

# VICTORIA & MAPPERLEY

Providing general medical services in Nottingham City Centre and Mapperley

Welcome to the winter 2020 edition of your practice newsletter.

These are difficult times and, as information and advice changes regularly, it's now more important than ever to keep yourself well informed and up to date.

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

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

## Coronavirus (COVID-19) Advice & Testing

Your practice remains open during these challenging times and is working hard to provide you with care safely.

To protect you from coronavirus, we will try to help you remotely by telephone and then see you face-to-face if needed.

Please only visit the practice if you are advised to do so.

Adults visiting the practice must wear a face covering unless you have a valid reason why you shouldn't.

### Got any coronavirus symptoms? Isolate and book a test.



High temperature



New continuous cough



Change/loss of smell/taste

Please be aware that your GP practice does **NOT** organise or perform testing for COVID-19.

To arrange a test click the link below:

<https://www.gov.uk/get-coronavirus-test>

Or call **119** - Lines are open 7am to 11pm

For medical advice about your symptoms call **111**

or click below for the on-line NHS coronavirus service:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

For the latest government advice:

<https://www.gov.uk/coronavirus>

**We must  
keep on  
protecting  
each other.**



**HANDS**



**FACE**



**SPACE**

**STAY ALERT  
CONTROL  
THE VIRUS  
SAVE LIVES**

**HELP US  
HELP YOU**

**STAY WELL THIS WINTER**

## Advice on Making an Appointment

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Please be assured that we are doing everything we can to provide the best possible care for our patients during the COVID pandemic, whether that's through routine appointments booked in advance or through urgent GP appointments booked on the day.

**Things are changing on a regular basis but at present we are unable to offer on-line bookable appointments other than for flu vaccinations.**

**Telephone Consultations:** The majority of appointments with a GP will be booked as a telephone consultation initially.

- After booking your appointment, the GP will call you and decide whether the issue can be dealt with over the telephone or whether you need to be seen face-to-face at the surgery.
- If needed, there is the option for a video consultation for those that have access.
- The GPs rely on flexibility to call patients as and when they're able to and therefore we are unable to offer an exact appointment time that can be booked on-line. Instead, you'll be offered a morning or an afternoon appointment so **it's important that you keep your phone nearby at all times**. We're sorry that we can't be more precise with the timings and we hope that patients understand that this is to do with the unpredictable nature of the GPs workload at this strange time and the need to prioritise very ill patients.

### Do you need an URGENT On-The Day Appointment?

When phoning for an **urgent** on-the-day appointment the receptionist may ask you for brief details of your health concern. This will help the doctor prioritise their list of patients to ring. If you do not wish to share this information then that is OK. You will still be contacted by a doctor. When **medically necessary**, we aim to call patients the same day whenever possible. However, **urgent** implies that you need to be seen today and that you should be given priority over someone else. Therefore, please respect this facility and your fellow patients by not requesting to be seen urgently when your problem could wait until the next appointment. These appointments should only be used for problems which cannot possibly wait.

For an **URGENT** appointment call the surgery at **8am** or **2pm** (see next page)

### Coming to the Surgery:

**We advise that you do not come into the surgery to book an appointment unless it is absolutely necessary.**

Because of the pandemic and the risk of infection, there is a need to avoid congestion in our waiting areas and reception. This does mean that our phone lines are very busy at the moment. To help us to help you, please follow the advice on the next page as to when to call depending on the type of appointment you require.

We are better staffed in all areas than ever before, however due to the volume of telephone calls and the need for some staff to self-isolate this is causing delays and longer wait times during certain periods of the day.

We sincerely apologise for this but would like you to know that we are doing everything we can to remain open and to staff the practice the best that we can during this difficult period.

