

VICTORIA & MAPPERLEY

Providing general medical services in Nottingham City Centre and Mapperley

Welcome to the Summer 2024 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

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription.

Local GPs and pharmacists have welcomed the positive impact a new way of accessing NHS treatments for common illnesses is already having for patients, since its launch in January. The new [Pharmacy First](#) service means highly trained pharmacists are now able to assess and treat patients for the following conditions:

- Urinary tract infection (water infection) in women aged 16-64 years
- Impetigo (skin infection) in those aged over 1 year
- Infected Insect bite in those aged over 1 year
- Sore throat in those aged 5 years and over
- Sinusitis in those aged 12 years and over
- Shingles in those 18 years and over
- Ear ache in children 1 -17 years

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

They will then update your GP health record.

If you are not within the age ranges quoted above, a pharmacist can still offer advice, but you may need to see a GP for treatment.

Access the service by either being referred by your GP, or by just walking in to a participating pharmacy. This is without the need for an appointment or prescription.

More than 200 community pharmacies across Nottingham and Nottinghamshire are providing the service.

See your
pharmacist

Help us
help you

[Visit nhs.uk](https://www.nhs.uk) to find your nearest pharmacy

**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 in 2023 was 2,400!

That's 2,400 wasted appointments that cost your NHS £100,800

Cancel by phone, call in or use the NHS App

**Keep It or
Cancel It**

NIHR Research Scheme

Your practice signed up to the Research Site Initiative (RSI) Scheme (Level 1) in 2023/24. The RSI is a local scheme which provides funding to enable sites to deliver [National Institute for Health and Care Research](#) (NIHR) portfolio research.

The NIHR is funded by the Department of Health & Social Care to improve the health and wealth of the nation through research. They work in partnership with the NHS, universities, local government, other research funders, patients and the public. The [NIHR](#) fund, enable and deliver world-leading health and social care research that improves people's health and wellbeing and promotes economic growth.

Health research helps to improve our NHS's medical knowledge and understanding and is good for the practice to participate in. It's good for patients too, who reap benefits from the studies they participate in and from the knowledge that they are supporting valuable research activity. Find out how to [Be Part of Research](#) here.

Your practice is proud to announce that we've been recognised as having recruited the highest number of participants to research last year of any Level 1 site in Nottingham & Notts, with over 450 patients engaging in research studies.

We thank all of our patients who participated in research in 2023/24, and encourage all eligible patients to get involved in the coming year.

Find out more about the NIHR and the [Clinical Research Network in Nottingham](#)

Order repeat prescriptions on the [NHS APP](#)



-  easily choose where your prescriptions are sent
-  order at a time that suits you
-  need help? Access support in the app or visit nhs.uk/helpmeapp



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Prescriptions by Email

You can also order your [repeat prescriptions by email](#).

Email us at nnicb-nn.vamp-prescriptionrequests@nhs.net

Please remember to allow 2 working days for processing.

Local Chemists

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

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

[Glasshouse Street Pharmacy](#)
0115 948 0658

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

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

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

High Blood Pressure

Your practice is supporting the [Department of Health & Social Care](#) and the [NHS](#) on a campaign urging eligible adults aged 40 and over to get a free blood pressure check at their nearest pharmacy.

[High blood pressure](#) is responsible for 1 in 4 deaths in England; it can have no symptoms but it can be easily treated.

An estimated 4.2 million people in England are unaware they have it and the only way to know is to get a blood pressure check.

If you're aged 40 or over, you can get a free, simple, and non-invasive NHS blood pressure check at a local participating pharmacy. Find a pharmacy that offers free blood pressure checks near you by searching "pharmacy blood pressure check" or clicking here: [NHS pharmacy location tool](#).

Get your free blood pressure check in pharmacy today.

See your pharmacist Help us help you

Flu Vaccination Clinics



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.

Look out for our Vaccination Sessions in September & Book an Appointment

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

You Need To Be Vaccinated Every Year. Don't Assume That You're Protected Because You Were Vaccinated Last Year.

Feeling Anxious or Depressed? NHS Talking Therapies Can Help

Struggling with feelings of: [depression](#), excessive worry, [panic attacks](#), [social anxiety](#), [post-traumatic stress](#), or [obsessions & compulsions](#)?



A Trained Clinician Can Help.

[Nottingham & Nottinghamshire Talking Therapies](#) is a free and confidential NHS service designed to help with common [mental health problems](#).

Anyone aged 18 years or over and registered with a GP can access support, though a GP referral is not necessary as you can self-refer:

notts-talk.co.uk/ or nhs.uk/talk

Or call [0333 188 1060](tel:03331881060)

The Service Is Effective, Confidential & Free

Talking therapies are also available in your chosen language through multi-lingual therapists or confidential interpreters, and in British Sign Language, through [SignHealth's Therapies for Deaf people service](#).

Long Term Conditions Annual Review Changes

In April, we changed how our **Annual Reviews for Long Term Conditions** are conducted.

You will now be invited for a review in your birth month and not per condition as before.

Why Change?

It is much easier for patients to remember that they will have a review of their long term condition(s) in their birthday month.

It also makes it easier for the practice to align these reviews with other important events such as your medication review.

This approach ensures that long term condition reviews are spread evenly through the year meaning that they have less impact on our urgent appointment capacity.

How Will You Be Invited? We will send you a text message or if you don't have a mobile phone your invitation will be sent by post.

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.



Are You a Carer?

Carers provide support to people who need help with day-to-day living.

Are you looking after someone who could not manage without you?

