

# VICTORIA & MAPPERLEY

Providing general medical services in Nottingham City Centre and Mapperley

Welcome to the Summer 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.victoriामapperley.co.uk/>

## Current Pressures in General Practice



Dr H Mawji

General Practice in 2023 is a far cry from when I first joined 20yrs ago. GPs manage increasingly complex medical conditions and multiple morbidity, and demands on our services are higher than we can ever recall.

Routinely the GPs at the practice consult with up to 20 patients in a morning, then perform several home visits before attending to hundreds of prescription requests, hospital letters, lab results and referrals in the middle part of the day, then seeing up to 15 patients in an afternoon surgery. Frequently we then log in from

home in the evening for several hours to complete the backlog of clinical administration and paperwork that we simply couldn't finish during the working day.

The intensity and complexity of the role, hugely increased demand in recent years, the lack of work-life balance and negative (and often untruthful) media coverage of general practice continues to cause difficulty in recruiting trainees to work in general practice, and then retaining them once they have qualified. Sadly there is a brain-drain of doctors and nurses leaving the UK and going to other countries offering better working conditions. The moral hazard and injury of working in such conditions continues to cause staff burnout and sickness (including among the doctors and staff at this practice) and risks early-retirement due to exhaustion.

This all creates a perfect storm whereby patients and practices are dissatisfied with the service we can provide, and I am genuinely fearful for the future of general practice in the UK NHS.

Be assured that the whole team here at Victoria & Mapperley Practice strive to provide the best level of care we can to our patients in spite of these difficulties - and want general practice to be fit-for-purpose when we and our families need to use it.

Above all, I would urge you to please be kind in your interactions with the practice. We have experienced an increase in abusive behaviour from some patients, which is grossly unfair on our team who are doing the best they can to provide care for you.

*With Very Best Wishes, Dr Mawji*

Your Practice Telephone Number for Both Sites is: [0115 969 1166](tel:01159691166)

## Death Certification - The Role of the Medical Examiner

There has been a change in how the registration of deaths are managed.

Previously, if the patient was well-known to the GP, had been seen by us within four weeks of death, and we were able to propose a cause of death, the GP could issue the **Medical Certificate of Cause of Death (MCCD)** - which the patient's family would use to obtain the legal Certificate of Death from the Registrar.

From **1<sup>st</sup> April 2023**, all deaths must be reported to the Medical Examiner.

This will include detail of the circumstances surrounding the death, relevant medical history and any proposed caused of death that the GP might consider.

The Medical Examiner will contact the patient's next of kin to discuss the case and any concerns they may have. They will then either respond to the GP asking for them to issue the MCCD, or refer on to the Coroner if there are any concerns.

This process may add a very brief delay to the issuing of the MCCD, but should improve the overall reporting of patient deaths and ensure that all required information is provided (for example for cremation certificates).

**For more information on registering a death see your local council site:**



**Nottingham  
City Council**

<https://www.nottinghamcity.gov.uk/information-for-residents/births-deaths-marriages/deaths-and-stillbirths/register-a-death/>



**Nottinghamshire  
County Council**

<https://www.nottinghamshire.gov.uk/births-deaths-marriages-and-civil-partnerships/deaths/how-to-register-a-death>

## Missed Appointments "Did Not Attend"

Sadly, across the NHS appointments continue to be wasted when patients do not attend (DNA). This causes delays for other patients, and duplication of work for the practice needing to book patients in for further appointments.

There may be a valid reason why a patient cannot attend an appointment, but please do let us know as soon as possible, as in almost all instances we can offer the appointment to another patient - sometimes even with only 30 minutes notice.

In the year 1<sup>st</sup> May 2022 to 30<sup>th</sup> April 2023 a staggering **3,424 appointments at this practice were wasted** because patients did not attend.

This represents **7.7% of all appointments we offered**, or **114 days of GP and nurse time**.

Given the pressures and waiting times our patients face,  
**Please Remember To Cancel Your Appointment  
If You Cannot Attend.**

Made an  
Appointment?  
**Keep It** or

**CANCEL IT!**

## GP+ and other Clinical Services



The practice continues to benefit from access to the [GP+ service](#) which operates out of Angel Row in Nottingham City Centre.

Patients registered at this practice can access telephone and face-to-face appointments in the evenings and at weekends with GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists.

