

The Valley Surgery

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Chilwell Valley and Meadows Newsletter



Welcome to the latest issue of Chilwell Valley and Meadows Practice newsletter. We produce an issue three times a year to keep you up to date on the latest news from the surgery. All information is correct at time of publishing: **Winter 2023**

WISHING ALL OUR PATIENTS A HEALTHY AND HAPPY CHRISTMAS!

Please visit our website: www.chilwellvalleyandmeadowspractice.co.uk

On it you will find all sorts of up-to-date useful information about the surgery, other services and self-help. Please have a look!

GPs and staff update

We would like to extend our thanks and best wishes to the following individuals who left the practice in the past few months for all the work they have done for us over the years: **Dr Jim Threlfall, Dr Dennis Chan and Dr Natalie Chersich**, along with **Claire Blackburn** and **Olivia Adshead**, who worked in Reception.

We welcome **Dr Nick Boddy**, and **Dr Gina Finch** at The Valley site and **Dr Tom Stewart** at Chilwell Meadows. Also **Jessica Fleet**, our new PCN Pharmacy Technician and **Cheryl Harris** a Nurse at Chilwell Meadows and **Ellie Angelova-Cooper** our new Research Nurse. We also welcome **Nomiesha** in reception at Chilwell Meadows. Thank you very much for your patience and consideration as we teach and mentor new staff and they learn a difficult job.

Mask wearing at the surgery: It is not compulsory to wear a mask in the surgery but you might want to think about wearing one in the waiting room if you are vulnerable because of your immune system or the medication that you take. If you have a cough or cold wearing a mask in the waiting room can help reduce spread of infection to others. Clinicians may choose to wear a mask for a variety of reasons. If this affects your ability to understand them please let them know.

ALL APPOINTMENTS ARE PRECIOUS! PLEASE cancel your appointment if you need to rather than just not turn up. **Each appointment which is missed deprives another patient of an appointment** and costs our practice money. You can cancel via the NHS app, by phone or by reply to a text reminder. During November we had the following number of missed appointments:

Doctors: 71 Nurses: 53 Blood tests: 47

This has cost the practice £3300



NHS APP

67% of our patients are now using the NHS app—are you? Here are just some of the things you can do:

Ordering your repeat prescriptions: The easiest way to order your repeat medication is by using the NHS App. You can download it onto your mobile phone from your normal app store. You don't need to contact the surgery to register for it.

You can also drop off requests into our letterbox at the side of the building. We do not take requests for repeat medication over the phone unless you are absolutely housebound and only from 10-12am. Once you have ordered your medication please allow us 48 hours to send the prescription to your nominated pharmacist and contact the pharmacist if you want to know if it is ready.

Requesting a sick note: You can now request a sick note using the messaging function in the NHSapp

Viewing (and cancelling) your face-to-face appointments: You can see all your face-to-face appointments in the NHS app. You are also able to cancel appointments. Please note telephone appointments from your GP or Nurse will not appear in the NHS app as we cannot guarantee a time that we will be calling you.

Are you up to date with your cervical smears?

All women aged 24yr 6m to 50 years should have a cervical smear every three years and from 50-60 years every five years. You will receive a notification through the post when you are due. Please make an appointment with a nurse . Click here for link to know more: [Cervical screening - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Vaccination news

MMR— everyone under the age of 25 should have 2 doses of this vaccine. Additionally, all women should have received 2 doses of MMR prior to planning a pregnancy. Please check your NHS app to ensure you have had these very important vaccinations to help keep your baby safe. More information here:

<https://www.gov.uk/government/publications/mmr-for-all-general-leaflet/mmr-for-all-general-guide>

Meningitis ACWY— any new university students should have had this vaccination by now, but it is not too late.

Childhood immunisations done abroad— any children who have had vaccinations abroad as part of their baby immunisations should check to ensure they are compliant with the UK schedule. You can ask at reception if you are unsure.

Shingles—if you are eligible, you will be invited in due course



Going on holiday? If you need travel health advice let us know!

We offer a travel advice and vaccination service. Not all vaccinations are available on the NHS, however we do offer diphtheria, tetanus, polio, mumps, measles, rubella, hepatitis A, typhoid and cholera if indicated. If you are travelling abroad, please ensure you contact us with at least 8 weeks' notice before your planned departure date and we will send you a questionnaire to complete. **If we book a travel appointment with you PLEASE let us know if you have to cancel it in advance as we have a long waiting list and if you do not attend without informing us beforehand we will have to place you back to the bottom of the list.**

Your feedback

Over the last few difficult years for the practice, it has been a real joy to receive your positive comments and encouragements as well as telling us how you think we can improve. You can do this by leaving a comment on:

Friends and Family Test: <https://tinyurl.com/6yjxctbz>

NHS website:

Chilwell Meadows Surgery: <https://tinyurl.com/c3x772av>

The Valley Surgery: <https://tinyurl.com/2p9eh nuk>

Google reviews:

Chilwell Meadows Surgery: <https://g.page/r/CeOPWyl851pdEAI/review>

The Valley Surgery: <https://g.page/r/CYYwRsn6MPpqEAI/review>

Christmas opening hours

Christmas day	CLOSED
Boxing day	CLOSED
Weds 27th December	OPEN
Thurs 28th December	OPEN
Fri 29th December	OPEN
Saturday 30th December	CLOSED
Sunday 31st December	CLOSED
New year's day	CLOSED
Tues 2nd January	OPEN



Please remember to order your medication in good time!

It's a very busy time at the surgery!

For some context here are some statistics for our practice for the month of November:

- We took approximately 7600 phonecalls (around 345 per day)
- We had 4569 booked appointments with clinicians (around 207 per day)
- 3826 (84%) appointments were face to face

Exercise referral scheme

Liberty Leisure offer an exercise referral scheme which is a discounted gym membership with extra support to help people with low level mental health conditions to improve their lifestyle through regular physical activity. They offer hand-holding support to help people along this journey with the aim to enable people to do this as part of their lifestyle independently. More details here: <https://www.lleisure.co.uk/exercise-for-health/>

How to get involved!

Would you like to join our long-standing Patient Participation Group (PPG)? It meets virtually (via Zoom or similar) every 2 months on a Monday evening.

This is your opportunity to have your voice heard as a patient in how we operate. If you are interested in joining the group please contact the surgery at nnicb-nn.CVAMP@nhs.net or leave your details with Reception for Linda Allum our Practice Manager who will get in touch.

Breast screening

Screening can help to find breast cancers early when they are too small to see or feel. These cancers are usually easier to treat than larger ones. It is important to remember that screening will not prevent you from getting breast cancer but aims to find early breast cancers. If you have received an invitation for screening (sometimes known as a mammograph) please do attend.

Aged over 45? Have you had your blood pressure checked in the last 5 years?

High blood pressure does not give you any symptoms. We will remind you by text to get your blood pressure checked if we do not have a recent blood pressure reading. If you don't have your own machine, you can have it done at your local pharmacy who are paid to provide this service. We have identified 90 patients recently with previously unknown high blood pressure over the last year and cardiology pharmacists are helping to manage a diagnosis.