



# Littlewick Medical Centre Newsletter September 2010

## FLU CLINICS 2010

This year we are trying a new drop in clinic for the flu jabs that will be held on the following dates:

Surnames A-B 2/10/10 8:30 – 10am  
Surnames C-F 2/10/10 10:30-11:30 am  
Surnames G-J 9/10/10 8:30-10am  
Surnames K-O 9/10/10 10:30 – 11:30am  
Surnames P-R 16/10/10 8:30 – 9:15am  
Surnames S 16/10/10 9:15 – 10am  
Surnames T-Z 16/10/10 10:30 – 11:30am

The people that will need a flu jab are those over 65 years of age. Also if you suffer from lung disease such as asthma or COPD, heart disease, diabetes, stroke or mini strokes, kidney or liver disease or any diseases or treatments which suppress the immune system. Now it is recommended for pregnant ladies due after October to have the injection. Any pregnant ladies with queries please talk to your midwife or one of our doctors. For more information please contact reception.

We have printed 2000 flu leaflets so far which are available from the reception desk, you are welcome to take more than one to pass on to family and friends registered at littlewick. Please help us spread the word about our new flu clinics, as we want to make them as user-friendly as possible. The feedback has been positive so far, and we appreciate all feedback so we can continue to improve our flu jab service.

## PATIENT CAR PARK

Just a reminder that we do have a car park for Littlewick patients. This is located behind the building and can easily be accessed by Orchard Street to the left hand side of the chemist. Please feel free to use this car park as the one downstairs is for staff members only.

## ARE YOU A CARER???

Are you providing unpaid support to a family member or friend?

At Littlewick we would like to know if you are a carer in order to support you and to offer appropriate information that can help while you are looking after someone.

Although caring for a friend or relative can be very rewarding, it can also be very demanding for both the carer and the cared for so if we are aware of this at Littlewick we can help make things a little easier for you in relation to arranging appointments, discussing results and repeat prescriptions.

We have leaflets in the reception area and information packs which you can pick up at anytime. We also have a Citizens Advice Service who are available for any queries or advice you may need.

Your Littlewick contact is Sam  
Tel: 0115 932 5229 ext 209.

## TOP TIPS FOR HEALTH AT LITTLEWICK

In future newsletters we hope to print a top tip from one of the nurses or doctors at Littlewick. We would also like to print ideas that patients have for improving their health. If you have an idea that has worked for you and has helped you become healthier, then we would like to hear from you. Please hand in your ideas marked for the attention of Laura who writes the newsletter. Please make it clear if you would like your idea to be anonymous or have your name included. The best idea will appear in next month's newsletter.

## PHONE ANSWERING

We have appreciated your feedback that your phone calls can take a long time to be answered. We are continuing to audit our staff rotas and we are also pleased to announce that

we have welcomed two new receptionists to answer the telephone demand in order to improve our answering services. We are also pleased to announce that Derbyshire PCT has responded to our request for an increase in funding for more staff, and are continuing to address the differences in funding levels across the county between different GP practices. We have therefore been able to employ two new receptionists to deal with patient requests. We do hope this will improve our customer service. Please welcome Abbi and Paige, and bear with them as they complete their training.

## TOP TIPS FOR TELEPHONING THE PRACTICE

Please bear in mind that Mondays are the busiest time to phone the practice, with double the calls compared to other days of the week. This is also true of mornings, compared with afternoons.

Please phone for non-urgent queries and results after 2pm, as you are more likely to get through and the doctors will have dealt with the results and post in the morning.

Our practice nurse team is always expanding their role and offers many different types of appointments, which allow our patients to attend the surgery for procedures that may otherwise have to be done at the hospitals.

To help us provide you with the correct appointment, please consider phoning our dedicated team of nurse receptionists between the hours of 12-2pm.

We have also responded to patients' feedback in the way we are using our new telephone system. With the new building we have been able to adapt our new phone system, giving an increase in capacity for telephone consultations with the nurse or doctor of your choice.

Telephone consultations help improve continuity with your chosen doctor or nurse, and a variety of problems can be dealt with over the phone.

### PHLEBOTOMY

Ingrid French is our surgery phlebotomist who does the blood taking service every morning until 12 o'clock. Ingrid has been part of the Littlewick team since the 11<sup>th</sup> May 2010.

### **What do you enjoy the most about your job?**

I love meeting new people; I don't mind how busy or quiet it is. I enjoy dealing with all different patients from difficult veins to easy ones, and love the challenge.

### **What would make the blood service easier?**

If when the patients arrive they have their blood forms at the ready and coats/jumpers off and sleeves rolled up.