Appointments are also offered with a Stop Smoking Advisor.

Whilst patients like to see a clinician they know (and indeed we like to see our patients!) please consider whether your problem could be managed by the GP+

### Opening hours are:

4pm to 8pm Monday to Friday and 9am to 1pm Saturday & Sunday

**This is not a walk-in service.** Appointments are required and are bookable through the reception team at your own GP practice.

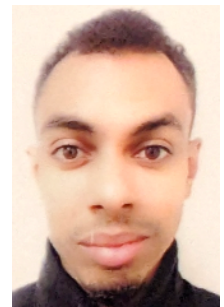
## Health & Wellbeing Coach



Your practice is pleased to welcome our new PCN Health and Wellbeing Coach Jason Burke-Lee. He is able to support and motivate patients to adopt healthier

behaviours and improve their self-management of long-term conditions.

Jason says: "I am extremely passionate about supporting you to define good health and lead a wholesome lifestyle."



**Please contact our reception team and ask them to put you in contact with Jason.**

## First Contact Physiotherapy

### Suffering From Bone Joint or Muscle Pain??

You can now see an experienced Physiotherapist straight away at your GP surgery for an advanced assessment, diagnosis and recommended management plan.

They can assess a wide range of Musculo-skeletal conditions.

The Physio will:

- **Assess you** - and diagnose what's happening
- **Give expert advice** on how best to manage your condition
- **Refer you on** to specialist services if necessary
- **Book follow up** appointments if needed.

Our PCN Physiotherapists run a virtual telephone clinic on Mondays.

Face to face clinics are on Wednesday afternoon at Mapperley Surgery and Thursday morning at Victoria Health Centre.

**Please call our reception team to make an appointment.**

## Mental Health

### One in four people report having a mental health problem.

The Covid pandemic has resulted in many more patients seeking help with mental health concerns. So it's no wonder that doctors in our practice are used to patients raising concerns about their mental health and wellbeing.

We are all vulnerable to developing mental health problems but some of us are more vulnerable than others including:

- Those who feel lonely
- Adolescents and young people
- Patients who suffer long term chronic physical health problems.
- Those who struggle with a low income and poor housing.

Some patients have talked to friends or family members about their worries before speaking to their doctor. Others have chosen to go straight to their doctor and not spoken to anyone else. **There is no wrong route to seeking help.**

But what is most important is that you ask for help if you are worried about your mental health or wellbeing.

**Speaking out about your concerns is often the hardest decision to make, but it can open the door to get you the help that you need.**

## Mental Health - Help in a Crisis

**If your mood deteriorates and you need urgent help contact one of the following:**

**The Nottinghamshire Healthcare Crisis Line:** If you're in a mental health crisis, call the crisis line anytime of the day or night. They can arrange for you to speak with a mental health professional. They can also advise you about other services which can help you. The crisis line is operated by local health workers. Don't worry, they will help you get the right support. The Crisis Line is open 24 hours a day, seven days a week, to people of all ages. Call: **0808 196 3779** or **0300 303 0165**.

**For Children and Young People:** Call the **CAMHS** Crisis number: **0115 844 0560**  
Outside office hours call your GP, **NHS 111**, or in an emergency go to an A&E dept.

**Samaritans:** Whatever you're going through, a Samaritan will face it with you 24 hours a day, 365 days a year. Call free on: **116 123** or On Line: **www.samaritans.org**

For other medical advice and support contact your GP or visit **NHS 111**.

While the Emergency Department (A&E) and 999 are not the best places to get help for the majority of mental health problems, you should still use these services if you have an immediate, life-threatening emergency requiring mental or physical health assistance.



## Mental Health - What happens when you see your GP?

- The doctor will make an initial assessment by asking questions about your mood, your thoughts and behaviours, your lifestyle and any recent events in your life that might have affected your wellbeing.
- They will check your physical health because mental and physical health is often connected.
- Your doctor might decide to monitor your condition by asking to see you for a second appointment. In the meantime they will give you advice about how best to cope with your concerns.
- They may decide to refer you to specialist in mental health for a more detailed assessment.
- There are a wide range of treatment options available. These include 'talking therapies', Counselling, community support services provided by local organisations like MIND and our specialist mental health service (Nottinghamshire Healthcare Trust). Your doctor may refer you to the practice Social Prescriber who has a lot of links to community support services.
- It may be appropriate for your doctor to give you medication to help you cope with your symptoms.



