

# VICTORIA & MAPPERLEY

## Coronavirus/Covid-19 update from your Patient Participation Group

### Your Patient Participation Group Is There for You.

We have all been through some difficult times over the last three months!

As we begin to come out of 'lockdown' it is a good time to remind ourselves about the safety steps we need to take when using our NHS Services.

We have started to use video conferencing to help us work in a safe way with with Simon Jones the Practice Manager to discuss how best the Practice can provide the best service for us all. At our first meeting since lockdown we asked Simon how clinical and administrative staff have coped through these difficult times. We were reassured that all staff are coping well.

Remember you can contact us at any time on this email: [vandmppg@gmail.com](mailto:vandmppg@gmail.com)

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

### Coronavirus Symptoms

**Do Not Visit the Surgery** if you or someone you live with has **ANY** of the following symptoms:

- a high temperature
- a new, continuous cough
- a loss, or change to your sense of smell or taste

If you're worried about your symptoms or you're not sure what to do:

Use the NHS 111 Online service:  
<https://111.nhs.uk/covid-19>

Or Call 111 for advice

**Stay at home if you have Coronavirus symptoms**

Do **NOT** go to places like your GP surgery, hospital or pharmacy.

### Personal Protective Equipment

All surgery staff will wear PPE  
(Personal Protective Equipment)

**Help To Protect One Another  
From Coronavirus/Covid-19**

**Please Wear a Face Covering  
When Visiting the Surgery**

Please let your surgery know if you have communication difficulties which mean you would struggle to wear a face covering.

Or, if you have young children or have breathing problems which mean you may struggle to wear a face covering please let your surgery know as they can look at the best time to bring you in to the surgery if necessary.

Any of the below will be accepted:



## Open for Business

Our practice has reintroduced routine & urgent 'on the day' appointments.

All appointments will initially be by phone or video.

A doctor can then arrange a face to face appointment if that is necessary.

You can book appointments by phoning the surgery or using your NHS App:

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

**Do not to visit the surgery unless you have been asked to attend for an appointment.**

You can now book for routine cervical smear tests and immunisations for you or your child with the nurse. Please also book any eight week baby checks with the GP, you do not need to speak with a GP prior to booking these in.

## Surgery Phone Numbers



**Victoria Health Centre**

Tel: 0115 883 9080

**Mapperley Surgery**

Tel: 0115 969 1166

*Because all initial contact with the surgery is now by phone the telephone lines are VERY busy.*



*Try to avoid calling at the beginning of the day and on Mondays. These tend to be the busiest times.*



## Seeing a Specialist & Having Cancer Tests

Since the start of the Coronavirus outbreak there has been a 70% drop in referrals to hospital for suspected cancer.

It is extremely important that if you have concerns about any early signs of cancer or other serious health concern that you phone the surgery and arrange to speak by phone to a doctor. They will assess your concern and if appropriate make an urgent referral to specialists for tests.

Look out for signs like blood, discharge, or a lump, a new unusual pain or a prolonged or unexplained symptom.

All hospitals are creating coronavirus-free environments so that you can have tests in a safe environment.

## Control the Virus! Keep Washing Your Hands

**Wash your hands with soap and water more often for 20 seconds**



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

Use a tissue to turn off the tap.  
Dry hands thoroughly.

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**

**Your PPG & Your GP Practice Send all Patients our Best Wishes.  
Stay Alert - Control the Virus - Save Lives**