## Advice on Making an Appointment...

Currently, the main way to book an appointment for either surgery is to call:  
**0115 883 9080 or 0115 969 1166**

*Things are changing on a regular basis but at present we are unable to offer on-line bookable appointments other than for flu vaccinations.*

### For **URGENT** On-The-Day Appointments:

Currently the majority of appointments are reserved for urgent on-the-day bookings. These are released at 8am on the same day, with some additional afternoon appointments released at 2pm.

**Call at 8am or 2pm to ensure you receive an URGENT appointment.**

### For Routine Appointments or any Other Queries:

We are still offering some routine appointments with GPs, with the current wait time being approximately 2-3 weeks. **Call after 9am to book a routine appointment.**

*(avoiding between 2pm - 3pm because of the release of afternoon appointments)*

### Nurse Appointments

These are usually routine. **Call after 9am for a routine nurse appointment.**

Our practice nurses are specialised in many areas and conditions and can manage many chronic disease reviews such as Diabetes, Asthma and COPD (the bulk of these may be done over the phone during the pandemic). They also perform immunisations, cervical smears, dressings and blood taking, which are all on-going during this difficult time.

For helpful tips on getting the most from your GP appointment:

<https://www.nhs.uk/using-the-nhs/nhs-services/gps/what-to-ask-your-doctor/>

## Use Your Pharmacy

As qualified healthcare professionals, Pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP, nurse or other healthcare professional.

### Using Your Pharmacy Coronavirus Update:

To prevent the spread of coronavirus (COVID-19), changes have been made to how you get medicines and advice from a pharmacy at the moment.

**Try to call your pharmacy or contact them online before going in person.**

You can [order repeat prescriptions online](#).

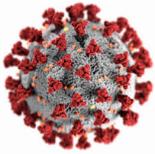
### **Do not go to a pharmacy if:**

- you have [symptoms of coronavirus](#)
- you live with someone who has symptoms of coronavirus.
- In this case get your medicines delivered or ask someone to collect them.

## Flu Vaccinations

**'Just the flu?' There is no 'just' about it. The flu virus kills thousands every year. For those with long-term health condition flu can cause serious complications.**

### Flu Vaccine and Coronavirus (COVID-19)



People who are most at risk from the complications of flu are recommended to get a flu vaccine every year. This winter it is especially important with flu and COVID-19 both in circulation. Research shows that if you get both at the same time you may be more seriously ill.

Changes have been made to make sure it's safe for you to have the flu vaccine at GP surgeries and pharmacies. These changes include social distancing, hand washing and wearing protective equipment.

### The Flu Vaccine Is the Best Protection for You & Those Around You

#### You Can Get a Free Flu Vaccine if You Are:

- Aged 65 years old and over (including those aged 65 by 31 March 2021)
- Have certain health conditions e.g. asthma, diabetes or heart disease
- Live with someone who is on the NHS shielded patient list
- Pregnant

**Ask Your Pharmacist or GP Today if You're Eligible for a Free Flu Vaccine.**

Vaccines have not yet been made available for 50 to 64 year olds as highlighted by the media earlier this year (unless you suffer with certain medical conditions). If we receive further details regarding the over 50s vaccines then we will communicate this with our patients as soon as possible.

#### Book Your Flu vaccination today:

Our flu clinics are bookable on-line or by telephone. Clinics are being added on a regular basis and will continue throughout November and December.

- We have a one way system through the surgeries during flu clinics.
- Please only attend at your appointment time to avoid congestion in the waiting room. You will be sent away if you arrive too early.
- We advise you not to park in the car park at Mapperley on flu clinic days as it's likely to be extremely busy with very limited parking.
- It's important to attend your appointments unless you or someone you live with has [symptoms of coronavirus](#).

For further information about Flu Vaccinations:

<http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx>



### Physio Self Referral

You can self refer yourself for physiotherapy without having to see a GP by calling the Nottingham Health & Care Point on: **0300 131 0300**

**Monday to Friday - 8.30 am to 5pm**

Or self refer on-line by clicking: <https://accesstoservices.citycare.org.uk>

## Looking After Your Mental Health

We have all faced disruption, change and uncertainty during the coronavirus outbreak, and that looks set to continue for a while. Sometimes our problems affect mental health and our day-to-day lives and we feel that we can't cope. If you are in this situation, **You Are Not Alone**. There are many services available for stress, anxiety and depression.

