you need more than 3 items in 3 months, or 11 items in 12 months**

A prescription currently costs £9.65 per item.

A PPC costs:

- £31.25 for 3 months or
- £111.60 for 12 months

**How much you can save:**

Number of Prescribed medicines you need per month	Saving with a 3 month PPC	Saving with a 12 month PPC
2	More than <b>£26</b> in 3 months	<b>£120</b> a year
3	More than <b>£55</b> in 3 months	More than <b>£235</b> a year
4	More than <b>£84</b> in 3 months	More than <b>£351</b> a year

## Hormone Replacement Therapy Prescription Prepayment Certificate (HRT PPC)

If you pay for NHS prescribed HRT medicine 3 or more times in 12 months, an **HRT PPC** could save you money.

Each item on an NHS prescription usually costs £9.65. You can buy an HRT PPC for a one-off payment of £19.30 (the cost of two single items).

The HRT PPC then covers an unlimited number of certain HRT medicines for 12 months, regardless of why they are prescribed.

The HRT PPC does not cover all HRT medicines. **Check if it covers your HRT medicine.** If your HRT medicine is not covered, or you also get prescriptions for items other than HRT medicine, you may save more with the 3 or 12 month PPC that covers all NHS prescriptions (see above).

## How It Works:

The quickest way to buy a PPC or a HRT PPC is **online**. If you can't do that, you can buy one in person at certain pharmacies.

- You can be sent your certificate details by email, or you can print it off yourself.
- Show your certificate details when you collect your prescription.
- You can collect prescriptions straight away, if your start date is today or earlier.

If you need extra help call:

**0300 330 1341.**

## Check You're Eligible for Free Prescriptions:

Before you apply for PPC, check if you're entitled to **Free Prescriptions**.

There's a simple way to find out if you're eligible for free NHS prescriptions and any help with other NHS costs by clicking here:

**Check what help you could get to pay for NHS costs on the NHS Business Services Authority website.**



# Your Practice Updates

## More Appointments Now Available

Your practice is now able to offer you more appointments throughout the week by opening on 2 afternoons where previously we were closed.

There will be at least two doctors at both sites and a receptionist will also be available to deal with your queries.

Additional surgeries now available at:

**Mapperley Surgery**  
Tuesday afternoon until 6pm

**Victoria Health Centre**  
Thursday afternoon until 6pm

For a full list of our opening times check the back page of this newsletter or see the practice website.



Your practice staff should be able to come to work without fear of violence, abuse or harassment.

Aggression and violence towards our staff **will not be tolerated**.

This includes:

- ✗ Offensive language or swearing
- ✗ Verbal abuse of any kind
- ✗ Racist comments or stereotypes
- ✗ Threats of or or actual physical harm

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and patients.

**We Are Here To Help You**  
**Please Be Kind & Respectful**

## We've had a few new staff join us since our last newsletter...



### Dr Megan Burton (GP)

Dr Burton graduated from Cardiff University in 2016, and completed both Foundation years and GP training in Nottinghamshire.

She is currently studying part time for a Sports Medicine Diploma at Bath University and will be working part time at Victoria & Mapperley Practice.



### Dr Emeka Maduka (GP)

Dr Maduka graduated from Nnamdi Azikiwe University in Nigeria in 2012, and completed his GP training in Nottingham. He is works as a Salaried GP at Victoria & Mapperley practice, and sees patients across both sites.

### Stewart Bailey (Office Manager).

Stewart has worked at our practice for 2 years as a Receptionist and we're pleased to say has now taken on the role of Office Manager. He has 5 years experience in Primary Care. He previously worked as a receptionist at a practice in Leicestershire. Stewart works across both sites.

**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.**



# PATIENT PARTICIPATION GROUP

Representing the Patients of Victoria Health Centre and Mapperley Surgery



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.](#)

### Use Your Pharmacy - A Patient Perspective

During the summer I was bitten by a nasty insect who took a fancy to my arm. I tried to treat it at home but with little success, my arm started to swell and the bite site started to blister.

I didn't want to take up a doctors appointment so decided to visit my friendly local pharmacist David and asked for his advice. He took a look at the bite and asked me some further questions to establish how I was feeling in myself.

Following our discussion he believed that it was infected and prescribed me some antibiotics. The antibiotics took affect and I noticed the swelling subside and the blistering vanished and my arm is now back to normal.

My experience highlighted to me that there is an option to take pressure off my GP practice and still receive the care I needed.

*Cath (PPG Chair)*



**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. We hope that this will make meetings accessible for those of you with mobility issues or caring responsibilities.

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).

### Feedback

Your practice welcomes helpful comments and suggestions on how we can improve the patient experience at the Victoria & Mapperley Practice. Send your feedback to:

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

We now have 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 a Bank Holiday on:

**Monday 25th & Tuesday 26th December 2023  
& Monday 1st January 2024**

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**



Nottingham City

## GP Plus - Enhanced Access Service

**Evening** and **weekend appointments** are available to patients registered at the practice to see GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists and **Stop Smoking Advisors** in 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 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