



Victoria & Mapperley

Providing general medical services in Nottingham City Centre & Mapperley

Welcome to the Winter 2025 edition of your practice newsletter.

For the most up to the minute advice follow the links underlined in the newsletter.

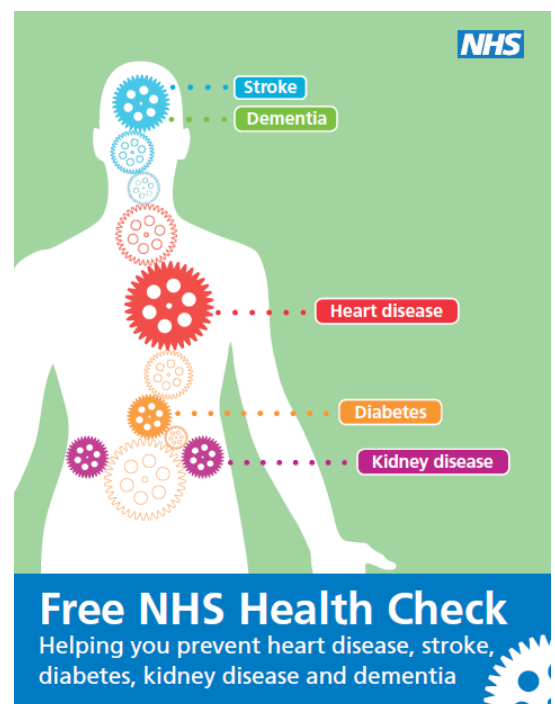
Visit Your Practice Website: <http://www.victoriamapperley.co.uk/>

Get a Free NHS Health Check

Everyone is at risk of developing heart disease, stroke, diabetes, kidney disease and some forms of dementia. The good news is that these conditions can often be prevented - even if you have a history of them in your family.

Have your free [NHS Health Check](#) and you will be better prepared for the future and be able to take steps to maintain or improve your health.

- **What it is:** A health check to assess your risk of common, preventable health conditions.
- **Who it's for:** Adults aged **40 to 74** who do not already have certain pre-existing health conditions.
- **Purpose:** To spot early signs of problems such as [heart disease](#), [stroke](#), [diabetes](#), [kidney disease](#), and [dementia](#).
- **What happens:**
 - Blood pressure, weight, height, and [BMI](#) are measured.
 - A simple blood test is taken (usually for cholesterol and blood sugar).
 - Questions about your lifestyle, family history and wellbeing are asked.
- **Time required:** Around **20-30 minutes**.
- **Results:**
 - You'll receive your results and personalised health advice. Guidance may include **diet, exercise, smoking cessation, or weight management**.
 - Further tests or referrals are arranged if needed.
- **How often:** Every **5 years** if you're eligible.
- **Why it matters:** it helps you to take control of your health, detect risks early and make small lifestyle changes to prevent serious illness.
- **Where to get it:** At your **GP practice**.
- **How to book:** Your practice will invite you for your free NHS Health Check.
Please contact us if you think you are eligible but you have not yet received an invitation.



Free Physiotherapy at your GP surgery

Physiotherapy is a treatment that can ease pain and improve movement if you have an injury, illness or disability. It uses exercise, massage and other techniques. Your practice has physiotherapists who are experienced specialists that can be your first point of care, without the need to see GP first.

Our physiotherapists run clinics at:

**Victoria Health Centre on Monday & Thursday
& Mapperley Surgery on Friday**

Making an appointment is simple, if you feel you would benefit from treatment, you can make an appointment by calling the surgery. Our reception team are trained to assist you. If you're comfortable sharing that your issue involves muscles, bones, nerves, or joints when booking, they will ensure you get an appointment with the physiotherapist.

Useful information about your appointment.

With your consent, you may be asked to remove or move clothing so that the physiotherapist can easily access and treat the area concerned. For this reason, it is better to wear loose and comfortable clothing that can be easily taken off or moved.

For example, if you are attending for a problem with your legs, you may wish to bring a pair of shorts. For assessment of your neck or arms, a strappy or sleeveless top may be useful.

Thriving Nottingham

Thriving Nottingham offer health & wellbeing programmes to help you feel great and thrive.



Their programmes include:

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

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

You can now have a face-to-face session with a Thrive coach at Victoria Health Centre on Tuesday afternoons.

**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 2,146!

That's 2,146 wasted appointments that cost your NHS **£90,132**

Cancel by phone, call in or use the NHS App

**Keep It or
Cancel It**

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: 10am to 12pm

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



Nottingham City East
Primary Care Network

Have You Changed any of Your Contact Details?



You could be missing out on very important information regarding your health if you have not informed your practice of any changes.

The NHS spends millions of pounds sending SMS (text message) and letters each year. But, thousands of pounds are wasted sending information that is never delivered because patients details are not up to date.

Help us to keep your records up-to-date by letting us know your new contact details.

You can do this emailing nnicb-nn.c84085@nhs.net, using the '[Contact US Online](#)' button on your [practice website](#) or by letting our reception staff know your new contact details in person.

Messaging in the NHS App

The NHS App messaging service provides a secure inbox that allows you to receive messages from health and care services such as your GP surgery via the NHS App, instead of SMS (text message). The NHS App messaging service is available to NHS commissioned services for free, so you can help to save the NHS money by using it.

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.

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](#) & [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.

We Can Help You! Our Digital & Social Inclusion Expert **Tom Woolley** has helped to make your practice the best in our [Primary Care Network](#) for uptake of the NHS app. Tom is here to help our patients to 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 help you get set up and guide you through the app's features.

