

# Victoria & Mapperley

Providing general medical services in Nottingham City Centre & Mapperley

Welcome to the Spring/Summer 2026 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/>

## Pharmacy First

Did you know that you can get treatment for seven common conditions directly from your local pharmacy, without a GP appointment?

Since January 2024, Community Pharmacies in Nottingham & Nottinghamshire have been offering the **Pharmacy First** service delivered by highly trained pharmacists. This service includes the NHS Community Pharmacy Consultation service and, if needed, NHS medicines to treat the seven common health conditions listed below:

- **Urinary tract infection** (*water infection*) in women aged 16 - 64 years.
- **Sinusitis** in those aged 12 years & over.
- **Sore throat** in those aged 5 years & over.
- **Shingles** in those 18 years & over.
- **Earache** in children 1 -17 years .
- **Infected Insect bite** in those aged over 1 year.
- **Impetigo** (*a type of skin infection*) in those aged over 1 year.

Need Simple & Direct Help  
For a Common Condition?

Think **Pharmacy First**  
To Skip the Wait

**Pharmacy First**  
for help with everyday health conditions



If you have symptoms that suggest you might have one of these conditions, visit your local community pharmacy and arrange a free consultation with the pharmacist.

During busy times you may be asked to make an appointment, but you will usually be seen on the same day.

If the pharmacy team is unable to help, you will be directed to your GP surgery or another NHS urgent care provider as appropriate.

**Quick Accessible Local  
Think Pharmacy First!**

[FIND YOUR NEAREST PHARMACY](#)

## Please Respect Our Staff

At Victoria and Mapperley Practice we have a zero tolerance policy towards any form of aggression or harassment.



Our reception team work hard every day to support patients with appointments, prescriptions, queries, and urgent concerns. They are committed to providing a helpful, efficient, and respectful service to everyone.

Unfortunately, we are seeing an increase in abusive and inappropriate behaviour towards staff, including shouting, swearing, and threatening or offensive language.

So far in 2026, the practice has issued 5 formal 'Zero Tolerance' letters due to unacceptable behaviour from patients and their relatives for the following reasons:

- One for racially discriminatory language.
- One following an incident where a car was parked across the practice entrance and the individual refused to move it when asked.
- Three letters were issued due to rude and aggressive behaviour over the phone, particularly in relation to prescription requests.

We understand that patients may sometimes feel frustrated, especially when services are busy or requests cannot be dealt with immediately. However, aggressive or disrespectful behaviour towards any member of our team is never acceptable.

Everyone has the right to work in an environment where they feel safe, respected and supported.

**We are extremely grateful that the vast majority of our patients treat our staff with respect, kindness & understanding.**



## Have You Changed any of Your Contact Details?

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

You can do this by: Using the '[Contact US Online](#)' button on your [practice website](#), by letting our reception staff know your new contact details in person, or email:

[nnicb-nn.c84085@nhs.net](mailto:nnicb-nn.c84085@nhs.net)

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



## Carers Coffee Morning

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!**

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

**Time: 10.30am to 12.30pm**

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



**Nottingham City East  
Primary Care Network**

## NHS APP Update

### New look NHS App begins roll out

The new look [NHS App](#) has begun to be rolled out to users, and will take a few weeks until it hits all devices. The improvements, based on feedback from both patients and staff, make it easier for people to find the services patients need.

This is part of a drive to improve, and increase usage, of the NHS App as set out in the [10 Year Health Plan for England](#).

The changes are based on research with over 1000 users, including specific accessibility research, and were designed in collaboration with healthcare and clinical safety professionals to make the App more intuitive and accessible.

### Changes include:

- 'Consultations & Events' can now be found under 'Appointment Notes' and other updates in the 'Appointments' section on the Home page.
- Under 'Book an Appointment', you can select to 'Ask About a Health Problem' to contact your GP about a health issue by filling out an online form.
- If you have 'Care Plans' available in your NHS App, you can find them in your Profile.

[Find out more & see how the NHS App update looks.](#)

### How Do I Access the NHS App?

**On SmartPhone or Tablet:** The NHS App is free to download from the [App Store](#) & [Google Play](#). **On Computer:** You can also access NHS App services from the browser on your desktop or laptop computer.

