

VICTORIA & MAPPERLEY

Providing general medical services in Nottingham City Centre and Mapperley

Welcome to the Spring 2022 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/>

Get the NHS App

You can use the NHS App wherever you are, at any time of the day or night.
For simple and secure access to a range of healthcare services

Use the NHS App to:

- **Book & Cancel Appointments** - book, view and cancel your appointments.
- **Order Repeat Prescriptions** - see your available medicines, order repeat prescriptions and choose a pharmacy for your prescriptions to be sent to.
- **Check Your Symptoms** - search trusted NHS information and get instant advice on hundreds of conditions and treatments.
- **View Your Health Record** - access your GP health record securely.
- **Get Advice About Coronavirus** - get information about coronavirus and find out what to do if you think you have it.
- **Get Your NHS COVID Pass** - view and download your COVID Pass.
- **Use NHS 111 online** - if you need urgent help and find out what to do next.
- **Register To Be an Organ Donor** - choose to donate some or all of your organs and check your registered decision.
- **Find Out How the NHS Uses Your Data** - choose if data from your health records is shared for research and planning.
- **View Your NHS Number** - find out what your [NHS number](#) is.

How Do I Access the NHS App?



On Smartphone or Tablet: The NHS App is free to download from the [App Store](#) and [Google Play](#). After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

On Computer: You can also access [NHS App services](#) from the browser on your desktop or laptop computer.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Your Practice Telephone Number for Both Sites is: 0115 969 1166

Advice on Making an Appointment



Please be aware that your practice now uses only one phone number for all bookings & enquiries: 0115 969 1166

This number is for all patients whether your usual practice is the Mapperley Surgery or the Victoria Health Centre.

When booking your appointment the receptionist will check which practice you would like to attend, however it is always worth confirming this to ensure that you do not attend the wrong surgery.

Most of the appointments at the practice are now being offered as face-to-face.

We still offer **routine telephone consultations**. If you would prefer to have a telephone consultation rather than coming into the practice then please mention this to the receptionist when booking an appointment.

We offer two types of GP appointments:

- **Routine GP appointments**
- **Urgent same-day appointments**

Routine GP Appointments: Routine appointments (e.g. medication reviews, planned follow ups for long-term conditions) can be pre-booked via reception.

At busy times, we are experiencing a 2 to 3 week wait for routine appointments.

Please avoid calling between 8am-9am or 2pm-2.30pm when booking any routine appointment or for any other queries.

Urgent Same-Day Appointments: If you would like an **URGENT** same-day appointment you should **phone or attend the practice at 8am or 2pm**.

When you phone the practice you maybe placed in a telephone call queue and you may have a short wait, but you will usually be offered an appointment that day.

Due to the current demand we are unlikely to still have appointments available if you call after these time slots (even if you call just 10 minutes after 8am or 2pm).

Do you need an URGENT Same Day Appointment?

When phoning for an **Urgent Same-Day Appointment** the receptionist may ask you for brief details of your health concern. If you do not wish to share this information that is OK. You will still be seen by a doctor.

Please be aware **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 available appointment.

Urgent Same Day Appointments should only be used for problems which cannot possibly wait.

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/>

Advice on Making an Appointment...

Book On Line: Routine appointments may also be booked online. This has not been the case during the COVID pandemic, however these are gradually being re-added over the coming weeks.

The easiest and most effective way of doing this is via the **NHS App**. To download it to your smartphone or access it online follow this link: [NHS App - NHS \(www.nhs.uk\)](https://www.nhs.uk) For more information on the NHS app see the front page of this newsletter.

Nurse Appointments: These are usually routine.

Our practice nurses are specialised in many areas and conditions and can manage many chronic disease reviews such as Diabetes, Asthma and COPD etc so it is not always necessary to make an appointment with the doctor for your annual review of your chronic disease. They also perform immunisations, cervical smears, dressings and blood taking, which are all on-going during this difficult time.

Call after 10am for a Nurse Appointment.

Repeat Medication Reviews: All patients who are on any repeat medication should have a medication review once a year. These appointments usually need to be with the practice clinical pharmacist or a GP.

Call after 10am for a Repeat Medication Review.

Health Care Assistant: For blood tests or ECGs you will need an appointment with our Health Care Assistant.