We would just like to make patients aware first thing in the mornings and Tuesdays seem to be the busiest times for the blood service. Please ensure that if you are having a fasting blood test you have nothing to eat or drink except water from 9pm the previous evening. We really appreciate Ingrid's help at surgery and the new drop in blood clinic has been a real hit!

### TELEPHONE NUMBERS

Appointments 9302521  
Enquiries 932 5229  
Cancellation Line 9445497 (24 hrs)  
Fax 932 5413  
DHU (out of hours) 0844 4122239  
Manor Nottingham Road 9325447  
Manor Bath Street 9324748  
Manor Kirk Hallam 932 4425  
Boots Bath Street 9324730  
Helms 9301145  
Co-op South Street 9325036  
Co-op Awsworth 9322233  
Ilkeston Hospital 9305522  
Nottingham City Hosp 9691169  
QMC 9249924  
Derby Royal 01332 340131  
Right Steps 01773 596201  
Addaction 9309442  
Crisis out of hours 01332 625580  
Midwife 01332 340131  
District Nurses 01332 366717  
NHS Direct 0845 4647  
PALS 01332 785156

### MONDAY STROLLERS (SEPTEMBER – OCTOBER)

Every Monday the Monday strollers meet outside Victoria Park Leisure Centre (Swimming Pool), Ilkeston at 10:15am unless stated differently below. They go on short walks designed to improve health and follow the guidelines given by British Heart Foundation. Walks are flat, avoid stiles, are 2 – 3 ½ miles long, and of course are good fun! They are usually circular and take about an hour. Everyone walks at a pace that suits them and trained leaders walk at the pace of the fastest and slowest so that no one is left behind. A voluntary contribution of 50p per walk attended is requested. Suitable footwear (walking trainers or boots) and appropriate clothing is advised. For safety reasons please do not bring any dogs. The following walks are planned for the next couple of months:

6<sup>th</sup> September – Gallows Walk 2.3 miles.  
13<sup>th</sup> September – Swan Lake Walk 3 miles.  
20<sup>th</sup> September – Parks & water walk 2.4 miles  
27<sup>th</sup> September – Bridge inn & canal 3.5 miles  
4<sup>th</sup> October Rushcliffe country park 3 miles  
11<sup>th</sup> October – Kirk Hallam linear 2.7 miles  
18<sup>th</sup> October – Nutbrook Variation 3.2 miles  
25<sup>th</sup> October – A walk in the park 2.5 – 3.5 miles

For more information on the walks please contact Pat Campbell 0115 932 6568 or Eileen Harse 01773 852347 or pick a leaflet up at reception.

### NEW SERVICES AT LITTLEWICK

Our new building has allowed us to have many new services on offer for our patients. The newsletter team would love to hear from you if you have used any of these services lately. For example, if you have been part of the latest waist wise course or have been coming to the weekly exercise class or tried our private physio, we would love to hear of your experiences. Please make it clear if you would like your article to be anonymous or include your name.



### DR DOWNES

### **Where did you study medicine?**

I studied medicine at Sheffield University Medical School 1978 – 1983.

### **Where and when did you do your training?**

After 'House Jobs' in Sheffield and Rotherham I pursued Surgical Training in Rochdale for 2 years, this included general and Orthopaedic surgery, accident and emergency jobs. I then returned to Sheffield to continue my training to become a GP. I did a paediatric job at Good Hope Hospital which was in my home town of Sutton Coldfield and Obstetrics and Gynaecology at Marsden Green Hospital, Solihull. I worked in two large GP practices in Sheffield before moving to Ilkeston in 1991.

### **What do you enjoy the most about your job?**

I enjoy the challenge of solving patients' problems and performing minor operations. I enjoy passing on my knowledge and skills to the students and trainee doctors attached to us. I enjoy working in a friendly team which makes the busy working week tolerable.

### **What do you least enjoy about your job?**

The ten minute appointments do not give enough time with patients especially when they present with several problems, consequently I frequently feel 'rushed' and run late.

### **What are your specialist interests?**

I am interested in operations, especially Ingrowing Toe Nails. (I have performed over 500 during 19 years at Littlewick!) I am also interested in Orthopaedic problems, eczema and asthma.

### **What are your interests/hobbies outside of work?**

I am passionate about DIY, I am enjoying restoring my Edwardian home, which was built in 1904, to its former glory after being neglected by previous owners. I am also interested in photography, cycling and occasional mountain climbing – a sedate '3 peaks in 3 years': Scafell Pike 2008, Snowdon 2009 and hopefully up and down Ben Nevis by the time patients read this newsletter.

