

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.victoriामapperley.co.uk/>

Scarlet Fever & Group A Strep (GAS)

Scarlet fever is a contagious infection that mostly affects young children. It's easily treated with antibiotics. It is caused by bacteria called Group A Streptococci (GAS).

Look out for symptoms which include a sore throat, headache, and fever, along with a fine, pinkish or red body rash with a sandpapery feel. On darker skin, the rash can be more difficult to detect visually but will have a sandpapery feel.

Contact NHS 111 or your GP if you suspect your child has scarlet fever as early treatment with antibiotics is important to reduce the risk of complications such as pneumonia or sepsis.

If your child has scarlet fever, keep them at home until at least 24 hours after the start of antibiotic treatment to avoid spreading the infection to others.

As a parent, if you feel that your child seems seriously unwell, you should trust your own judgement. **Contact NHS 111 or your GP if:**

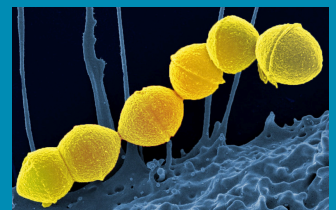
- your child is getting worse
- your child is feeding or eating much less than normal
- your child has had a dry nappy for 12 hours or more or shows other signs of dehydration
- your baby is under 3 months and has a temperature of 38°C, or is older than 3 months and has a temperature of 39°C or higher
- your baby feels hotter than usual when you touch their back or chest, or feels sweaty
- your child is very tired or irritable

Call 999 or go to A&E if:

- your child is having difficulty breathing – you may notice grunting noises or their tummy sucking under their ribs or there are pauses when your child breathes
- your child's skin, tongue or lips are blue
- your child is floppy and will not wake up or stay awake

Good hand and respiratory hygiene are important in reducing the risk of picking up, or of spreading infections. Teach your child how to wash their hands properly with soap for 20 seconds, to use a tissue to catch coughs and sneezes and to keep away from others when feeling unwell.

Click here for more information about Group A Strep



Repeat Medications

Thank you to all those that have embraced our recent change of ordering your repeat medication via online methods. The practice took the decision to stop taking repeat medication requests over the phone for a number of reasons, the foremost being patient safety.

Whenever possible, we would ask patients to please register for online services to request medication. This will help to keep our phone lines free for those who want to call us for appointments and emergencies.



- **NHS app** - more information via <https://www.nhsapp.service.nhs.uk/login>
- **SystemOnline** - Our reception team can help register you for this.
- **Email** us at nnicb-nn.vamp-prescriptionrequests@nhs.net
- **Paper requests** - Paper requests for repeat prescriptions can be requested via our letterbox at the front of both surgeries.
- **Requests through your local pharmacy** - allow enough time for processing by the pharmacy and 48 hours for the practice.

Please Don't Order Everything, Just Order What You Need

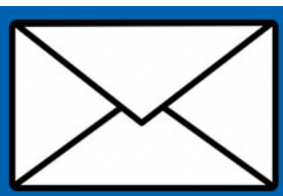
Telephone Triage Appointments

It is always difficult to meet the needs and wishes for all our patients when looking at our appointment system but we are continuously looking to improve our access to appointments. Through patient feedback we have adapted our system to reintroduce telephone triage for our routine and urgent on the day appointments.

It is practice policy for our trained reception staff to ask for brief details about the nature of your call. This is so we can direct you to the most appropriate person to deal with your request. All information is treated in the strictest confidence.

Your call will be placed on a list and a GP will assess whether a face to face consultation is necessary and if required will make an appointment for you. Please note it may not be possible to see the doctor of your choice.

Patient General Enquiries Email



For the ease of our patients getting in touch with us, we have created a new general enquiries email address so that patients can contact us directly:
nnicb-nn.vamp-enquiries@nhs.net

**Made an 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

Stay Well This Winter

Cold weather can make some health problems worse and even lead to serious complications, especially if you're 65 or older, or if you have a long-term health condition.

Who's Most at Risk From Cold Weather?

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so can't afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition

Get Advice if You Feel Unwell

If you're 65 or over, or in one of the other at-risk groups, it's important to get medical help as soon as you feel unwell. You can get help and advice from:

- **Your Local Pharmacy** - pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor.
- **Your GP** - Call for an appointment - you may be able to speak to a GP over the phone, or go in for an appointment if they think you need to be seen in person.
- **NHS 111** - go to 111.nhs.uk on-line or call **111** if you have an urgent medical problem and you are not sure what to do.
- 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.
- In an **emergency**, go to A&E immediately or call **999**.

Get Your Flu Jab

We are still giving the flu vaccination and the children's flu nasal spray.

To book an appointment contact the practice.



