



Practice News

Welcome Freshers!

We want to wish a warm welcome to new patients registering with us from Nottingham Trent University.

Although it's probably not at the top of your to-do list when arriving at university, it is recommended that you register with a GP here in Nottingham. You can find us based on campus, just near the Student Union building, and we have made it so quick and easy for you to register here with us online.

Step 1— Visit radfordmedicalpractice.co.uk

Step 2— Click 'Students' and 'Register at the Student Health Centre'

Step 3— Click 'Register online' and complete the form.

Step 4— Click 'Complete' and the form will be sent to us, you're all done!

Student Health Centre

Nottingham Trent University, Peel

Street, Nottingham, NG1 4FW.

Phone: 0115 848 6481

MONDAY 8.00am - 6:30pm

TUESDAY 8.00am - 6:30pm

WEDNESDAY 8.00am - 6:30pm

THURSDAY 8.00am - 4:00pm

(On Thursdays from 4pm - 6.30pm phone lines are open and services available at the Radford site.)

FRIDAY 8.00am - 6:30pm

SATURDAY Closed SUNDAY Closed



Practice News

New Look Website

You may have noticed that our website has changed a little recently. We have updated the homepage so it is easier to access the information you require. There is also handy links NHS information at the bottom of the page.



Take a look at 'Patient Services' or 'Patient Information' to find out about what is on offer at the practice and within Nottingham.

Not sure who to see? Click on 'Who Should I See?' for a guide to the correct clinician for your problem and to view our team members.

Not sure what to do for your problem? Click the link to NHS 111 online for advice and support for your medical issue.

There is now a dedicated 'NTU Student' section where student patients can find information relevant to them.

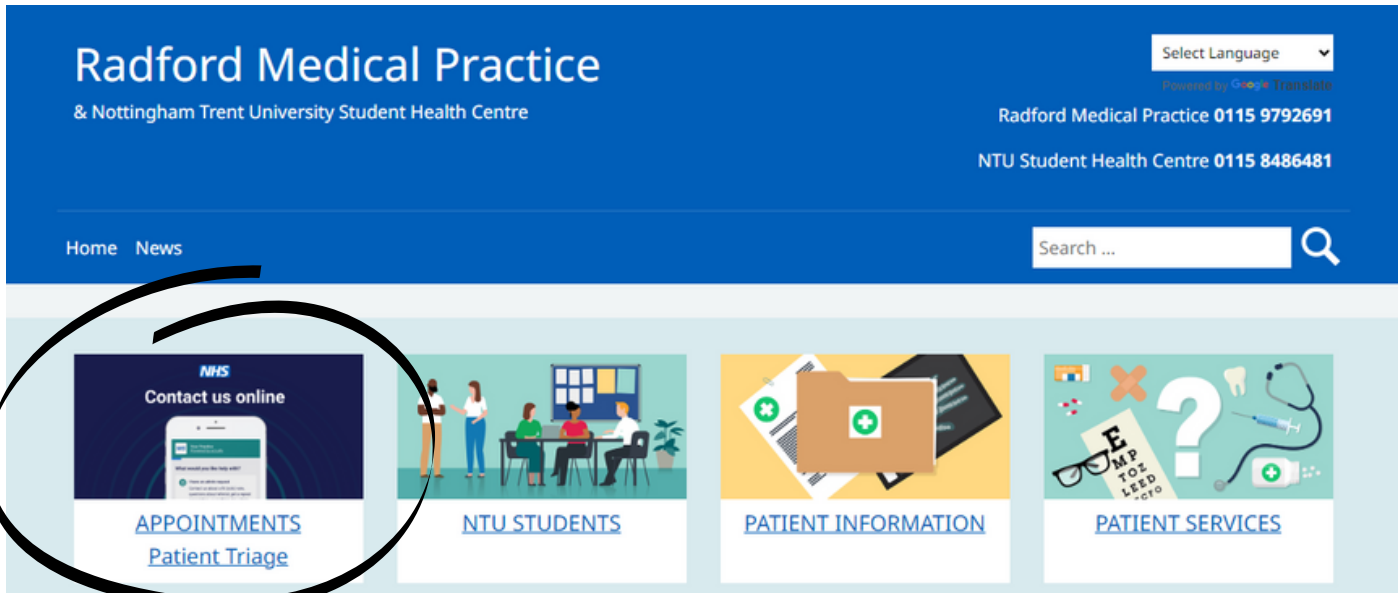
Save calling the practice and take a look at our website as you will often find answers to your queries there.

