

VICTORIA & MAPPERLEY

Providing general medical services in Nottingham City Centre and Mapperley

Welcome to the latest edition of your practice newsletter. We have lots of useful information including a section dedicated to our Patient Participation Group. Enjoy!

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

NEW Flu Vaccination This Winter - It's not to be sniffed at!

**HELP US
HELP YOU**

STAY WELL THIS WINTER

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week.

But some people are more susceptible to the effects of flu. For them, it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or can make existing conditions worse. In the worst cases, flu can result in a stay in hospital, or even death.

Who should consider having the flu vaccine?

- Everyone aged 65 and over
- Everyone under 65 years of age who has a long term medical condition
- All pregnant women, at any stage of pregnancy
- Everyone living in a residential or nursing home
- Everyone who cares for an older or disabled person
- Household contacts of anyone who is immunocompromised
- All children who were aged 2 or 3 years old on 31 August 2019
- All children in primary school
- All frontline health and social care workers

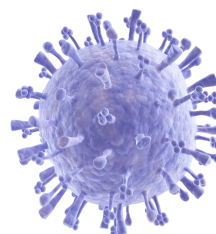
It is best to have the flu vaccination in the autumn before any outbreaks of flu. For advice and information about the flu vaccination, speak to your GP, practice nurse or pharmacist.

Remember that you need it every year, so don't assume you are protected because you were vaccinated last year.

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

Call the Surgery & Book in for Your Flu Vaccination Now

For further information about Flu Vaccinations:
<http://www.nhs.uk/Conditions/vaccinations/Pages/flu->



**Changed your address
or phone number?**

**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.**



**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 that someone else can use it.

*Keep It
or Cancel It*

Vitamin D



Most people living in the UK have low vitamin D levels in the autumn and winter. Your body creates vitamin D from direct sunlight on the skin when outdoors. But between October and early March we don't get enough vitamin D from sunlight.

Vitamin D regulates the amount of calcium and phosphate in the body, both needed for healthy bones, teeth and muscles.

Public Health England recommends taking a daily supplement of 10 micrograms. For certain limited health conditions vitamin D is available on prescription but for most a suitable supplement can be purchased from supermarkets.

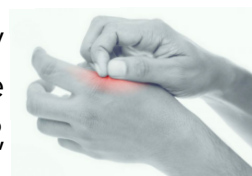
More about Vitamin D here :

<https://www.nhs.uk/conditions/vitamins-and-minerals/vitamin-d/>

Emollients Can Help Dry, Itchy or Scaly Skin

Lots of people develop dry, chapped skin in the winter which can be relieved by simple moisturisers. Emollients or moisturising creams such as **Zerobase**, **Diprobace** and **Cetraben** are available on prescription for patients with skin conditions such as widespread eczema or psoriasis.

GPs are advised against prescribing these treatments for simple dry skin so please self purchase or ask the pharmacist what is available over the counter. If the skin condition is more severe, talk to a GP, nurse or health visitor, as you may need a stronger treatment.



More about emollients here : <https://www.nhs.uk/conditions/emollients/>

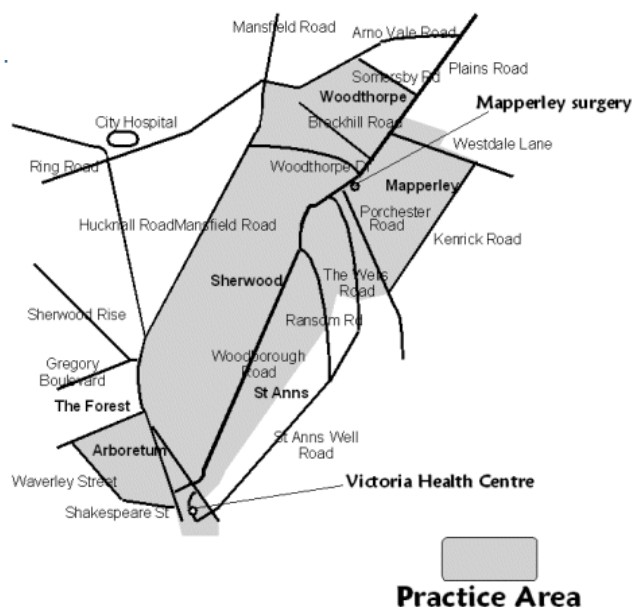
Practice Boundaries

We are currently unsure what the home visiting arrangements will be for patients outside the practice area.

If a patient who moves outside the practice area wishes to stay with us, we would accept this on the understanding that we would not be able to provide a home visiting service.

Unfortunately, due to high demand, we cannot accept new patients from outside the practice area.

This map is only approximate. If you are uncertain whether you live within the area, please ask at one of the surgeries.



Saturday Opening at Mapperley Surgery

We're open longer so you can get the help you need more easily at your Surgery in Mapperley.

You can now make an appointment to see a GP, Nurse or Health Care Assistant on some Saturdays.

Book in advance through the surgery.

Opening Hours: **Saturdays at 08:30 - 11:45**

On these dates: **26th October, 23rd November, 21st December, 18th January, 15th February & 14th March.**

Location: **Mapperley Surgery,
858 Woodborough Road,
Mapperley, NG3 5QQ**

**Please note that the telephones
are not live on these days.**

*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.*

Get a Repeat Prescription for Christmas



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

Talk to your local pharmacy about arranging your prescription or order on line using Patient Access.