Help Is Available

If you are a carer please let us know. You can be added to our 'carers register' and gain access to valuable information and support.

We are committed to supporting our patients who are carers.

Carer's Champions Sarah & Emerson act as key contacts for carer information for your practice. Their aim is to improve the carer's quality of life and to help them to continue in their caring role.

Please ask to speak to them if you need help.

Alternatively, ask at reception for a carer's identification form.

We're Here To Support You While You Support Others.



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 over the counter?

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.

General Practice Improvement Programme

Victoria & Mapperley Practice commenced the NHS England's [General Practice Improvement Programme](#) (GPIP) in April delivered by leading consultancy Develop Consulting, renowned for its expertise in healthcare improvement.

The NHS England consulting coach has partnered with the practice's team to analyse operations, design new processes, and up-skill staff directly. The objectives of the improvement programme are to:

- Improve patient experience
- Better align capacity with demand
- Build capability to sustain improvement
- Improve the working environment for staff

In addition to the improvements to your practice that we already implemented over the last two years, we are optimistic about the support we will receive and the positive changes we can make.

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](#) (FFT) 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.

The FFT gives you the opportunity to provide quick, anonymous feedback.

You can say what is going well and what can be improved so that the people who make decisions about local healthcare can take your views into account.

You may be asked to fill out a card at your appointment or be contacted by text later.

You'll be asked: "Overall, how was your experience of our service?"

You can rank your answer from "very good" to "very poor" and have the opportunity to explain your score by adding comments. You may also be asked some follow-up questions. Your answer is voluntary. But if you do answer, your feedback will provide valuable information to enable us to identify opportunities to make improvements and also celebrate positive feedback.

Over the Last 6 Months We Have Received 94% Positive Comments

And here are some of your comments:

- *I was seen exactly on time. Both the nurse and doctor; who stepped in for a few moments, were professional but also personable. A positive experience.*
- *The doctor spent quality time with me speaking about cholesterol and the role of Statins. Kind and caring, very much appreciated.*
- *Brilliant. Doctor very helpful, listens to what you have to say and doesn't talk over you like some people do. The receptionists are polite and very helpful so I would highly recommend this doctors surgery to others.*
- *I was seen in a timely fashion especially as it was an emergency!*
- *Nurse who was taking my blood was absolutely LOVELY!!*



We welcome comments and suggestions on how we can improve your experience at the Victoria & Mapperley Practice.

Send your feedback to: nnicb-nn.c84085@nhs.net

Changes to the Victoria & Mapperley Practice Team

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

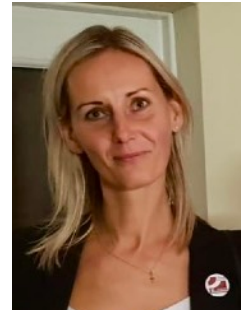
Welcome

Practice Manager - Sintija MacQueen. Sintija joined the practice in January bringing a wealth of knowledge to her role. She brings effective leadership, fostering a culture of teamwork with a strong sense of responsibility and dedication.

She aims to use her expertise to enhance patients' journey to access primary care services that best meet their needs, instilling confidence in our team and patients alike.

With university degrees in IT and business studies, Sintija is well-equipped to manage all the business aspects of our practice.

Outside of work, Sintija is passionate about community engagement and making a difference beyond our practice spending time volunteering at the local scouts' group. She also enjoys running and tending to her allotment.



GP Registrar - Dr Bria Connolly. Dr Connolly attended medical school at Newcastle University. Prior to starting GP training, she worked in A&E at Queen's Medical Centre. Dr Connolly is looking forward to getting to know everyone at the practice.

Outside of work, she enjoys running, going walking in the Peak District and learning to garden.

Reception Team.

We're pleased to welcome 3 new receptionists to the team, **Olivia, James & Alex**, please try to be patient and kind while they settle in and learn our ways of working.

GP Registrar - Dr Mohamed Ismail.

Dr Ismail has a special interest in minor surgeries and joint injection. He has public health diplomas in primary health care and tropical diseases.

In his spare time he enjoys board games and puzzles that exercise the brain.



Best Wishes

Practice Nurse Natalie Coe. Our very best wishes to Natalie, who leaves to start her maternity leave on June 10th.



Farewell

Dr Karen Jenkins. Dr Jenkins leaves at the end of June after being a longstanding part of our practice team. She has loved supporting the health of our patients. In particular, developing her interests in menopause and women's health, providing a valuable service to those in need.

She will miss everyone here and wishes staff and patients all the very best in the future!

Dr Emeka Maduka recently left our team in May. We wish him all the best.

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 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.](#)

You Said - We Did

Positive changes have come about as a result of your suggestions that were championed by the PPG in the last year. Here are some examples:

- We encouraged the practice to review the telephone answering system after repeated concerns from patients. As a result the practice introduced a single phone number with a queuing system advising patients where they are in the queue.
- We asked the practice to modernise their Website. As a result the practice website has benefitted from a major overhaul and is now easier to navigate.
- We advised that new patients registering with the practice should be able to complete the necessary registration paperwork on line. This is now available here: <https://victoriamapperley.co.uk/register-with-this-practice>

There are a number of issues that your PPG are currently pursuing that we hope will be resolved and reported on in the future. These include:

- An effective training programme for reception and telephone staff to ensure that there is a consistent standard of service to patients.
- The introduction of name badges and front of house reception staff ‘work-wear’.
- A review of the welcome pack for new patients.



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 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 – 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 26th August 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**



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 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