



Patient Participation Group Newsletter

September 2022



www.villagehealthgroup.co.uk

Contact us

East Leake Health Centre 08.00 - 18.30

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Loughborough
Leicestershire LE12 6JG

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

Keyworth Medical Practice 08.00 - 18.30

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

Shaw Street
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Tel: 0115 984 7101
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Sutton Bonington Surgery 08.00 - 12.30

45 Orchard Close
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Showtime in Keyworth

Representatives of the Patient Participation Group (PPG) were able to attend the Keyworth show on 2nd July to offer advice and information concerning the new GP facilities and services available within the Village Health Group. The recently merged GP Group now covers the villages of East leake, Keyworth, Ruddington and Sutton Bonington.



This was the first time in 5 years the PPG have attended the Keyworth Show (with COVID preventing the previous two years). The Information 'Tent' contained posters and articles relevant to local health services in the Village Health Group and were able to give general advice concerning community health care.



There was much interest and many questions answered. In the main, people/patients were positive about the GP services during the pandemic. Visitors to the 'tent' were informed about options other than contacting the GP practices - for instance visiting the local pharmacies or contacting 111.

It was good to see the interest from the local community; a number of people signed-up to the virtual Patient Participation Group on the day. The PPG will next be present at the Sutton Bonington Show on 4th September.

Flu vaccinations - Autumn 2022 — new arrangements

East Leake Saturday 1st and Saturday 8th October

Keyworth Saturday 1st and Sunday 2nd October

This year there is a significant change to the way VHG will contact patients about the up-coming Flu Vaccination Days, with extensive use of mobile phone (SMS) text messages rather than postal letters.

Over 65 yrs with a mobile phone : You will receive a SMS text from VHG Group to your mobile phone - inviting you to book online by following the link given in the Text message. You have a choice of which day and surgery you wish to attend.

Under 65 yrs with health vulnerability : You will also receive a SMS text to your mobile phone inviting you to book online for an appointment on one of the 'Flu Day' dates or alternatively at your local clinic.

No mobile phone ?? : You will be contacted by post or telephone at a later date.

If you are unsure about this year's arrangements for Flu vaccinations please contact your local surgery reception, who will be able to explain the new system and make clinic appointments at any of the four VHG surgery sites

Missed Appointments

Missed appointments means wasted time for Doctors and Nurses.

During June, July and August a total of 907 appointments were missed by patients throughout the VHG Group practices.

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

Clinical Pharmacy services at the Village Health Group



Did You Know ? - The Village Health Group now has an established Team of Clinical Pharmacists and Technicians who are able to provide specialist advice in the use of medicines and to help provide maximum benefits from your medications.

What can the practice pharmacy team do for you ?

- Reconcile medication after discharge from hospital
- Answer medication related queries
- Medication reviews – evaluate the use and effectiveness of a patient's medication
- Manage long term medication and conditions
- Shared decision making with patient to take control of their own medication
- Synchronisation of medication on repeats
- Pain management, blood pressure control or queries
- HRT initiation
- Statins & cholesterol
- Asthma control

You can contact any of the Clinical Pharmacy team at your surgery through the local Reception who will arrange for a telephone call or appointment as required.

Extended Hours Service

As a Rushcliffe patient you can now access routine appointments in the evenings and at weekends. These appointments are best suited for things that will not need an on-going review by your usual practice.

You can book these appointments through your own surgery branch during their opening hours. The appointments are between 6.30pm and 8.00pm in the evening on weekdays and between 8.30am and 12.30pm at weekends (Saturday and Sunday). If you request one of these appointments, which are outside of usual working hours then you will be offered an appointment with a Rushcliffe GP, Nurse or Healthcare Assistant at one of three locations across the Borough. The location will depend on the day of your appointment.

The additional evening and weekend appointments will be available at:

- East Bridgford Medical Centre **(Mondays and Thursdays)*
- Castle Healthcare Practice in West Bridgford **(Tuesdays and Wednesdays)*
- Keyworth Medical Practice **(Fridays)*
- East Leake Health Centre **(Tuesdays)*

PLEASE NOTE THAT ALL EXTENDED HOURS APPOINTMENTS ARE PRE-BOOKABLE ONLY BY CONTACTING YOUR OWN GP PRACTICE. THERE IS NO WALK IN SERVICE OFFERED.

**IF YOU REQUIRE URGENT ASSISTANCE BEFORE 8.00am OR AFTER 6.30pm,
PLEASE CALL 111 OR FOR MEDICAL EMERGENCIES CALL 999.**



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>

Virtual Patient Participation Group (PPG) - If you would like to receive a digital copy of this Newsletter and keep up to date with PPG activities, we invite you to join the Virtual PPG Group: Application is via the VHG website.

Patient Feedback: we welcome helpful comments and suggestions on how we can improve the patient experience at the Village Health Group . Send your feedback to: VHGPPP@mail.com