At the surgery, the last day to order a prescription in time for Christmas is by 11 am on:

Thursday 19th December

Prescriptions ordered after this date will not be ready for collection until Monday 30th.

Please remember we cannot take prescription orders by phone at the surgery.

GP+ Nottingham City Extended Hours Access For Patients



All patients registered at practices in Nottingham city can access additional routine appointments at evenings and weekends through our **GP+ Nottingham City** service.

The service offers appointments with GPs, practice nurses, clinical pharmacists, physiotherapists and stop smoking advisors in a fully equipped accessible location in the heart of Nottingham city.

To book an appointment, simply need to contact reception team at your GP practice.

This is not a walk-in service and all appointments must be pre-booked.

The GP+ Service has been funded by NHS Nottingham City Clinical Commissioning Group and is being operated by the Nottingham City GP Alliance (NCGPA).

The Care Quality Commission, who are the independent regulator of health and social care providers in England, carried out their first periodic inspection of the GP+ service in February 2019 awarded the service a "Good" rating.

Opening Hours are: **Monday to Friday: 16:00 - 20:00
Saturday and Sunday: 09:00 - 13:00**

Location: **79a Upper Parliament Street, Nottingham, NG1 6LD**

For more information about GP+ <http://www.ncgpa.org.uk/gpplus>

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.

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.

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

Join your next Patient Participation Group Meeting:

The PPG meets quarterly, members are welcome to join our meetings:

At: **Victoria Health Centre** On: **Thursday 16th January** At: **1pm**

At: **Mapperley surgery** On: **Tuesday 21st April** At: **1pm**

At: **Victoria Health Centre** On: **Thursday 16th July** At: **1pm**

Not already a member? See details above to join your PPG today.

Clinical Commissioning Group Update



**Integrated
Care System**
Nottingham & Nottinghamshire

The new integrated system for the joint delivery of health and social care is evolving across Nottingham and Nottinghamshire.

A key part of this involves setting up Primary Care Networks (PCNs) which will become the main vehicle for delivering

neighbourhood services in health and social care. This will involve teams of GPs, pharmacists, housing support officers, mental health practitioners, occupational/physio therapists working together to deliver "joined up" services at a local level.

The new patient engagement forum representing the four Greater Nottingham clinical commissioning groups (PPEC - **Public and Patient Engagement Committee**) has met twice since the summer and is actively involved, together with [Healthwatch](#) in the discussions taking place to ensure that our local health delivery plan for the next five years is aligned with the expectations of our population.

There will be formal launch activities for the system plan when it is published in November.

Victoria and Mapperley practice is actively involved in this exciting development and our PPG will continue to act as the patient voice representing our practice.

More details on progress across the Nottingham and Nottinghamshire Integrated Care system can also be found at the link below:

Further details can be found at www.healthandcarenotts.co.uk

Changes To Your Practice Team

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

We welcome 2 new GPs, Dr Wheeler and Dr Jenkins, replacing Dr Adams and Dr Worsey who have left the practice. Other changes are that Lynda, Admin at VHC has retired and Paula at Mapperley surgery has left. We wish them all well for the future.

Dr Karen Jenkins

MBChB (1997) BSc (Hons) MRCGP DRCOG DFRSH GMC 4443258

I trained at Edinburgh University and completed my GP training in the Wiltshire area. My clinical interests include women's health and contraception and I am able to fit the contraceptive implant.

I originally joined the practice in 2010 for a few years before leaving to look after family interests then rejoined in September 2019. I see patients at both Victoria and Mapperley.



Simon Jones - Practice Manager

I have worked as a practice manager in primary care for two years and prior to this spent 11 years working in private healthcare. My previous role was as a practice business manager down the road in Loughborough, overseeing a surgery that went through a huge transition. This has given me an accelerated insight into primary care and I'm really looking forward to working with the team here at Victoria and Mapperley. Myself and Gill bring with us much experience from varying backgrounds and we're keen to create an open and friendly environment for the team and the patients at both surgeries.

Gillian Crawford - Deputy Practice Manager

I have worked for the NHS for 11.5 years. I previously worked for Belvoir Health Group where I joined as a medical secretary and throughout my time there was lucky enough to progress onto the management team. I join the Victoria and Mapperley team with lots of experience but also a willingness to learn with the aim to be an asset to the already well-established and dedicated team that is currently in place. I work alongside Simon Jones.



Dawn Austin Medical Secretary - Mapperley Practice

I've been working within the NHS since 2010, working in GP practice and then went to work for Nottingham University Hospitals Trust at Queens Medical Centre & City Hospital at the end of 2014. I returned to work in GP practice this year and I'm thoroughly happy with my move back.

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 (*see page 3)
 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

Victoria & Mapperley Practice Closures:

Both practices will be **CLOSED** for Bank Holidays on:

**Wed 25th & Thur 26th December 2019
 & Wed 1st January 2020**

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

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



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 - 8am to 4.30pm



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: **16:00-20:00 Monday to Friday
 & 9:00-13:00 Saturday & Sunday**

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