Call after 10am for an Appointment with the Health Care Assistant

Physiotherapy: We also have physiotherapy appointments available at both sites.

Call after 10am for an Appointment with the Physiotherapist

Parking at Mapperley Surgery

P We know that parking at Mapperley surgery is very limited and it can be difficult to get a spot sometimes but **Please:**

- **Do not park on the right side of the car park.** These spaces are not owned by the practice and there are clear signs to advise that these spaces are for the physiotherapist next door.
- **You should not use the practice car park when collecting a prescription from the pharmacy.** Patients are not permitted to use the car park for any other service other than when visiting the practice.

Are your details at the practice up to date? Inform reception if anything such as your phone number or address change.

**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

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 Patient Participation Group (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. We do this by having clear objectives.

Here are the PPG Objectives for 2022:

- 1. Recruitment of Patients to the PPG** In partnership with Practice GP’s and Nursing staff we will seek to recruit additional members particularly from a wider age range and ethnicity.
- 2. Attendance at Relevant Network Meetings.** The PPG representative will continue to attend network meetings to identify best practice that can influence our PPG and the Victoria and Mapperley Practice.
- 3. Produce a Practice Newsletter.** In partnership with the Practice the PPG will continue to produce the Practice Newsletter.
- 4. Patient Experience.**
 - We wish to support the practice to further develop its patient centred, holistic care through appropriate use of best practice digital technology.
 - In conjunction with the practice understand what percentage of appointments are currently being conducted by a) telephone, b) video link and c) face to face.
 - With the practice ensure optimum use and frequency of text messages to help improve patient communication.
 - Encourage patients to access information from the NHS app and the improved website when it is re-launched.
 - Work with Connected Notts and the Practice management to advance the integration of the NHS app into the practice’s web resources and explore the introduction of additional functionality around care plans, test results etc.
 - Support the practice to ensure that vulnerable, hard to reach patients are not disadvantaged through improved use of digital technology.
- 5. Practice Website Review.** Work with the practice management to put in place web resources that are up to date and fully meet patient needs.

Please Help Us To Help You

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

I look forward to meeting you at our zoom meetings (see next page for more info).

Cath (PPG Chair)

Join your next PPG Meeting on ZOOM!



We continue to 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 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->

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 vandmppg@gmail.com to be sent a link.

Practice Telephone System

The PPG are aware that one of the most frequent patient grumbles has been about the Practice telephone system and the time it takes to get through on the phone. A new upgraded phone system is now in place.



It has a single phone number for both surgeries 0115 969 1166.

All phone calls can now be answered by a larger team of reception staff who can book appointments for you at either the Victoria or Mapperley surgery.

The other improvement is the 'call queue' system so that you will always know where you are in the queue.

Phone lines remain very busy with up to 500 phone calls a day. Lengthy waits can be avoided by ringing after 10am.

Feedback on the new phone system has been positive. To help the Practice fully assess the benefits, the Patient Participation Group will undertake a patient survey in the next few months asking members to comment on their experience.

Additional Practice Team Members (PCN)



Within the [Integrated Care System](#), Victoria and Mapperley Practice is part of the [Nottingham City East Primary Care Network \(PCN\)](#). Being part of a [PCN](#) means our patients have access to an additional workforce, which will expand over the

coming years. These additional roles include a Pharmacist, Social Prescriber, Health and Wellbeing Coach, Mental Health Practitioner & Physiotherapists.

Shilan Darwish (Clinical Pharmacist) Shilan works with the GPs to support our patients with their medication reviews. She is also involved in some of the administrative work relating to medication.

Kayleigh Thompson (Social Prescriber) Kayleigh can support patients with social care issues, give guidance on how to access areas such as welfare rights, debt advice and food banks.

Amalia Bartosova & Hilton Mabhurukwa (Physiotherapists) If you have any musculoskeletal concerns you may be offered an appointment with one of our PCN physiotherapists to assess the problem and to discuss potential treatment options.

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 15th & Monday 18th of April,

Monday 2nd May,

Thursday 2nd & Friday 3rd June.

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.



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 at: 64 Long Row, Nottingham, NG1 6JE. in Nottingham City Centre.

Opening hours are: **4pm - 8pm 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 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 9pm - 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.