



Patient Participation Group Newsletter

June 2022



www.villagehealthgroup.co.uk

Contact us

East Leake Health Centre 08.00 - 18.30

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Tel: 01509 852181
email: nnccg.vhg@nhs.net

Keyworth Medical Practice 08.00 - 18.30

Bunny Lane
Keyworth
Nottingham NG12 5JU

Tel: 0115 937 3527
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Ruddington Church House Surgery 08.00 - 12.30

Shaw Street
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Nottingham NG11 6HF

Tel: 0115 984 7101
email: nnccg.vhg@nhs.net

Sutton Bonington Surgery 08.00 - 12.30

45 Orchard Close
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Tel: 01509 672229
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Farewell but not Goodbye !



Dr Jill Langridge has decided to step down as a GP Partner at Village Health Group after some 27 years service as a GP in Keyworth.

She started her GP career as a GP trainee in 1994 when she joined Keyworth Medical Practice, which was then located in the old wooden buildings, on what is now the car park. Older residents may remember the surgery was at that time run by Drs Annesley, Jenkinson, Ledger and Wood.

Having completed additional specialist gynaecology training in 2011, Jill used her experience to help set up and run the Rushcliffe Community Gynaecology Service, which was based at Keyworth. She has also worked with the local Clinical Commissioning Group (CCG) in a number of roles including supporting work around the Care of Older People.

Although Jill will no longer be involved in regular GP surgeries, she is still part of the Village Health Group team where she is supporting gynaecology services. She is also continuing her work with the CCG where she is currently providing clinical support to the New Hospitals Programme for Nottingham University Hospitals.

She would like to say a big 'thank you' to all the staff she has worked with, and the many patients and families whose lives she has had the privilege of being part of over so many years.

We wish her well with her future career plans and look forward to hearing about the new developments in which she will be involved.

Face to Face appointments

Following the government's recent relaxation of Covid rules, the Village Health Group has agreed to allow patients to book face-to-face appointments with doctors at all four Surgeries. Face to face appointments will be available through Reception or through the System online booking.

However, in order to minimise risk of infection for staff and patients, the VHG respectfully request that visitors to the Surgeries continue to wear face masks in the public areas and also when talking to the doctors.



Missed Appointments

Missed appointments means wasted time for Doctors and Nurses.

In March and April a total of 680 appointments were missed by patients throughout the VHG Group practices.

Please cancel any unwanted appointments 24 hrs before the agreed time.

Ministerial Visit to East Leake Health Centre

A recent visit was made to East Leake Health Centre by Ruth Edwards MP and Maria Caulfield the Government Minister for Patient Safety and Primary Care.

They were able to meet with representatives from the GP practice, the Patient's Group and the Rushcliffe Primary Care Network, to discuss plans for the development of a new Health and Community Hub. This would include a new GP surgery, dentists, pharmacy, library and other community groups.

Our local MP Ruth subsequently raised a question in Parliament about support for the proposed Health and Community development. You can see her question here:

<https://fb.watch/cO6vblCJIP/>

NHS Mental Health Awareness week 9th - 15th May 2022

This annual event, which focussed on improving good mental health across the nation, was hosted by the [Mental Health Foundation](#).

This year's theme explored the impact of **loneliness** and how we can tackle it. Recent research by the Mental Health Foundation has shown that many people have increasingly been suffering from feelings of isolation and loneliness which has led to harmful consequences. They also discovered an increased demand from the public to see loneliness being addressed as a serious topic requiring urgent action.



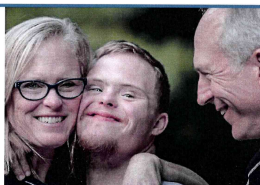
Given the theme of loneliness, the Department for Digital, Culture, Media and Sport in partnership with the Office for Health Improvement and Disparities will continue to encourage people to 'Lift someone out of loneliness' as part of the Better Health - Every Mind Matters campaign.

The campaign will continue to point people towards the [Every Mind Matters Loneliness](#) webpage, where there is advice for ways to help yourself or others who may be feeling lonely and suggested support routes.



6th - 12th June 2022

Are you an unpaid carer?



A carer is someone who provides unpaid care and support to someone - a family member or a friend. Every day 6,000 people in the UK start looking after someone close to them, unpaid.

You can find out about local support groups and services by contacting your local carers champion through Reception:—

For East Leake, Ruddington and Sutton Bonington : Rebecca Holford
For Keyworth area : Charlotte Kerry.

They can explore what your needs are and the support available, from emotional assistance to practical help.

For more information visit:

carersweek.org/info-for-carers

Carers UK is a charity registered in England & Wales (216336) & Scotland (SC03867). A company limited by guarantee 094087. Registered office: 20 Great Dover Street, London SE1 4LX, 2022.

Changes

The management team at VHG is to include two new members of staff : Sarah Eyley at Keyworth and Rose Craven at East Leake. .

Dr Ollie Puar Has now become a GP partner at VHG.

Receptionists: two new receptionists - Devon Dodd and Chloe Bicknell will be starting in East leake.

Pharmacy Team: A new PCN Pharmacist Natalie Hughes is joining the team.

Your practice team is here to help you

A range of healthcare professionals work alongside GPs in this practice, or locally, to ensure you get the right care for your needs as quickly as possible.

Talk to the reception team to find out more.

HELP US HELP YOU
GET THE RIGHT CARE



Telephone lines at VHG

The telephone lines at East Leake Health Centre have recently been changed so that patients phoning for appointments will now be placed in a 'queueing system'.



This new phone system should allow easier access to reception and notify patients of where they are in the queue. Early indications from the new system suggests the number of lost calls will now be substantially reduced.

As part of this re-organisation of the telephone systems at VHG, from Monday 23rd May, patient calls made to the Ruddington surgery after 12.30pm will be routed to the Reception at Keyworth.

Following patient requests, the recorded phone message heard at the beginning of all calls has been made much shorter . However statutory NHS information regarding the Covid pandemic will remain.

Facebook : You can find more up-to-the moment information from the Facebook pages of the Village Health Group and the Keyworth PPG : <https://www.facebook.com/villagehealthgroup> <https://www.facebook.com/keyworthppg>

Meet your local Patient Participation Group (PPG) members at :

The East Leake Carnival : Saturday 25th June 2022

and The Keyworth Show : Saturday 2nd July 2022

Find out more about how you can have a 'voice' and shape your local health and care services.