People with physical long-term conditions are **two to three times more likely** to experience mental health problems than the general population.

Over the last two years the numbers of patients who have asked for help has increased significantly and local mental health services have struggled to keep up with demand. So you may need to wait longer than you would wish for the right service for you. But you should not delay in asking for help and support if you are concerned about your mental health and wellbeing.

Other organisations which you may find useful are:

### Mind



When you're experiencing a mental health problem, supportive and reliable information can change your life. **Mind** empower people to understand their mental health and the choices available to them.

Call on: [0300 123 3393](tel:03001233393) or click on the icon for information.

### Wellness in Mind



Wellness in Mind provide information, advice and support for anyone in Nottingham experiencing issues with their mental wellbeing.

The service helps people understand their mental health issues and connect them to the services which may best support them.

Call free on: [0800 561 0073](tel:08005610073) or

Talk to Line: <https://www.wellnessinmind.org/talk-to-us-online/>



# Injured or Unwell? Use the Right Service.

## Your guide to health services in Nottingham and Nottinghamshire

**NHS**  
Nottingham and Nottinghamshire  
Clinical Commissioning Group



### SELF CARE

Treat aches and pains, coughs and colds at home with simple self-care. Stock up your medicine cabinet. Order repeat prescriptions in plenty of time. Get advice on self-care at [www.nhs.uk](http://www.nhs.uk)



### PHARMACY

Pharmacists are highly trained and can offer advice and medication for many health conditions. This includes treatment for allergies, constipation, headaches, cold and flu symptoms and earache.

Many pharmacies have extended opening hours. Find a pharmacy at [www.nhs.uk/service-search/find-a-pharmacy](http://www.nhs.uk/service-search/find-a-pharmacy)



### YOUR GP PRACTICE

GP practices are open. Talk to your GP, nurse or other healthcare professionals about symptoms that aren't going away. They can offer telephone, online or face-to-face consultations for symptoms that don't go away.

To see a GP or nurse practitioner out-of-hours, call NHS 111 or visit [111.nhs.uk](http://111.nhs.uk).



### NHS 111

NHS 111 can help if you have a medical problem and you're not sure what to do. Either call NHS 111 or visit [111.nhs.uk](http://111.nhs.uk). It is available 24 hours, seven days a week. You can be connected to a nurse, emergency dentist or GP.

Face-to-face appointments can be arranged out of hours.



### URGENT TREATMENT CENTRE

You can get urgent medical attention for a range of conditions at our Urgent Care Centres. This includes sprains, fractures, minor burns and skin infections.

**Nottingham** – Seaton House, City Link, NG2 4LA - 7am-9pm

**Newark** – Newark Hospital, Boundary Road, NG24 4DE - 9am-10pm  
(last patient admitted at 9.30pm)

**Sutton-In-Ashfield** – Primary Care 24, King's Mill Hospital, NG17 4JL – 24 hours a day



### DENTAL TREATMENT

Dentists are open. If you need urgent dental care please call your local NHS dental practice. They will complete a triage over the telephone to advise what treatment is needed.

If you need advice out-of-hours, call NHS 111.

If you need urgent care and are not registered with a dentist, call NHS 111.

Find an NHS dentist at [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)



### MENTAL HEALTH CRISIS LINE

If you are experiencing a mental health crisis and need immediate help, you can contact the mental health crisis line 24 hours a day, 7 days a week. Call 0808 196 3779.

# Diabetes

There are two main types of diabetes: Type 1 & Type 2.

**Type 1 diabetes**, you can't make any insulin at all.

**Type 2 diabetes**, is different. The insulin you make either can't work effectively, or you can't produce enough of it. They're different conditions, but they're both serious.

**In the UK 1 in 10 people over the age of 40 have Type 2 Diabetes**

**Pre-Diabetes** means you are at high risk of going on to develop Diabetes because your blood sugar is already a little elevated. This result alerts you to the fact that you need to change your lifestyle to help reduce your blood sugar to a healthy level.

There is a dedicated NHS service called the **Diabetes Prevention Programme** to support you should you receive this diagnosis.

**TYPE 2 DIABETES** The **Diabetes UK** risk tool will help you to find out if you're at risk of developing Type 2 diabetes. Take a few minutes to do what could be the most important thing you do today

**KNOW YOUR RISK**

**Get a test for Diabetes** - see the practice nurse for a health check, or see your GP if you're concerned you have **symptoms of diabetes**.

