

April 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?

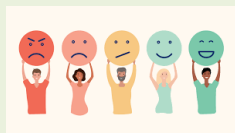
Carers Coffee Morning



Thursday 1st May

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



Why Can't I Get an Appointment?

We understand it's frustrating when it's hard to get an appointment. Several factors contribute to this:

1. **Underfunding of the NHS:** Government budget cuts to general practice mean we can't hire enough doctors and nurses to meet demand. Additionally, fewer newly qualified doctors are choosing to become GPs, which is concerning for the future.
2. **Missed Appointments:** When patients fail to attend appointments, it wastes valuable clinician time. If you can't make your appointment, please cancel it so others can use the slot. Repeated no-shows may result in being asked to register elsewhere.

3. **Minor Illnesses:** Many minor health issues can be handled by your local pharmacy. Peak Pharmacy, our neighbour, offers advice and treatment for conditions like colds, sore throats, and headaches. They can also provide emergency contraception and advise when to see a clinician.

4. **Over-the-Counter Medications:** Due to resource pressures, we no longer offer emergency appointments for medications available over-the-counter (e.g., Calpol, thrush treatments, allergy medications). Please use online resources like NHS.uk or Patient.co.uk for advice.

We've also been facing a shortage of doctor appointments due to Dr. Travell's retirement in January and staff sickness.

We're delighted to announce that Dr. Chamberlain will join us as a salaried GP in May.

Welcome to our Patient Newsletter!

We appreciate your support during this challenging time and are grateful to the locums who've helped, although the national GP shortage has made it difficult to fill all gaps.

We know some of you have had to wait longer for appointments, especially for routine matters, and we appreciate your patience. Please be assured that urgent medical problems are always prioritised.

By using resources wisely, canceling unnecessary appointments, and seeking the right care, we can help improve access to appointments for everyone.

Find us Online

Littlewick has its own website, along with pages on Facebook and X (formerly Twitter).

Search Littlewick Medical Centre on these platforms for the latest news, updates, and healthcare advice from us.

Our surgery website is www.littlewickmedicalcentre.co.uk

Monthly Call & Online Stats

We are always striving to improve patient care! Here's a quick look at our call and online stats for March:

Total calls answered	5654
Average wait time	13 Minutes
Online medical requests	719
Online admin requests	466

Please note that online medical requests will be answered the same day, whilst online admin requests will be addressed within 2 working days. Thank you for your patience as we ensure all patients receive the care they need.

Missed Appointments

In March, 319 appointments were missed without prior cancellation. If you cannot attend your appointment, please call 0115 932 5229 and press option 1 to leave a cancellation message. Please ensure to leave your name, date of birth and address.

Are you considering weight loss surgery overseas?

If you are considering private weight loss surgery (bariatric surgery including gastric bands/sleeves) overseas, please factor in that **you will also be responsible for paying privately for follow up care** which includes any blood tests, check ups and medication you might need.

The aftercare for patients who have undergone bariatric surgery needs to be overseen by a hospital specialist for the first two years. This is because complex and potentially serious changes in the blood can occur, and the specialists are experienced in dealing with them.

At Littlewick we are experienced in looking after patients from two years after the surgery once blood levels are usually more stable and we can do so safely from that point.

Ilkeston Hospital Urgent Treatment Centre

The Urgent Treatment Centre at Ilkeston Hospital has re-opened with full services as of 31st March! You can now access both appointments and walk-in services from 8am to 8pm daily.

Urgent Treatment Centres are equipped to handle a wide range of conditions, including broken bones, cuts and gashes, minor eye infections, insect bites, bumps and bruises, scalds, wound infections, and much more.

Surgery Closures Friends & Family Test (FFT)

We will be closed on Wednesday 9th April 2025 from 12 noon for staff training. We will reopen on Thursday 10th April as normal.

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

We will also be closed on bank holiday, Good Friday, 18th April and Easter Monday, 21st April 2025.

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

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

The Friends and Family Test (FFT) is a voluntary, quick, and anonymous way to share your feedback after receiving NHS care or treatment. After your Face-to-Face Appointment, you'll receive a text asking, 'Overall, how was your experience of our service?'

You can rank your answer from 'Very Good' to 'Very Poor,' and you'll have the chance to explain your score. Your feedback is important, as it helps us make improvements based on what is or isn't working.

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. SystmOnline
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.