After downloading the app, you'll need to set up an NHS login and prove who you are.





# View messages about your care in the NHS App

-  Turn on notifications for the NHS App to get messages from your trusted healthcare providers
-  The NHS App messaging service is a simple and secure way to stay up to date
-  You can also use these services by logging in through the NHS website







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 Google Play and the Google Play logo are trademarks of Google LLC.

Download the NHS App and [Turn on Notifications](#) to find out about new messages.  
 NB You cannot get notifications when accessing your NHS account through a web browser.

## Repeat Prescription Requests



To help us provide you with a safer & more efficient service, the practice no longer accepts repeat prescription requests by telephone.

### Why Has This Changed?

This change has been introduced to improve patient safety and reduce the risk of errors.

Telephone requests can sometimes lead to:

- Misheard medication names or dosages
- Missing or incomplete information
- Delays in safely reviewing requests

Written and digital requests provide a clear record and allow clinicians to review prescriptions more carefully, helping ensure patients receive the correct medication, dose and timing. This is especially important for patients taking multiple medicines or managing long-term conditions.

Implementing this change will also help keep our phone lines free for patients who need urgent medical advice or appointments.

### To Request Your Repeat Prescription:

- Use [NHS App](#) - the quickest and easiest way to manage your prescriptions.
- Online via the [V&M practice website](#) using the [Contact Us Online](#) option - available Monday to Friday, 8:00am - 6:30pm
- email the V&M practice at: [nnicb-nn.vamp-prescriptionrequests@nhs.net](mailto:nnicb-nn.vamp-prescriptionrequests@nhs.net)
- Speak to your [local pharmacy](#)
- In person

### Please Allow 2 Working Days for Processing

If you're unsure how to use the NHS App or online services, our reception team will be happy to help you get set up or talk through your options.

Thank you for your understanding and cooperation as we continue to improve our systems keeping patient safety our top priority.

## Local Pharmacies



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

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

[Glasshouse Chemist](#) next to VHC  
0115 948 0658

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

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

[Sherwood Late Night Pharmacy](#) -  
Mansfield Rd.  
0115 960 6272

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' rate so far this year is **943!**

That's **943** wasted appointments that cost your NHS **£38,000**

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

**Keep It  
or  
Cancel It**



## New Staff Name Badges

To help improve communication and patient experience at the practice, we have recently introduced staff name badges for all team members.

This simple change was suggested through patient feedback and helps patients easily identify who they are speaking with during appointments, at reception, or over the course of their visit. Clear identification also supports a welcoming, professional and accessible environment for everyone.

We're pleased to say the new badges have now been successfully implemented across the practice team. Thank you to all patients who continue to share suggestions and feedback to help us improve our services.

## Your Feedback Is Needed!

We are always looking for ways to make the Victoria & Mapperley Practice the best it can be for our patients. We welcome your comments and suggestions on how we can improve your experience at your GP practice. By sharing your views and ideas, you'll help us understand what's working well and where we can improve.

In addition to this, we'd also like to know:

- What could make the biggest difference to your experience as a patient?
- Are there any additional services you would like us to offer in the future?
- Do you have any other comments or suggestions?

Please send your feedback to: [nnicb-nn.c84085@nhs.net](mailto:nnicb-nn.c84085@nhs.net)  
or pick up a questionnaire the next time you're in in the surgery.



Your views are important and help us improve the quality and accessibility of your GP practice.

## 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 (F&FT) 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

We have received some lovely comments which are passed on to all of our staff on a monthly basis. Here are just a few of your comments about our wonderful team:

- Reception very helpful. Th nurse I saw was great and answered any questions I had.
- The doctor I saw was most helpful and caring. I would definitely ask for her if I needed any further treatment.
- The nurse was wonderful, she kept me at ease, was very professional, but friendly.
- Saw me on time. Always very pleasant, as all the staff are.
- It was good, the questions I asked were answered.

