

Littlewick Medical Centre

June
2018

What's on?



Carers Week

11th – 17th June 2018 is Carers Week. The surgery has chosen Wednesday 13th June to promote this in surgery. Refreshments will be available and Derbyshire Carers will be in attendance.

Cupcake Day

Thursday 14th June is Cupcake Day. The surgery will be supporting Alzheimer's Society by holding a bake sale between 10.30am - 11.30am.

Carers Coffee Morning

Thursday 28th June
10am – 11.30am

Littlewick Social Group

Friday 29th June
2pm – 4pm

Craft & Chatter

Every Monday
12.30m – 2.15pm

Walking Group

Every Thursday, 10am at Littlewick, or Tuesday, 1.30pm at the Dales

SURGERY CLOSURES

The surgery will be closed from 12 noon on Wednesday 13th June 2018 due to staff training. We will re-open as normal Thursday 14th June 2018, apologies for any inconvenience this may cause. Staff training is something we do to further improve the services we offer to you.

Should you require urgent medical attention or advice whilst we are closed, you should call 111. Alternatively if you feel your situation is life threatening call 999.

PATIENT CAR PARK

Please note that our patient car park is going to be resurfaced week commencing 4th June 2018, providing the weather permits. The carpark will be closed for 5 days.

YOU SAID, WE DID

You said...

You would like to be able to order your repeat medication over the phone.

We did...

As of Tuesday 8th May 2018, we have been using the services of the Medicines Order Line (MOL) for our patients to order repeat medication over the phone. This is a great new service that is being provided by the CCG and manned by trained staff. This has been a huge success for other GP surgeries in the area.

This will mean that you can ring the MOL and request your repeat medication without having to come up to the surgery to request this in writing. The MOL team will issue the prescriptions and send them to your nominated pharmacy.

Patients are still able to order via Systmonline and the website, which our Prescription Team will continue to deal with.

To order your prescriptions, please contact the MOL line on **0115 855 0260**. The line is open Mon-Fri between 9.30am and 2.30pm, although these times may be subject to change.

TRAVEL VACCINATIONS

As from the end of May, we have allocated set travel appointments that can be booked into throughout the week at various times. These will be allocated on a first come first served basis. We will not be able to offer travel outside of these appointments and once these are fully booked, you will be directed to alternative travel clinics.

TOUCH SCREEN

Please feel free to use the touch screen to the right of the reception desk to check yourself in for an appointment. This can help you avoid waiting times at the desk. If you're unsure how to use it, please ask a member of staff. Thank you.



CERVICAL SCREENING DELAYS

The Derby cytology laboratory, which processes smear samples, has been experiencing delays to the results being produced. This is due to the changes coming in to effect the way smear samples are tested, and has caused a backlog of samples awaiting testing. At present, samples are taking approximately 8 weeks from the day of the test to the result being sent out.

We are aware of the pressures that our colleagues in the laboratory are presently experiencing, and will not be chasing the results that are under 9 weeks since the day of appointment. All patients will still receive their result as a letter sent to their home address, so please make sure that we have your correct details.

We will provide further information relating to the current turnaround time at the time of your appointment. Thank you for your cooperation.

GDPR

New data protection legislation came into force Friday 25th May 2018, and therefore we have updated our privacy policy. You will find our updated policy online at www.littlewickmedicalcentre.co.uk or pick up a leaflet from the surgery.

BEAT FLU EARLY IN 2018!

The good news: This year we have a new special flu vaccine for people 65 and over. It is called Fluad and gives much better protection from flu in older people. We can still offer the vaccine against 4 types of flu for patients under 65.

The bad news: They cannot tell us exactly when the Fluad vaccines will be delivered until later in the year.

The solution: Please make sure we have your up to date mobile number and then we will text you as soon as they arrive. If you don't have a mobile, please check our website in September for updates or phone us.

The proposed flu clinic dates for patients under 65 (and over 65 if the vaccines have arrived):

Saturday 29th September – 8.30am-10.30am
Saturday 6th October – 8.30am-10.30am
Saturday 20th October – 8.30am-10.30am
Saturday 10th November – 8.30am-10.30am

Tuesday 2nd October (The Dales Surgery)

PATIENT FEEDBACK



We are focusing on improving our patient journey and understanding your expectations of us. Therefore we are really keen for you to feedback to us directly.

PHLEBOTOMY CLINICS

Here at Littlewick we offer a drop in blood taking service every weekday morning. No appointment needed. This is held Monday to Friday, 8am until 11.45am. We also offer an earlier morning clinic on Tuesdays, which is open from 7am. Please note Derby Hospital collect their samples before 11am. We also hold a blood taking service at our branch surgery, The Dales Medical Centre by **appointment only**. Please call 0115 932 5229 to arrange this.

DID YOU KNOW?

Ilkeston Community Hospital can take bloods from children aged between 5yrs to 16yrs by appointment only. Please call the hospital directly on 0115 930 5522 to make an appointment.

NATIONAL DIABETES AWARENESS WEEK



June 11th – June 17th is National Diabetes Awareness Week. With this in mind, we want to ensure our patients with diabetes are aware of the three national targets for most patients with diabetes.

- 1) Blood pressure – ideally aim to be 140/80 or less
- 2) Cholesterol level – aim for a total cholesterol under 5.0
- 3) HBA1C – aim to be 58 or less

These targets were set nationally to improve the long term health for patients with diabetes. We discuss these at your diabetic reviews and would be happy to give you a copy of your results.

USEFUL TELEPHONE NUMBERS

Littlewick & The Dales Medical Centre **0115 9325229**
DHU (out of hours) **111**
Manor Nottingham Road **0115 932 5447**
Manor Bath Street **0115 932 4748**
Manor Kirk Hallam **0115 932 4425**
Boots Bath Street **0115 932 4730**
Old Station Pharmacy **0115 932 4798**
Helms Chemist **0115 930 1145**
Well Pharmacy **0115 932 5036**
Co-op Awworth **0115 932 2233**
Ilkeston Hospital **0115 930 5522**
Nottingham City Hospital **0115 969 1169**
Queens Medical Centre **0115 924 9924**
Royal Derby Hospital **01332 340131**
Talking Mental Health **0300 1230542**
Derbyshire Substance Misuse Service **01159309442**
Crisis out of hours **01332 625580**
Emergency Midwife **01332 340131**
District Nurses **01332 258200**

