

January 2025

Please Note

All calls to and from the surgery are recorded for monitoring and training purposes.

The practice is covered by CCTV both inside and outside of the building; this is for the safety of our staff and patients.

What's on?

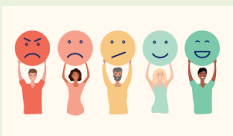
Carers Coffee Morning



Thursday 30th January

9.30am-11am

Patient Feedback



Thank you for reading our newsletter! If you have any feedback, please let us know via the feedback form page on our surgery website or alternatively email ddicb.littlewick.letters@nhs.net



Welcome to our Patient Newsletter!

Dr Travell's Retirement



"After 35 enjoyable years of working in Littlewick I will be leaving at the end of January.

It has been an honour and pleasure to be involved in consulting patients, teaching and training and working in the Ilkeston Community Hospital.

It has been a joy to work with such a diverse and knowledgeable team to deliver care and support to the Ilkeston area community.

There have been many changes since 1990 and many challenges some of which have increased, but the core values of listening and caring I believe remain at the heart of the Littlewick team I am leaving behind.

In some ways I will be sad to leave but other things in life beckon and I may well see folk whilst out and about. Best wishes to you all.

Dr Paul Travell."

It's not too late to get your flu jab!

As the weather is getting colder, we remind you that it is not too late to get your flu jab this year!

We have appointments available to book into now!

If you believe you are eligible and have not received an invitation, please contact us.

Please support your local NHS by booking with us! Thank you.

Winter Weather

We would like to remind patients to take extra care now that it is coming up to the winter months.

We try to grit the surgery car park as much as we can but please be aware and take extra care when walking into the surgery. Thank you in advance.



Patient Triage

Before you contact the surgery online, consider checking your symptoms with NHS 111 Online.

Current demand continues to exceed capacity, therefore at times we need to pause access to medical enquires on Patient Triage.

We are constantly reviewing the situation and how we can improve the services that we offer to you.

Missed Appointments

Throughout December, we had 285 appointments missed and not cancelled in advance.

Should you have an appointment which you cannot attend, please let us know in plenty of time to assign your appointment time to another patient.

You can cancel an appointment by calling the surgery on 0115 932 5229 and pressing option 1 to leave a message on our cancellation line. Option 1 is **only** to be used for cancellations. Please ensure you leave your name, date of birth and address on any cancellation messages.

Touch Screen

Please feel free to use the touch screen to desk to check the right of the reception yourself in for an appointment.

If you're unsure how to use it, please just ask. Thank you.

Grief and Loss

There is no timescale for how long grief lasts, or how you should feel at any time of the year. Support is also available if you're finding it hard to cope with stress, anxiety, or depression.

Things you can try to help with bereavement, grief, and loss:

- Try talking about your feelings to a friend, family member, health professional or counsellor. You could also contact a bereavement support organization such as Cruse on 0808 808 1677

- If you're struggling to sleep, get sleep tips from Every Mind Matters website.
- Consider peer support, where people use their experiences to help each other. Find out more on the Mind website.
- Listen to free mental wellbeing audio guides available via nhs.uk.

If you need more support, you can get free talking therapies such as cognitive behavioral therapy (CBT) on the NHS. You can refer yourself directly to a talking therapies service without a referral from a GP. To find out more, please visit nhs.uk.

Surgery Closures Ordering Repeat Prescriptions

We will be closed on Wednesday 8th January 2025 from 12 noon for staff training. We will reopen on Thursday 9th January as normal.

We apologise for any inconvenience this may cause. Staff training is something we do to improve the services we offer to you.

Should you require urgent medical attention or advice whilst we are closed, you should call 111 or visit 111.nhs.uk.

If you feel your situation is life threatening, please call 999.



Ordering Repeat Prescriptions

We politely ask our patients to please allow 3 working days to order a repeat prescription.

You can order your medication via the following ways:

1. The free NHS app
2. SystemOnline
3. The Medicines Order Line – 0115 855 0260
4. Handing paper requests into the surgery

We do not take prescription requests over the surgery phone line.

Asthma / COPD Appointments

Polite reminder when attending your asthma or COPD review, please remember to bring your current inhalers along with you so the practice nurse can check your technique.

The Dales

We would like to remind our patients that we also have our branch surgery in West Hallam. The Dales is open Mon-Thurs 8.30am-12.30pm and Fridays 2.30pm-5.30pm for queries.

Home Visits

Now we are in winter, there is more pressure on our services. Currently we are experiencing a high number of home visits being requested daily.

We kindly request that patients who are mobile and well enough, visit the surgery in person. This allows home visits to be prioritised for housebound and seriously ill patients.

We would like to thank you in advance on this matter. If you need a home visit, please contact the surgery.

