

July 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?

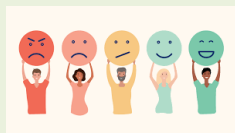
Carers Coffee Morning



Thursday 31st July

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



Welcome to our Patient Newsletter!

Stay Hydrated Before Your Blood Test

Drinking plenty of water before your blood test is important! Staying hydrated makes it easier to find your veins, so the test is quicker and less uncomfortable.

Try to drink 1-2 glasses of water in the hour before your appointment, unless told otherwise. Avoid caffeine and alcohol, as they can dehydrate you.

Other tips for a successful blood test:

- Try to stay relaxed and comfortable during the test.
- Follow any specific instructions your healthcare provider gives you, such as fasting if required.
- Let the Health Care Assistant or Phlebotomist know if you feel faint or anxious.

If you have any questions about your test, feel free to contact us.

Information on Weight Loss Drug Tirzepatide (Mounjaro®)

The NHS in Derby and Derbyshire plans to offer the weight loss drug tirzepatide (Mounjaro®) later this year. However, its availability is currently paused while local clinics are set up by the Integrated Care Board (ICB).

What is Tirzepatide?
Tirzepatide mimics gut hormones to help reduce appetite and slow stomach emptying, aiding weight loss.

Who is Eligible?
Initial access will be for patients with a BMI of 40+ (or lower for some ethnic groups) who also have four or more health conditions such as type 2 diabetes, high blood pressure, heart disease, sleep apnea, or abnormal blood fats.

How to Access
Do not contact your GP about tirzepatide yet. The ICB will share details on eligibility and how to access the drug once clinics are ready.

Need Help with Weight Now?

If you're worried about your weight, you can self-refer to local weight management programs:

- Derby residents: [Livewell](#)
- Derbyshire residents: [Live Life Better Derbyshire](#)

No GP referral is needed for these services.

Cervical Screening Saves Lives

Cervical screening can detect early changes before they become cancer. It only takes a few minutes and could save your life.

Who is eligible?

Women and people with a cervix aged **25 to 64** are invited every 3 to 5 years, depending on age and previous results.

Not sure when you're due?

Check via the **NHS App** or contact the surgery.

If you've missed your last screening, it's not too late - please book an appointment with our nurse.

Monthly Call & Online Stats

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

Total calls answered	4878
Average wait time	9 mins
Online medical requests	1179
Online admin requests	547

Please note that online medical requests will be answered within 24 hours, 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 June, 313 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.

Travel Vaccinations – Plan Ahead

Going abroad this summer? Some destinations require vaccinations like hepatitis A or typhoid.

Please contact the surgery **6–8 weeks before you travel** so we can advise on what you need.

Not all vaccines are NHS-funded, and appointments fill quickly - plan early!

For more info, visit: travelhealthpro.org.uk

Use the NHS App! Quick, Easy, and Secure

Did you know you can manage your healthcare from your phone?

With the **NHS App**, you can:

- View and cancel appointments
- Order repeat prescriptions
- View your test results
- Access your health record

Download it for free from the **App Store** or **Google Play** and get started today!

Stay Well This Summer

Hot weather can affect your health, especially if you're older or have a medical condition.

Top tips:

- Drink water regularly
- Use SPF 30+ sunscreen
- Stay in the shade (11am–3pm)
- Keep your home cool
- Take any medications as advised.

Feeling unwell in the heat? Rest, rehydrate, and seek medical advice if needed.

Surgery Closures

We will be closed on Wednesday 9th July from 12 noon for staff training. We will reopen on Thursday 10th July 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.



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.