**Please remember to fill in your F&F Test. We value ALL of your feedback.**

# V&M Practice Staff Update

## Goodbye to Dr Nightingale

At the end of March the practice sadly said goodbye to Dr Nightingale, who has now emigrated to Canada with her family.

Some of the Patient Participation Group (PPG) had the opportunity to meet with her to express their heartfelt thanks and say a proper farewell over a cup of tea.

Dr Guy will now be the PPG contact on behalf of the practice



**Dr Choudhury**

## Welcome to Dr Shaker Choudhury

Dr Choudhury completed his GP training at Victoria & Mapperley Practice and is delighted to return as a salaried GP – a true homecoming.

His clinical interests include urgent care, minor surgery, health promotion. As a strong advocate of preventative medicine, he believes in helping patients take control of their health proactively.

Dr Choudhury speaks fluent English, Bangla (including the Sylheti dialect), Hindi, and Urdu, and welcomes patients from all backgrounds. He sees patients at both of our surgeries.

## First Contact Physiotherapists

A First Contact Physiotherapist (FCP) is an advanced healthcare professional based directly within your GP surgery. They specialize in assessing and diagnosing musculoskeletal (MSK) issues, meaning you can book an appointment with them directly through your receptionist without needing a GP referral.

Our First Contact Physiotherapists are passionate about improving mobility and enhancing quality of life for patients who are experiencing acute or chronic pain.

### Our FCPs are listed below and run clinics on:

**Vidhi Shah** - Monday - 2pm - 6pm at Victoria Health Centre

**Farai Muguwe** - Wednesday - 2pm - 6pm at Mapperley Surgery

**Reema Sharma** - Thursday 1pm - 6pm at Victoria Health Centre



Vidhi Shah



Farai Muguwe



Reema Sharma

**Do You Have...**  
**Arthritis?**  
**Back or Neck Pain?**  
**Joint or Muscle Pain?**  
**A Sports Injury?**  
 Call Reception  
 to make an  
 appointment with  
 a First Contact  
 Physiotherapist

# 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.

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).

## Practice Nursing Care From a Patient Perspective

**Behind every appointment is a team providing far more than many patients realise.** In this heartfelt piece, one of our patients shares their experience of the exceptional care, expertise and support that they received from our Practice Nursing Team during their difficult post-operative recovery period...

"I wanted to write this piece to highlight a hidden part of the care provided by our Practice Nursing Team. As an organ transplant patient, even routine surgery carries a higher level of risk and the potential for complications. I recently had a hernia operation. Afterwards I needed a significant amount of support from the nursing staff at the practice as the wound was extremely slow to heal.

Over the following weeks, I attended the practice 19 times – every two to three days – so that my dressings could be changed and my recovery closely monitored. This included the removal of 36 surgical clips!

The nursing team were so impressive in their joint approach to my clinical care. They discussed the situation between themselves and with other medical staff. They also consulted the Tissue Viability Nursing Team who are specialists in wound & skin care.

Throughout it all, the nurses were sensitive, informative and warm in their approach. Without their expertise and dedication, I may well have needed to be readmitted to hospital. Thankfully, that wasn't necessary because of the outstanding care I received.

So, the next time you have to wait a few weeks for a Practice Nurse appointment, please remember that alongside carrying out health checks, dressing wounds and giving vaccinations, they are also caring for patients like me – where even a straightforward operation can result in complications.

**My sincere thanks to the Nursing Team for looking after me so well."**

# USEFUL NUMBERS AND INFORMATION

## Practice Opening Times Victoria Health Centre & Mapperley Surgery

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm
Saturday & Sunday	Closed

### Contact Us Online

Available 8am to 6.30pm

*Requests are reviewed by our clinical or admin team during our normal opening hours and are responded to once they've been assessed.*

## 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 in 2026

For protected learning time between 12.30 & 18.30 on:

23rd June                      28th July                      15th September

13th October                  24th November

For Bank Holidays on:

31st August                  25th December                  28th December

Outside normal surgery hours contact **NHS 111** if you **URGENTLY** need medical help or advice but it is **not** life threatening. 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 or dental-related problems (contact your dentist or call NHS111).