Looking After Someone Else? With [Linked Profiles](#), you can easily access their health information, book appointments, order prescriptions, and check test results – all in one secure place. It's quick, safe and simple. Ask Tom if you'd like help setting it up.

**Tom holds drop in sessions on: Thursdays from 11am til 2pm
at: Mapperley Surgery & Victoria Health Centre
on alternating weeks**

Contact Tom for more information:

email: thomas.woolley5@nhs.net or Call: [07551 691515](tel:07551691515)



Tom Woolley
Digital & Social
Inclusion Expert

Stay Well This Winter



Covid-19 Vaccination

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

It will only be available at community pharmacies.

Eligible people include those who:

- Are aged 75 or over.
- Live in care homes for older adults.
- Are aged 6months to 74yrs & have a weakened immune system because of a health condition or treatment

Book Your Covid Vaccination:

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

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



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.
- Children can also have the nasal spray vaccine - [check eligibility here](#)

Frontline health or social care workers can get the vaccine through their employer.

Book Your Flu Vaccination:

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

Long Term Condition Annual Review

If you have a long term condition such as Asthma, COPD, Hypertension or Diabetes, it is important that we see you every year to review your condition.

At your review appointment you can talk with a clinical team member about how you are getting on and any medication you are taking and any concerns. These reviews are vital to enable us to make sure your condition is being controlled as well as possible and to identify any areas where we can make changes to help you.

You will be invited to book your annual review around your birthday by text or post.

If you haven't heard from us and your birthday has passed please get in touch.

Vitamin D

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



Vitamin D is essential for healthy bones, teeth, and muscles. In the UK, sunlight (our main source of vitamin D) is limited, especially from October to March. This means many people are at risk of deficiency, which can lead to tiredness, bone pain, or weaker immunity.

The NHS recommends that adults take a daily 10 microgram (400 IU) vitamin D supplement during autumn and winter. Supplements are especially important for those who spend little time outdoors or have darker skin.

Annual Medication Review

If you have your medication on repeat prescription you should have an annual medication review, even if you've been on the same medicine for a long time and you're happy with how it's helping you.

Clinical Pharmacists Are Experts in Medicines.

Working alongside GPs, nurses, and other healthcare professionals, they help ensure patients get the most out of their medications while reducing risks and side effects. They review your medications to make sure they are safe, appropriate, and effective.

A Chance To Talk About Your Medicines.

Victoria & Mapperley Practice have 3 Clinical Pharmacists who work remotely and are able to conduct your medication review on the telephone. They will check what's working, what's not, and explore any concerns or questions. These reviews can improve your health outcomes, reduce unnecessary medicines, and even prevent hospital admissions.

So, if you've been invited for a medication review, or you have any questions about your prescriptions, please don't hesitate to book an appointment.

Contact Reception to Book Your Annual Review with your Clinical Pharmacist

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

Repeat Prescriptions

To order repeat prescriptions you can:

Use the **NHS App**.

Speak to your **local pharmacy**

or Email the V&M practice at:

nnicb-nn.vamp-prescriptionrequests@nhs.net

Please allow 2 working days for processing.



Remember Your Christmas Medicines



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

Order your prescription **before 11am on Monday 22nd December**. Your prescription will be ready for collection after 2pm on Tuesday 23rd December.

Prescriptions ordered on Tuesday 23rd & Wednesday 24th will not be ready for collection until Tuesday 30th December.

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

Use the **NHS APP** to order your repeat prescriptions and nominate a pharmacy where you would like to collect them. (See page 3 for more information about the NHS app)

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 95% 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:

- The doctor treated me with dignity and I felt I was listened too and I felt supported.
- Friendly and polite welcome by reception staff.
- Prompt and friendly treatment by the nurse. Overall, very helpful and pleasant.
- Excellent care
- The physio was very welcoming. Asked the right questions and clearly explained the cause of my problems. She also conducted a thorough physical examination and clearly showed me what exercise to do to resolve the issues. I am very pleased.

We are very proud of our staff who continue to work very hard to provide an excellent service for our patients.

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

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 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. 6

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 or pick up a questionnaire the next time you're in the surgery.

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



Learning from Events to Improve Your Care

At the Victoria & Mapperley Practice, we continually look for ways to improve the care that we provide. One of the ways we do this is through Learning Event Analysis (LEA). This means that when something unexpected happens – whether it's a problem, a delay, or even something that went particularly well – we take time to review it carefully. Our team meets to look at what happened, why it happened, and how we can learn from it. This might lead to changes in how we do things, clearer communication, or extra staff training.

A recent LEA example: A patient was booked to see a doctor who was working in the clinical room upstairs at Mapperley surgery. The patient was unable to make it upstairs, so they refused to see the doctor, so obviously their appointment didn't go well. As a result of LEA we now ensure that, if a clinician is using the clinic room upstairs, we make a note on the rota and our reception team will confirm with a patient that they are able to use the stairs when booking an their appointment.

By reflecting openly and working together, we turn experiences into opportunities to make our services safer and more effective. LEA helps ensure that we continually learn and improve, so you receive the best possible care every time you visit the Victoria & Mapperley Practice.

You Said - We Did

Acting upon comments received from some of our patients, your practice felt that having a visible receptionist on the front desk would help to create a friendly, approachable atmosphere and reassure our patients that help is available.

As a result, our reception manager has created a rota and now there is somebody at the front desk every time you visit the surgery.

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

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 2025 & 1st January 2026

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 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).