Get Your Covid Jab

Getting your coronavirus and flu vaccines up to date are 2 of the best things you can do to help keep you and others around you safe this winter.

Book your covid vaccination through the [NHS website](#) or by calling **119**.



You can also get a COVID-19 vaccination at a walk-in site without an appointment. Find your nearest walk-in site on the [NHS website](#)

It's Not Too Late To Get Protected

Keep Warm this Winter

Cold weather can make some health problems worse and even lead to serious complications, especially if you're 65 or older, or have a long-term health condition. Heat your home to a temperature that's comfortable for you. If you can, this should be at **least 18°C** in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Cut the Cost of Keeping Warm This Winter

Find out if you're eligible for energy bill discounts

Households on low incomes or in receipt of certain benefits may be eligible for energy bill discounts.

Search www.gov.uk for advice on heating and [housing benefits](#), [Cold Weather Payments](#), [Winter Fuel Payments](#) and the [Warm Home Discount Scheme](#).



Talk to the following local organisations for help

Fuel debt Get help and support with paying your fuel bills from your nearest advice centre. For details see www.advicenottingham.org.uk or call [Citizens Advice Nottingham](#) on 0300 330 5457

Insulation, heating, energy switching & energy advice Get support and advice on boiler and insulation grants to reduce your fuel bills and stay warm and healthy in your home from [Nottinghamshire Energy Partnership's Healthy Housing Service](#) or call the team on 0115 985 3009

Receive free support in the event of an unplanned power cut by registering on the [Priority Services Register](#).

Free energy saving products and smart meter sessions For the over 60's, reduce your energy bills with a free home energy check which includes the fitting of energy saving products. Try a Smart Meter session in the comfort of your own home, to find out how a smart meter can help you save money on your gas and electric. Call [Age UK Notts](#) on 0115 8599260 or for details visit www.ageuk.org.uk/notts

Cold rented accommodation Landlords must comply with latest domestic energy efficiency standards and housing regulations by law. Contact Nottingham City Council customer hub or [Safer Housing](#) on 0115 9152020 or email SaferHousing@nottinghamcity.gov.uk

Impartial and independent advice to help you This government funded website has been developed to help people save energy and money around the home www.simpleenergyadvice.org.uk

AskLion Directory



AskLiON is an online service directory designed to help people find information about a whole range of organisations and services in Nottingham and Nottinghamshire. It includes the services listed below and so much more. [Click here for information](#)

Warm Spaces

It's important that we do all we can to keep warm this winter.

Rising energy prices will be a growing concern for many people, but we should all take steps to try to stay warm and well:

- Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom
- Wear multiple layers of clothes and have regular hot drinks
- Try to move about as much as you can
- Wrap up in warm clothes when out of doors



Older people and those with health conditions are particularly vulnerable to the cold weather, so do please check-in on friends, family and neighbours. We can all do our bit to look out for each other this winter.

Our councils, are working with partners, including community and voluntary organisations, to open up buildings as warm spaces for residents to access during the winter months. Some of these spaces are at the heart of our community and some will be offering refreshments, activities and advice. These warm spaces are a great way to meet other people and stay warm.

To find your nearest warm space please visit www.asklion.co.uk/warmspaces.

Or Gedling Borough Council have more information for county residents here: <https://www.gedling.gov.uk/resident/community/costoflivingsupport/warmspaces/>

Social Eating

If you're not eligible to use a food bank, some social eating projects will provide hot meals free or for a small charge.

[Click here for information.](#)

Reduced Cost Food

Some local shops and online stores sell clearance, end of line, short date and bulk purchase goods.

[Click here for information.](#)

Make Your Money Go Further

For a variety of advice to help you make your money go further [Click Here.](#)

Food Banks

Times will be hard for many over the coming months. With the steep rise in the cost of living, having enough money to buy food may be a real worry for some. Our local Food Banks aim to ensure that no one in our local community has to go hungry.



How do you get support from a food bank?

If you find yourself needing to visit a food bank, getting support is easier than you think. To get support from some food banks you will need to be referred to them with a food voucher, but others are open to anyone in need of help.

How do you get referred to a food bank?

Every food bank works with different frontline professionals, such as social workers, your child's school, your local authority and Citizens Advice. If you speak to one of these professionals, they can refer you to a food bank and give you a voucher. Or you can call a food bank and ask how they can help you.

What happens next?

The food bank and referral agency will use the voucher to gather some basic information about you. This will help them to understand why you need support and offer practical guidance, and the right emergency food.

How do you use your voucher?

Once you have been given a voucher, you swap it for a minimum of three days' emergency food at your nearest food bank centre.

Find your Local Food Bank

Below are 2 food banks local to our 2 surgeries.