You can refer yourself for counselling or other talking therapies and do not need a GP referral.

### Let's Talk-Wellbeing



Let's Talk - Wellbeing provides a range of talking therapies, groups and computerised self help materials to treat mental health difficulties that affect 1 in 4 of us at some time in our life.

You may be eligible for help if you are aged 18 or over and registered with a GP practice in Nottingham or parts of Nottinghamshire.

You can self-refer by: Calling: **0300 300 2200** or

On Line: [Self refer by completing the online form](#)

### Wellness in Mind



Wellness in Mind provides information, advice and support for anyone in Nottingham experiencing issues with their mental wellbeing.

The service helps people understand mental health issues, and connect people to the services which may best support them. meets their support needs.

Call free on: **0800 561 0073** or

On Line: <https://www.wellnessinmind.org/talk-to-us-online/>

### Mental Health - Help in a Crisis

**If your mood deteriorates and you need urgent help contact one of the following:**

**The Nottinghamshire Healthcare Crisis Line:** If you're in a mental health crisis, call the crisis line anytime of the day or night, and they can arrange for you to speak with a mental health professional. They can also advise you about other services, which can help you. The crisis line is operated by local health workers. Don't worry, they will help you get the right support. The Crisis Line is open 24 hours a day, seven days a week, to people of all ages. Call: **0808 196 3779** or **0300 303 0165**

**For Children and Young People:** Call the **CAMHS** Crisis number: **0115 844 0560**

Outside office hours call your GP, **NHS 111**, or in an emergency go to an A&E dept.

**Samaritans:** Whatever you're going through, a Samaritan will face it with you 24 hours a day, 365 days a year. Call free on: **116 123** or On Line: [www.samaritans.org](http://www.samaritans.org)

For other medical advice and support contact your GP or visit **NHS 111**.

While the Emergency Department (A&E) and 999 are not the best places to get help for the majority of mental health problems, you should still use these services if you have an immediate, life-threatening emergency requiring mental or physical health assistance.

# PATIENT PARTICIPATION GROUP

Representing the Patients of Victoria Health Centre and Mapperley Surgery



Victoria & Mapperley practice Patient Participation Group represents you as a patient and regularly meets with your Practice working together to improve your services.

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

Your PPG has remained focused in supporting the practice to deliver quality care to patients this year. We've concentrated on networking as a priority giving us insight to best practice from around the region to use in our surgeries.

- We're working with [Connected Nottinghamshire](#) to understand how the [NHS App](#) can work for the practice. The App allows you to access a wide range of NHS services on your smartphone or tablet.
- We have close links to the [Nottingham & Nottinghamshire Clinical Commissioning Group](#) providing insight into changes in place-based commissioning and also to the [Public and Patient Engagement Committee](#) (PPEC).
- We continue working with the practice in producing the Practice/PPG newsletter.
- Two patient surveys were completed this year. We reviewed the telephone system and making an appointment. Results were shared with our Practice Manager; Simon, who has confirmed that in the long-term investigations into a unified telephone system covering both surgeries would be undertaken.
- We are also working with the practice to embrace and develop a host of digital resources and explore ways of integrating them with a modern, forward-looking practice website. I look forward to meeting up at our zoom meetings. (see below)!

Stay Safe, *Cath* (PPG Chair)

If you would like to get involved please leave your name and contact details with the surgery receptionist or email Cath Verhoeven (PPG Chair), on [vandmppg@gmail.com](mailto:vandmppg@gmail.com).

## Join your next PPG Meeting on ZOOM!



As you will understand, PPG meetings in person have not been taking place due to the Covid-19 pandemic. The PPG Action Group have been meeting on line for a few months and have now arranged for the main PPG meetings to be on line via **ZOOM**.