 <http://www.radfordmedicalpractice.co.uk>

Practice News

Accessing the Practice

Our current online consultation system is called **Accurx Patient Triage**. We no longer use AskMyGp. Accurx can be accessed via our website. There is no login or password required, its as easy as clicking the link and submitting a request to us. Medical requests open each day at 8am and are suspended when we reach capacity for appointments. Admin requests remain open. This can be used for a variety of things such as requesting a prescription, test results, checking referral status. We aim to respond to you on the same day, or the next working day for requests submitted on a weekend.



Accurx patient triage can be found on our website homepage Click 'APPOINTMENTS'

We also offer a limited number of pre-bookable GP appointments. Practice Nurse and Health Care Assistant face to face appointments can be booked in advance by calling our care navigator team during opening hours.

We also offer face to face and telephone appointments with clinicians at our enhanced access service (GP+) that can be booked on the day or in advance. We may offer you an appointment here as they are able to offer appointments when we cannot, making more appointments available for patients. They have GP's, Practice and Staff nurses, Phlebotomists, HCA, Community Practitioners and Pharmacists.

Practice News

Flu Vaccinations

We are now booking in Flu vaccinations. Eligible patients please contact the surgery to book in.

Why is flu vaccination important?

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.



The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading. But you can get your vaccine later.

Who can have the flu vaccine?

The flu vaccine is given free on the NHS to adults who:

- are 65 and over (including those who will be 65 by 31 March 2024)
- have certain health conditions
- are pregnant
- are in long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

If you would like a flu vaccination but are not eligible you can arrange one with your local pharmacy for a small fee.

Practice News

COVID-19 Vaccinations

COVID-19 vaccination is an important part of protecting yourself if you're at increased risk from severe COVID-19.

Who is eligible for a seasonal COVID-19 vaccine

You or your child may be offered a seasonal COVID-19 vaccine if you are:

- aged 65 years old or over (you need to be 65 years old by 31 March 2024)
- aged 6 months to 64 years old and are at increased risk
- living in a care home for older adults
- a frontline health or social care worker
- aged 16 to 64 years old and are a carer
- aged 12 to 64 years old and live with someone with a weakened immune system

How to get a seasonal COVID-19 vaccine

If you're eligible, you can get a seasonal COVID-19 vaccine by:

- booking online
- booking on the NHS App
- going to a walk-in COVID-19 vaccination site
- call 119

For more information please visit:

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/>

Practice News

Patient Participation Group

**RADFORD MEDICAL PRACTICE & NOTTINGHAM
TRENT UNIVERSITY STUDENT HEALTH CENTRE
PATIENT PARTICIPATION GROUP**

**ARE YOU INTERESTED IN CONTRIBUTING TO THE
IMPROVEMENT OF OUR SURGERY?
JOIN US AND SHARE YOUR VIEWS!**

Who can become a member?

- **Anyone over the age of 18 who is a registered patient of the practice.**
 - **EVERYONE is welcome!**
- **If you are interested, please speak to reception or email us on nnicb-nn.c84117@nhs.net**

What is involved?

We meet at the surgery and stay in touch via email / phone. You can become involved as much or as little as you wish, all we ask is that you are enthusiastic about the practice and improving services for the wider population of patients.

Interested but don't have the time to attend meetings?

There is also the option to attend virtually online, or you can share your views with us by:

- **Emailing us at: nnicb-nn.c84117@nhs.net**
- **Leaving your name and contact number with the reception team so that we can contact you.**

WE WELCOME YOUR FEEDBACK AND INVOLVEMENT!



