

Littlewick Medical Centre

December
2017



We would like to wish all our patients a Merry Christmas and a very Happy New Year!

Bingo Group
15th December
2pm - 4pm



Craft & Chatter
Every Monday
12:30pm – 2:15pm

Walking Group



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

Catch the vaccine, not the flu!



CHANGES TO THE PRESCRIPTION ORDERING SYSTEM

We have received a lot of feedback from our patients to suggest that the repeat dispensing system is not as efficient as we thought. **Repeat dispensing is where we send a batch of prescriptions to a nominated pharmacy.**

The common problems patients report are:

- 1.) Finding that the prescription they were expecting is not at the pharmacy.
- 2.) The pharmacy can't find the item requested and direct patients back to the GP surgery to investigate.
- 3.) The pharmacy have no way of knowing when a patient will arrive to collect their repeat dispensing prescriptions, therefore there can be a delay in the medication being available on the shelf for collection to take away.
- 4.) Not fully understanding the difference between a repeat prescription and repeat dispensing.
- 5.) Not being aware of when the medication review is due resulting in difficulty obtaining a prescription.

As a practice, we have taken this feedback seriously and decided to scale back the volume of repeat dispensing prescriptions we issue.

WHAT THIS MEANS FOR YOU:

When you next need to order your repeat prescription, you will need to order directly from Littlewick rather than at the pharmacy. (Please note, there may be some pharmacies who do offer the service of ordering medication on your behalf. Please check with your local pharmacy).

You can order repeat medication in the following ways:

- 1.) **SystemOnline** – this is the most efficient way as you can see which items are on your repeat template and when they are due. Once requested, this sends a message directly to the prescription team who will action this. You will need to sign up for this service and provide us with some photo ID. Please speak to reception for more details.
- 2.) **Littlewick Website** – www.littlewickmedicalcentre.co.uk. You will only need to register your email with us once. Each time you need to order medication you need to login with your email address and a password you created. The prescription team receives the request and can email you back if they need to pass on any information. You will need to know the name and dose of which medication you need if you choose to use this system.
- 3.) **In writing** – we have a prescription box on the main reception desk; simply put your request in the box.

If you are one of the patients on a small number of stable long term medications, and repeat dispensing works well for you, please ask at your next medication review if it is possible for you to stay with repeat dispensing.

Please remember to allow 2 working days for us to process your prescription. We do not take same day prescription requests. We are also unable to take requests over the telephone due to safety reasons.



SURGERY CLOSURES

Please be aware that the surgery will be closed on Monday 25th and Tuesday 26th December and will re-open on Wednesday 27th December from 8am as normal.

The surgery will also be closed on Monday 1st January and will re-open on Tuesday 2nd January from 7am as normal.

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 then please do not hesitate to contact 999.

HOME VISITS

Now winter is approaching, there is more pressure on our services. Currently we are experiencing increased daily demand for home visits. We would like to urge patients who are fairly mobile/well enough to come up to the surgery, leaving home visits for the immobile and seriously ill patients. We would like to thank you in advance on this matter. If you need a home visit, please contact the surgery.

WINTER WEATHER



We would like to remind patients to take extra care now that it is coming up to the winter months. Our surgery car park can become very icy and slippery at times. We try to grit the car park as much as we can but please be aware and take extra care when walking into the surgery. Thank you in advance.

DIABETES CARE AT LITTLEWICK.

You said: I have been waiting for months to see a practice nurse for my diabetes check. What can be done so I am back having my appointments in my birthday month and 6 months later?

We did: Please accept our apologies for the delay. We have finally recruited another nurse to replace Jean after many months of trying. Sarah will see other patients so Tracy and Suzanne will have more time to see patients with diabetes which is their particular interest. Dr Owen and Dr Pizzey have added extra clinics to see people who have been waiting for diabetes appointments. We are also changing our appointments to involve our four health care assistants who have had extra training in diabetes foot checks, diabetes low carb diets, BP and weight checks. This will mean there should be more nurse appointments available.

You said: I would love to know what my targets are for blood pressure, cholesterol, and HbA1c (glucose levels) and what my current levels are, and what I can do to get my diabetes under control.

We did: we will send you a leaflet after you have had your HCA appointment, with all your results and targets. There is space to jot down your own goals and how to achieve them and then discuss them at your nurse appointment.

SANTA & CHRISTMAS JUMPER DAY

On Thursday 7th December, Santa will be making an appearance to visit the boys and girls, and the pupils from Cotmanhay Junior School choir will be attending from 11am onwards. No ticket needed, everyone is free to come along and join the fun!



We are supporting the charity again this year on Friday 15th December. From Reception team to GPs and Nurses, we will be wearing our most festive Christmas jumpers to raise money for Save the Children. For more information, please visit www.christmasjumperday.org

CHRISTMAS RAFFLE

We have started our Christmas Raffle! Tickets are available to purchase from our main reception desk for £1 per strip and we will have hampers and other lovely prizes up for grabs. We are planning to draw prizes on Monday 18th December. All funds raised will go to Ilkeston Food Bank this year.

CARERS COFFEE MORNING

Please be aware there will be no carers' coffee morning held in December due to the festive period. The coffee morning will resume in January 2018.

SYSTMONLINE

Did you know we offer some appointments each week that can be pre-booked online? At the moment only about a third are actually being booked in advance. To be able to book online, please sign up for Systmonline. For more information, please call the surgery on 0115 932 5229 to speak with Ryan.

Useful Numbers

Littlewick & The Dales Medical Centre **932 5229**
DHU (out of hours) **111**
Manor Nottingham Road **932 5447**
Manor Bath Street **9324748**
Manor Kirk Hallam **932 4425**
Boots Bath Street **932 4730**
Old Station Pharmacy **932 4798**
Helms Chemist **930 1145**
Well Pharmacy **932 5036**
Co-op Awsworth **932 2233**
Ilkeston Hospital **930 5522**
Nottingham City Hospital **9691169**
Queens Medical Centre **9249924**
Royal Derby Hospital **01332 340131**
Talking Mental Health **0300 1230542**
Derbyshire Substance Misuse Service **9309442**
Crisis out of hours **01332 625580**
Emergency Midwife **01332 340131**
District Nurses **01332 258200**

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