

Littlewick and the Dales Medical Centre



May 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?

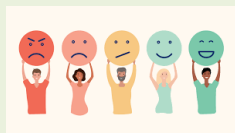
Carers Coffee Morning



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



Join Tesco Heanor for a Special WWII 80th Anniversary Celebration!

On Thursday 8th May from 12pm, Tesco Heanor will proudly host an afternoon of fun, nostalgia, and remembrance to mark the 80th anniversary of the end of World War II in Europe.

Step back in time with vintage 1940s vehicles, enjoy performances by a local school choir singing wartime classics, and see their team dressed in period-inspired outfits. The local cadets will also be joining to commemorate this important moment in history.

Don't miss the retro-themed pop-up stalls, including a "Time Wrap" experience, and other surprises throughout the afternoon.

Come along, bring your family, and be part of this heartfelt tribute to the past.

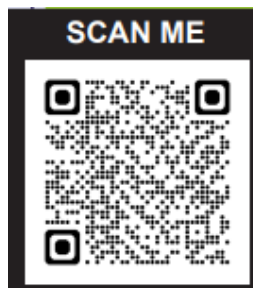
Erewash Walking Month | 1 – 31 May

May is National Walking Month – the perfect time to step outside, get moving, and enjoy the benefits of everyday walking for your health and wellbeing!

Join Erewash Borough Council throughout May for a fun-filled month of guided walks and walking challenges! There's something for everyone – suitable for all ages and the whole family to enjoy!

The programme is designed to help you explore the beautiful local area while staying active and connecting with your community.

For further details, please call 07989 728434 or scan the QR code below.



Welcome to our Patient Newsletter!

Spring COVID-19 Vaccine

Eligible patients can book their spring COVID-19 vaccine online or via the NHS App.

Please note, this is not something we are offering in general practice.

Find out more and book now at nhs.uk/book-vaccine or alternatively call **119** free of charge.

Did You Know?

A pharmacist can help with hay fever. They can give you advice and suggest the best treatments to help with symptoms such as:

- Antihistamine drops, tablets or nasal sprays
- Steroid nasal sprays

Some antihistamines can make you feel very sleepy, so speak to your pharmacist about non-drowsy antihistamines if you need to.

Find out more at nhs.uk/conditions/hay-fever

Monthly Call & Online Stats

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

Total calls answered	5299
Total call backs	1839
Online medical requests	942
Online admin requests	453

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 April, 298 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

Updating Your Personal Information

We send appointment reminders by text the day before if we have your correct mobile number.

Not getting texts? Let our reception team know to update your details and check your texting preferences.

Please note, texts are sent automatically unless you opt out.

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.



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

Surgery Closures

We will be closed on Wednesday 14th May 2025 from 12 noon for staff training. We will reopen on Thursday 15th May 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'll also be closed for the bank holidays on Monday 5th May and Monday 26th May.

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.

Friends & Family Test (FFT)

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.