Health Awareness

Annual Reviews



**Please contact
the surgery to
book your
Annual review.**

Having a single annual review is the quickest and most convenient way of monitoring long-term conditions. Without regular check-ups, conditions can worsen and complications might arise that damage your health.

To ensure that patients with long-term conditions only have to attend the Practice when necessary, we now invite these patients to attend the Practice for a single annual review.

This normally requires an appointment with a Health Care Assistant (HCA) or Practice Nurse for blood tests, and checks of height, weight, blood pressure, and a urine test, usually followed by a face-to-face review.

In some circumstances the review can be completed simply with a telephone call to discuss the test results.

You will receive an invitation in advance of the planned review to allow time to book the necessary appointments. The conditions for which annual reviews are undertaken include:

- Diabetes
- Heart Failure
- Stroke
- Hypertension (high blood pressure)
- Atrial fibrillation
- Coronary Heart Disease
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Long term mental health problems
- Learning Disabilities

Health Awareness

Who should I see?

You can book appointments with a Doctor, Nurse, HCA, Physio, Pharmacist and Social Prescriber. This is a guide, not an exhaustive list. Reception staff will direct you to the correct person for your issue.

SERVICE	GP	NURSE	HCA	PHYSIO	PHARMACIST
Contraception		✓			
Emergency Contraception (Morning after pill)		✓			✓
Urinary Tract Infections		✓			✓
Simple Sore Throats/Colds					✓
Mental Health	✓				
Diabetes Review		✓	✓		
Asthma Review		✓			
Cervical Screening		✓			
Wound Dressing/Suture Removal		✓	✓		
Blood Test			✓		
ECG			✓		
Travel Vaccinations		✓			
Back Pain				✓	
Strains and Sprains				✓	
Medication Review	✓				✓
Ear Pain		✓			✓

Practice Information

Practice Learning Time (PLT)

Please note the practice will be closed from **12pm** on the following dates for Practice Learning Time:

- 24th November 2023
- 12th December 2023
- 30th January 2024

If you require medical assistance during this time that cannot wait until the following day, please call the practice and you will be diverted to the out of hours team. Alternatively you can contact 111. In case of an emergency always ring 999.

Feedback

We welcome helpful comments and suggestions on how we can improve the patient experience at the Radford Medical Practice. Your feedback is very important to us. We are always keen to hear what we are doing well, and how we could improve.

Submit your feedback using the paper forms at reception or on our website:



<https://www.radfordmedicalpractice.co.uk/patient-feedback/>

Practice Information

New Staff

We would like to extend a warm welcome to new members of our team who are joining us on a temporary basis.

RECEPTION

Mr Briaan Danisa (Male)

Ms Fleur Egerton (Female)

Miss Jemma Thompson (Female)

ADMINISTRATION

Miss Haya Aldeirawy (Female)

We would also like to welcome back **Dr Cindy Wong** (Female) who will be working as a salaried GP for 12 months. She will be working 2 days a week (Wednesday & Thursday) across both sites.

We are also welcoming **Mr Ryan Gafur** to the team as a Practice Administrator.



Practice Information

Useful Numbers

Radford Medical Practice
Student Health Centre

0115 9792691
01158486481

NHS 111	111
Local Police	101
Radford Health Centre	0115 8834000
QMC/University Hospital	0115 9249924
Nottingham City Hospital	0115 9691169
AIDS helpline	0808 8021221
Alcoholics Anonymous	0115 9417100
Alcohol Problem Advisory Services	0115 9414747
Rape Crisis Centre	0115 9410440
Sexually Transmitted Diseases clinic:	
Victoria Health Centre	0115 9627627
Women's Aid	0115 9410457
Domestic Violence Helpline	0808 8000340 (24hr)
Men's Advice Line	0808 801 0327
Cruse Bereavement help line	0115 9244404
Citizens Advice Bureau	0300 3305457
NUH Maternity Advice line	0115 9709777
Mental Health Crisis	0808 1963779
Samaritans	116123



**Radford Medical
Practice and
Student Health
Centre**



**@ntustudenthealth
centre**

Please visit our website for more information

www.radfordmedicalpractice.co.uk