



# LITTLEWICK NEWS

September 2025



## Your 8am Just Got Easier!

Starting Monday, 8th September 2025, we're excited to launch our new Rapid Health online triage system!

With Rapid Health, you can:

- Skip the phone queue!
- Access appointments & make requests between 8am - 6:30pm!
- Request sick notes, enquire about test results, and order medication - all online!

It only takes about 5 minutes to complete, and you'll either be offered an appointment or flagged for triage.

No online access? Call us! Our reception team will complete the form for you.

Please be aware that using the telephone will not speed up your request, as all appointment queries follow the same process.

Get started on Monday, 8th September 2025, and experience easier healthcare! Until then, please continue to use our current online service as normal.

For more information about the Rapid Health service, please visit our [surgery website](#).

## 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 the building; this is for the safety of our staff and patients.

## What's on?



### Carers Coffee Morning

Thursday, 25<sup>th</sup> September 2025

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](mailto:ddicb.littlewick.letters@nhs.net)

## Monthly Call & Online Stats

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

**Total calls answered:**  
4723

**Average wait time:**  
8 minutes

**Online medical requests:**  
1,101

**Online admin requests:**  
541

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 August 2025, **260** 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.

## Check-In Made Easy

Use the touch screen in reception to check in for your appointment quickly and easily. Just follow the on-screen instructions - no need to wait in line!



**Get the contraceptive pill for free from a pharmacy**



Accessing oral contraception is now quicker, easier, and more convenient than ever.

Thanks to the NHS community pharmacy oral contraception service, you can now get the contraceptive pill for free, directly from your local pharmacy, without needing a prescription or an appointment with your GP. Whether you're starting contraception for the first time or need a repeat supply, your local pharmacist is here to help.

The service is delivered by trained pharmacists in a private consultation room. Everything you discuss is confidential, and your pharmacist will talk through your options and check your health to make sure the pill is right for you.

For more info, please visit [the NHS website](#).

## HPV Vaccine Catch-Ups for Ages 16-25

If you missed your HPV vaccine at school (usually given in Year 8), you can still get it up to your 25<sup>th</sup> Birthday. The vaccine protects against HPV, a common infection that can cause certain cancers.

Check with us if you've had the vaccine and book a catch up appointment if not. For more info, visit the NHS website.

## How We'll Contact You Following a Referral

If you're referred through the Electronic Referral System (ERS) and have an NHS login, we'll email your paperwork directly to you.

If you don't have an NHS login but we have your mobile number, we'll send you a text with a link to view your paperwork.

Printing and posting your documents will only be used as a last resort.

### Did you know?

The NHS App lets you get messages from your GP and hospital, order prescriptions and see your medical records - all on your phone. It's easy to use and worth trying!

## Surgery Closures

We will be closed on Wednesday, 10<sup>th</sup> September 2025 from 12 noon for staff training. We will reopen on Thursday, 11<sup>th</sup> September 2025 as normal.

We apologise for any inconvenience caused. 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 the website](#).

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