



Patient Participation Group

Newsletter

May 2021

www.villagehealthgroup.co.uk

Contact us

East Leake Health Centre 08.00 - 18.30

Gotham Road
East Leake
Loughborough
Leicestershire LE12 6JG

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

Keyworth Health Centre 08.00 - 18.30

Bunny Lane
Keyworth
Nottingham NG12 5JU

Tel: 0115 937 3527
email: nnccg.vhg@nhs.net

Church House Surgery 08.00 - 12.30

Shaw Street
Ruddington
Nottingham NG11 6HF

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

Sutton Bonington Surgery 08.00 - 12.30

45 Orchard Close
Sutton Bonington
Loughborough
Leicestershire LE12 5NF

Tel: 01509 672229
email: nnccg.vhg@nhs.net

Missed Appointments

Missed appointments = wasted time for Doctors and Nurses.

In the past two months (March & April 2021) some 1139 appointments were 'missed' by patients throughout the VHG Group practices.

Please could we remind patients to cancel any unwanted appointments 24 hrs before the agreed time.

Village Health Group - Update

It has been just over 12 months since the medical practices of Keyworth and East Leake merged to form the new Village Health Group. During this time there have been many 'behind the scenes' changes to the way the four surgeries operate, in a bid to improve all services to patients.

The combined group now offers the care and advice of over 20 clinical staff. A similar number of administrative/ reception staff are able to deal with day-to-day issues such as; arranging telephone triage, booking nurse appointments and dealing with general patient enquiries.

As part of the enlarged group Practice we now have the additional facility of two Clinical Pharmacists, two Physiotherapists and additional midwifery services - all of these are available to patients via GP referral.

Once the difficulties of the Coronavirus pandemic have been overcome, it is the intention of the practice to revert to 'normal service' including 'face to face' appointments and home visits where needed.

Nonetheless, it is recognised that some patients have benefitted and preferred the availability of online appointments and the phone call appointments system. The way ahead in this digital age may be to incorporate some of these new technologies, including video consultations into the day-to-day operations of the Practice.

EAST LEAKE HEALTH CENTRE — NEW BUILDING CAMPAIGN

Our Local MP Ruth Edwards needs our support in her campaign for a new modern, multi-purpose health and community hub for East Leake. You can help by completing the support form before 11th June on:
<https://www.ruthedwards.org.uk/news/east-leake-health-and-community-hub>

KMP Pharmacy - now closed.

Patients that reside in Keyworth should be aware that the KMP Pharmacy ceased trading at the end of April.

This means that if you have previously had regular medication from the KMP Pharmacy, you should now choose and nominate an alternative pharmacy. This can be done via the VHG website, the Systmonline, or through Reception.

These changes do not affect the dispensing of medications from the Keyworth Dispensary to those patients living in the surrounding villages.

Prescription Addresses changed

Patients in Keyworth and District may have noticed that the address shown at the top of all prescriptions is now shown as:

Village Health Group, The Health Centre, Gotham Road, East Leake, Loughborough, LE12 6JG

This change reflects the need that the VHG Group is shown as one dispensing centre for NHS purposes.

NHS Social Prescribing

Social Prescribing is a relatively new service, which is designed to help people address their physical and mental health and general well-being, by connecting them to support within their local community.

GPs and medical practitioners can refer patients to their local prescribing team, after which the patients will have an appointment with a social prescriber who will support them and identify any lifestyle improvements they want to make.

Meet the Rushcliffe Social Prescribing Team (South)

Our main goal is to give you time to tell us what is important for you and your continuing health care. We can support you to access to lots of different things, like: counselling, benefit advice, weight loss services, community groups and other information to help you age well and stay healthy!

We can make referrals to specialist support services or help with information about certain conditions or diagnoses.

We can help you look for volunteering services, we offer one to one goal-based support to help you make the changes in your lifestyle that you want to make - the list is endless!



Talk to your GP or Nurse about using our social prescribing service.

Automatically Enter !

In response to patient suggestions, a new automatic door /entry system has been installed at the East Leake Health Centre.



It's not too late to check !!

Type 2 Diabetes can lead to serious health complications if left untreated.

Finding out your risk only takes a few minutes using the Diabetes UK risk tool.

It could be the most important thing you do today: [riskscore.diabetes.org.uk](https://www.riskscore.diabetes.org.uk)

Park Run for everyone !

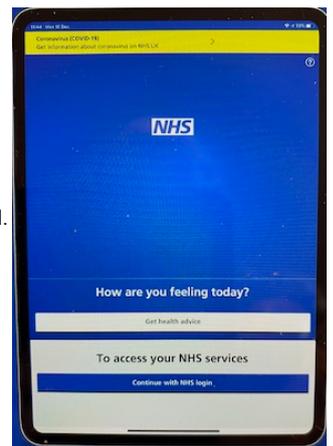
The Village Health Group confirms that it has signed up with the Royal College of General Practitioners to be a 'parkrun practice'.



The NHS App

The NHS App has recently been revised to give all patients direct access to their Medical Practice. Using this App on your IOS or Android device, you can :

- see your COVID-19 status –view your COVID-19 status for travel.
- order repeat prescriptions – see your available medicines.
- book appointments – book & cancel appointments.
- get health advice – search NHS information and advice.
- view your health record – securely access your health record.
- view your NHS number – find your NHS number.



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>

Would you like to become a virtual patient ? - you can keep informed on the latest Practice news and receive copies of this Newsletter. If you would like to join the Virtual PPG please email us : VHGPPP@mail.com

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