You can now participate and make a difference from the comfort of your own home! We hope that this will make meetings more 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 haven't tried **ZOOM** yet you can watch a video at:

<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

In this time of uncertainty it could be that meeting in this way will continue for some time but we will keep you posted. If you are already a PPG member you will be sent joining instructions to the next **ZOOM** meeting. If not, please email Cath our chair [vandmppg@gmail.com](mailto:vandmppg@gmail.com) to be sent a link.

## GP Patient Survey

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The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across England. The results show how people feel about their GP practice and how each Practice compares with others in their area and throughout the country.

The latest survey took place just before the Covid lockdown in March 2020 and 104 patients in our Practice took part.

Our Healthcare Professionals came out of the survey extremely well, whether it was patients being listened to, getting enough consultation time, being treated with care and concern or just inspiring trust and confidence - the survey results in these areas were very impressive. Almost without exception they were assessed as good, or very good (between 94% and 99%) and were notably higher than local and national averages by comparison.

On the Management/Admin side of the Practice some improvements were apparent since the last survey was done. 70% found it easy to get through on the telephone (higher than the averages elsewhere) and 90% found our Receptionists helpful. Inevitably there were still areas where improvements needed to be looked for and these particularly concerned the appointments system including types and times of appointments available.

Summarising their overall experience of the Practice, gratifyingly 86% of our patients described it as good (local average 83% - National average 82%).

Read the full report here: <https://gp-patient.co.uk/report?practicecode=C84085>

## Staff Changes

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Over the last few months we've had some staff changes at the practice.

Sadly we've said goodbye to our health care assistant, Sarah. Sarah was with us for over 9 years, spending most of her time at our Mapperley practice. She will be greatly missed.

However, we've had the following team members join us over recently months:

Alex is our new practice nurse: "I have worked as a Registered Nurse for the NHS for 21 years. I Previously worked at Nottingham City hospital within areas of Diabetes and Palliative care and for the last 19 years as a community Nurse for Nottinghamshire Healthcare NHS Trust. I provided nursing care to people living in their own homes alongside my role as Leg Ulcer clinic Co-ordinator Nurse for our Community Leg ulcer Clinic. I look forward to working with the team here at Victoria and Mapperley Practice."

Kelly is our newest member of the reception team: "Hi I'm Kelly. I love being outdoors in my spare time and I like to work out where I can. I'm originally from Derby where I worked in an accounts office for almost 10 years. I joined the practice as I wanted a more social and helpful role. It has been a huge learning curve for me especially in the current situation but I am enjoying the challenge and the rest of the staff have been nothing but brilliant and patient with me."

# 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

## Surgery Phone Numbers

### Victoria Health Centre

Tel: 0115 883 9080

### 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 25th & Monday 28th of December 2020  
& Friday 1st of January 2021**

In case of emergency call: **0115 883 9080.**

You will be put through to the Out of Hours Service  
who will deal with your medical concerns.



**GP Plus - extended hours access for patients**

**Evening** and **weekend appointments** are available to see GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists in a fully equipped accessible location on Upper Parliament Street in Nottingham City Centre.

Opening hours are: **2pm - 6pm Monday to Friday**  
& **10am to 2pm Saturday & Sunday**

**Please note:** This is not a walk-in service, appointments are required and should be booked through the reception team at your GP surgery.

## NHS Urgent Care Centre

For access to assessment and treatment that is **urgent but not life threatening** use the **NHS Urgent Care Centre**, Seaton House, London Road, NG2 4LA (next to the BBC)

**No appointment is needed; just drop in between 7am and 9pm - 365 days a year.**

You can call **0115 883 8500** for directions, current waiting times but healthcare advice cannot be given out over the telephone.

**Please note:** There is no longer a walk-in service based on Upper Parliament Street.