

Littlewick and the Dales Medical Centre



June 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?

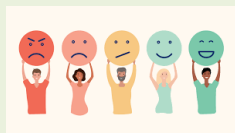
Carers Coffee Morning



Thursday 26th June

9:30am-11:00am

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



Pharmacy First

Going to your local pharmacy offers an easy and convenient way to get clinical advice on minor health concerns, and community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 - without the need for a GP appointment or prescription.

Community pharmacy teams are highly-skilled, qualified health professionals who have the right clinical training to give people the health advice they need. Patients don't need an appointment and private consultation rooms are available. Pharmacy teams can also signpost to other relevant local services where necessary. Pharmacists have always

helped patients, families and carers in their communities stay healthy and are well placed to offer treatment for health conditions. By expanding the services community pharmacies offer, the NHS is aiming to free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

For more information, visit nhs.uk/thinkpharmacyfirst

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

Welcome to our Patient Newsletter!

Update on Weight Management Referrals

We want to let our patients know that **Derbyshire Integrated Care Board (ICB)** – the organisation responsible for commissioning health and care services in Derby and Derbyshire – has confirmed that they do not fund referrals to Oviva for weight management support.

This is a decision made by the ICB, not by our practice. We understand that this may be disappointing news for some patients seeking help with weight management, and we want to be transparent about the reason behind this.

If you would like to raise concerns or challenge this decision, you can do so directly with the ICB. Details on how to make a complaint can be found below:

www.joineducarederbyshire.co.uk/contact-us/how-to-make-a-complaint/

Joined Up Care
Derbyshire

Monthly Call & Online Stats

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

Total calls answered	4448
Average wait time	8 minutes
Online medical requests	1021
Online admin requests	461

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 May, 315 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.

Friends & Family Test (FFT)

The Friends and Family Test (FFT) lets you quickly and anonymously share feedback after NHS care.

After your appointment, you'll get a text asking, "Overall, how was your experience?" You can rate from 'Very Good' to 'Very Poor' and explain your score. Your feedback helps us improve our service.

Test Results

You may find it easier to submit an admin request for test results rather than calling or visiting the practice.



If you would prefer to call or visit, please be reminded to make contact after 11 am. The call queue is generally less busy at this time, allowing more urgent queries to be addressed first thing.

Updating Personal Information

Did you know that if we have your mobile number, we'll send a reminder about your appointment the day before?

If you're not receiving these reminders but would like to, please let our reception team know so we can update your number and ensure the texting option is enabled in our system.

Please note that we automatically send text reminders if we have your mobile number, unless you opt out.

Surgery Closures

We will be closed on Wednesday 11th June from 12 noon for staff training. We will reopen on Thursday 12th June 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, please call 111 or visit 111.nhs.uk.

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



Self-Referral Services

Self-referral means that you can contact certain healthcare services directly, without needing to see a GP first for a referral. This allows you to take control of your health by contacting specific services on your own, making it easier and faster to get the help you need.

For more information on how to directly access various health and care services in Derby and Derbyshire, visit joinedupcarederbyshire.co.uk/self-referral

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.