**Over 40?** Get and full **NHS health check**, the blood tests will include a blood sugar test called an HbA1c. We can use this to detect Diabetes and Pre-Diabetes.

**Already Diagnosed with Diabetes?** A reminder that you should have a check-up each year which includes a foot check, BP check, blood tests including blood sugar and cholesterol, weight, urine test to check the health of your kidneys, offer you help with stopping if you smoke and an eye test called Retinal screening.

To make things easier we are asking patients to attend for this in their birthday month. If you think you have missed out on these checks during COVID, we welcome you to attend. **Please contact reception to book an appointment with the nurse.**

**Weight Loss & Diabetes** Weight is a sensitive issue for many people and getting to an ideal, healthy weight is easier said than done. But when you have diabetes, there are huge benefits to losing weight if you're carrying extra weight.

You'll have more energy and you'll reduce your risk of serious complications like heart disease and stroke. Losing weight can help with your diabetes control too.

**Losing weight with 2 diabetes could even mean going into diabetes remission.**

**For more information about Preventing Diabetes explore the Diabetes UK website or speak to your practice nurse or GP.**

Do you know the symptoms of **Type 1 diabetes?**



# Quit Smoking



## Why Quit?

Quitting smoking improves your [Physical Health](#) and boosts your [Mental Health & Well-Being](#) after as little as six weeks of being smoke-free. You'll benefit in so many ways and [Your Loved Ones Will Benefit Too](#).

So, the earlier you quit smoking, the more you're likely to benefit. But it's never too late - because quitting will improve your health whatever your age and no matter how long you have smoked.

## Stopping Smoking Is One of the Best Things You Will Ever Do for Your Health.

**Support to Quit** Quitting is much easier when you get the right support and there are lots of options to choose from. Even if you've tried before, maybe more than once, you can still succeed. What you've already learned will help you reach your goal of becoming an ex-smoker. Check out the advice, tools and tips at [NHS Better Health](#)

## Get a Free Personal Quit Plan

Many people try to quit smoking with willpower alone, but it's much easier to go smoke-free with the right help. There are lots of support options available, try a combination that works for you. It's easier with the right support. Give up for 28 days, and you're 5 times more likely to quit for good. Answer 3 easy questions to find the combination of support that's right for you to get your free [Personal Quit Plan](#).



## Download the NHS Quit Smoking App

Use the NHS Quit Smoking app to help you quit smoking and start breathing easier.

The app allows you to:

- track your progress
- see how much you're saving
- get daily support



If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!

## Want To Talk to Someone?

Talk to a trained adviser for advice and support.

Call the free **National Smokefree Helpline** on [0300 123 1044](tel:03001231044).

Lines are open: Monday to Friday: 9am to 8pm & Saturday & Sunday: 11am to 4pm

**The average smoker can save around £38 a week by quitting smoking. That's £2,000 a year! [Use this calculator to work out how much you could save.](#)**



## Don't Let Hay Fever Ruin Your Day



For **hay fever** and seasonal allergies have you thought about talking to your pharmacist and buying what you need? Prescribing readily available medication like antihistamines costs your NHS millions every year adding unnecessary strain on your GP and your NHS.

Processing these prescriptions can cost 20 times the price of buying identical medication at your pharmacy.

**Before you call your GP, talk to your pharmacist.**

You don't need an appointment to see a pharmacist and for most minor illnesses, it's faster, easier and cheaper than a prescription.

### Help Us Help You

If You take care of the little things, Your NHS can keep taking care of YOU.

## Travelling Abroad?

If you're planning to travel outside the UK this year, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

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!**

Ask at reception or for further guidance:

<http://www.nhs.uk/conditions/Travel->

## Stay Sun Aware

Make sure that as the days get hotter and sunnier that you protect yourself from **Skin Cancer** and stay well-hydrated.