St Ann's Food Bank

<https://stannsadvic.org.uk/st-anns-and-sneinton-food-store/>

St Anns Advice Centre,
Robin Hood Chase, St Anns, NG3 4EZ
Ring: **0115 9506867**

email: info@stannsadvic.org.uk

Mon, Tues, Thurs 9.00am to 3.20pm

Lunch 12.20 to 1.20pm

Weds and Friday 9.00am to 12.20pm

Arnold Food Bank

<https://arnold.foodbank.org.uk/>

Daybrook Baptist Church,
Mansfield Road, NG5 6AA

Ring: **07854 690 694**

Referrals: Monday, Wednesday & Friday
1.30pm - 3.00pm

Donations: drop off between 12 & 3pm

Or click on this link for other venues: [Other Food Banks in Nottingham](#)

Could You Make A Difference? If you are able to provide financial support or gifts of food contact your local Food Banks for details of how you can help.

https://www.asklion.co.uk/kb5/nottingham/directory/results.action?directorychannel=6_3_2_1

Accelerated Patient Access to Medical Records

As you may be aware, NHS England are in the process of providing digital access to medical records for all patients aged over 16 via the NHS app. The NHS in Nottingham and Nottinghamshire has been at the forefront of this initiative.

The scope of the information includes problem headings, records of consultations at summary and detail level, test results, and immunisation records. Although the focus is on primary (GP) care, secondary, community and mental health care, along with relevant third party material can also be incorporated.

Whilst supportive in principle to access to these records, the Victoria and Mapperley Practice recognises that an automated switch-on for all patients would involve an unacceptable level of risk. For each patient consideration must be given to the level of risk associated with access to their records. At this time of unprecedented pressure on general practice, with no additional resources or time to support safe implementation, we as a practice have requested a delay and no automatic turn-on will be active for our patients.

Patients can still request access to their electronic records as has been the case for a long time, however you should be aware a process will be followed to ensure the request is appropriate and safe for the patient to have access before it is granted.

Please note this process of granting access could take a few months to complete and we thank you for your patience and understanding.



[Click here for more information re Accelerated Access to Patient Records](#)

Digitisation of Patient Records

Following an approach by the [Nottingham Integrated Care Board](#), the practice has started digitising our medical records. Scanning and digitising the currently paper-based material will release space, making it available for other uses whilst making your records more easily and speedily accessible to clinical staff.

Your complete GP medical record will be digital and will be only accessible by your GP practice, with the paper-based records being securely destroyed..

As with paper based records, digital records are stored for the durations specified in the [Records Management Codes of Practice for Health and Social Care](#).

If you wish to discuss the scheme, please inform the Practice either by letter or e-mail to nnicb-nn.vamp-enquiries@nhs.net

New Staff Updates

There have been a few changes in personnel at the practice since our last newsletter so we'd like to introduce you some of the new members of our team below.



Dr. Madhura Targe

Dr Targe completed her GP training in Derbyshire in 2022 and joined the team at Victoria and Mapperley as salaried GP in August 2022.

Dr Targe has a special interest in all aspects of family medicine especially child and elderly care.

Out of work her interests include arts, dance, sports and loves spending time with family.

Dr Beth Guy

Beth completed her medical degree at The University of Nottingham and went on to train as a GP on the Nottingham VTS scheme. She has worked in Derbyshire, Lincolnshire and Nottingham before joining the Victoria and Mapperley Practice as a salaried GP in August 2022.

Beth has a particular interest in child health and women's health. She fits the contraceptive implant. She works part-time at both the Victoria and Mapperley sites.



Nazia Rehman - Practice Manager.

Nazia joined the practice in September 2022. She has over 10 years of practice management experience and has worked in a number of practices across Nottinghamshire.

Nazia is responsible for the business management and administration of the Practice and oversees the non-medical aspects of your health or treatment.

Natalie Coe - Practice Nurse.

Natalie joined the practice in September 2022 as a practice nurse. She has been a registered nurse for almost 9 years. Nottingham born and bred, she has worked in different nursing areas including on a number of in-patient surgical wards and as an IVF nurse at a fertility clinic.

Manu Mohan - Receptionist

Manu joined the practice receptionist team as a receptionist in September. He recently relocated from India to the UK and was previously a University Lecturer.

Have you changed your address or phone number?

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.



Zero Tolerance



Aggression and violence towards our staff will not be tolerated.

Violence includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

Your practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff and patients. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records their removal and the circumstances leading to it.

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



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 or leave your name and contact details with the surgery receptionist and we'll get in touch.

<https://victoriamapperley.co.uk/miscellaneous/patient-participation-group/>

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.

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 - 6.30pm
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

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:

**Friday 7th & Monday 10th of April,
Monday 1st, Monday 8th & Monday 29th of May**
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](tel:01158838500) 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.