**Protect yourself in 5 ways**

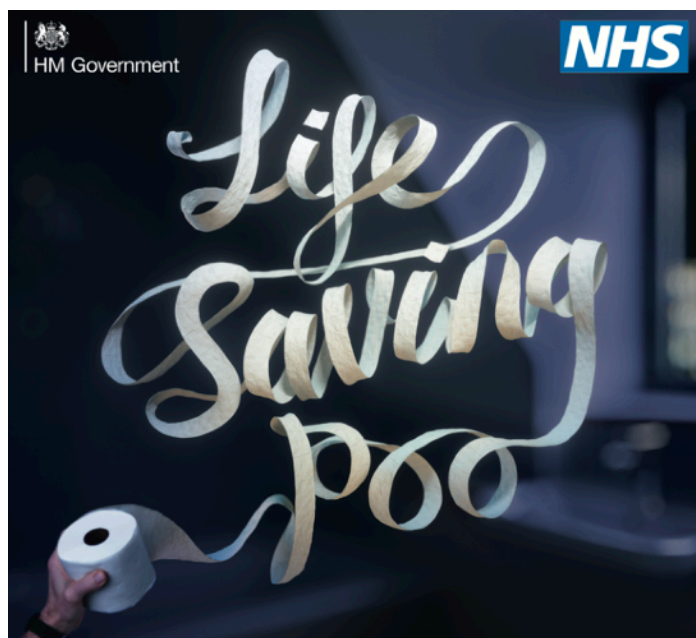
**Slip** on a top

**Slop** on some sun lotion

**Slap** on a hat

**Seek** out some shade

**Slide** on the sunglasses



## Bowel Cancer Screening

**The Bowel Cancer Screening Kit Can Save Your Life!**

Just a tiny sample detects signs of cancer before you notice anything wrong.

***If you're sent a kit,***

***Put it by the loo.***

***Don't put it off!***

**[nhs.uk/bowel-screening](https://www.nhs.uk/bowel-screening)  
Screening Saves Lives**

## Your Practice Staff Updates

There've been a few changes in personnel at the practice since our last newsletter...



**Barbara Kirk** recently retired from the practice after a massive 63 years of service!

She started her nurse training in 1952 and commenced the job with Dr Loch at the practice in 1959. She worked as a nurse, practice manager and finally a notes summariser.

We would like to thank Barbara for her loyalty, commitment and dedication to the practice, and to the NHS. A truly special lady. We hope you enjoy a well deserved rest Barbara.

With best wishes from All at V&M

**Paul Ridgwell** - Office Manager. Paul has worked for the practice for over 19 years and we are very grateful for his dedicated service to the patients of Victoria & Mapperley. Paul will begin his well-earned retirement with his wife Brenda this summer, and his last day with the practice will be 16<sup>th</sup> June 2023. We are sure many of you will want to wish him the very best for his future

**Sanah Khan** will be returning to the reception team at the beginning of June 2023 following her maternity leave. We are pleased to welcome her back.

**Frances Power** has recently joined the reception and admin team, and we are pleased to welcome her to the practice.

**Bhaven Mehta** has joined our primary care network as a Clinical Pharmacist, and will be contacting patients to conduct their medication reviews. Welcome!

**Nazia Rehman** - served as practice manager from Sept 2022 to Feb 2023. We wish her well in her future endeavours

**Manu Mohan** - Receptionist Manu leaves the reception team in June 2023 to take on a new role working at NUH. We wish him well for the future.



## The NHS Friends and Family Test (FFT)

**Have your say to improve you care.**

We'd like your feedback on the care or treatment we give you, any time you use our services.

Put us to the test and tell us what is working and what we can improve. You can say what you think without giving your name, and we'll use the information to plan improvements to your services. It is only 3 quick questions so it doesn't take long.



**Next time you're in the surgery pick up a FFT card and let us know what you think.**

## New Practice Website

By the time this newsletter is in print we should have launched our new practice website! The domain address remains the same:



[www.victoriामapperley.co.uk](http://www.victoriामapperley.co.uk)

We hope that you will approve of the new look, and we have consolidated the webpages to make them more accessible and readable.

If there is anything you would like to see on the website that we haven't included please let us or your Patient Participation Group (PPG) know.

## Feedback

We welcome 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)



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



You can access [ZOOM](#) from your 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).

# 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 - 12.30pm
Friday	8.00am - 6.30pm
Saturday	Closed
Sunday	Closed

### Mapperley Surgery

Monday	8.00am - 6.30pm
Tuesday	8.00am - 12.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30m
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**

*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 28th of August**

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 - extended hours 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 and 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.

**Please note:** *There is no longer a walk-in service based on Upper Parliament Street.*