


Littlewick Medical Centre

March
2017

What's on?

Carers Coffee Morning


 30th March
10am - 11:30am

Bingo Group


31st March
2pm - 4pm



Craft & Chatter

 Every Monday
12:30pm - 2:15pm

Walking Group

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

Comic Relief Bake Off

Friday 24th March
10am - 11am



COMIC RELIEF BAKE OFF 2017

On Friday 24th March 2017 we will be doing our annual bit for Comic Relief and taking part in a Littlewick Bake Off again. We will be selling various cakes and bakes made by the Littlewick receptionists, nurses and doctors in the reception area between 10am-11am which will be judged by one of the Doctors.

Last year we raised around £65 for Comic Relief and this year we hope we can do even better!

SELF REFERRALS – DID YOU KNOW?

You may refer yourself straight to the NHS physiotherapy service for conditions including:

- Back and neck pain, joint and muscle pain
- Sprains and strains
- Whiplash disorders
- Sports injuries

WHAT TO DO:

Pick up a leaflet from reception or phone for an appointment at Ilkeston Physiotherapy Services at Ilkeston Community Hospital on 01335 230079.

SYSTMONLINE – DO YOU STRUGGLE TO GET AN APPOINTMENT?

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, or pick up a form from reception.

PHLEBOTOMY CLINICS

Here at Littlewick we hold a drop in blood taking service every weekday morning. No appointment needed: you can just walk in Monday, Wednesday, Thursday or Friday 8am until 12 noon or Tuesdays 7am until 12 noon. Please note Derby Hospital bloods can only be taken on these days before 11am. We also hold a blood taking service at our branch surgery The Dales Medical Centre by **appointment only**. Sue takes bloods every Wednesday morning until 11:30am. To book an appointment please call 0115 932 5229. For results, please phone after 11am in the week.

STAFF NEWS

In February we welcomed Brian to the Practice Nurse team at Littlewick who specialises in asthma and COPD. We hope Brian enjoys his new role with us and wish him the best of luck.

We also welcome Lorna-Jane to the Littlewick team in March who will be filling the role of Practice Manager and wish her the best of luck too.

Sadly, we say goodbye to our Team Manager Julie in March. She will be greatly missed and we would like to wish her all the best for the future.

ORDERING MEDICATION

Please note that if you are requesting medication, please allow two full working days to process, therefore we would be most grateful if you could put your requests in as early as possible. Unfortunately we cannot take prescription requests over the phone for safety reasons. You are able to order your medication in the following ways...

- In writing, and forms are available at the reception desk.
- Through your pharmacy.
- Online through our website www.littlewickmedicalcentre.co.uk.
- By fax 0115 932 5413.

We still review patients' repeat medications in the month of their birthday as an annual appointment. Should you be coming up to your birthday month, please speak to our prescription team who will book you a review appointment. The nurse or doctor you see will check you are still on the best medication for you, and renew it for 6-12 months.

LYNNE THOMPSON – MEDICINES MANAGEMENT TECHNICIAN



What does your role as a Medicines Management Technician consist of?

I deal with medication related queries and would be the first port of call before contacting the GP with such queries. I update medication from hospital discharge letters and clinic letters. I help to deliver safe prescribing and have daily telephone appointments to discuss medications directly with patients.

Where did you do your training?

I joined Manor Pharmacy in Castle Donnington when I was 21 years old and completed my training in Pharmacy Services in the form of an NVQ. I achieved my level 3 qualification within 18 months and went onto complete my Accredited Checking Technician qualification.

How long have you been a Medicines Technician for and where else have you worked?

I have been a Pharmacy Technician for 13 years now. I enjoyed 6 years at Manor Pharmacy and then received a great opportunity to work for the prison service where I stayed for 6 and a half years. I thoroughly enjoyed my role there as every day was different! It certainly opened my eyes and made me a stronger person.

What do you like the most about your role here at Littlewick?

I have been at Littlewick for almost 18 months now and I'd like to think I've settled into the team well. I really enjoy my time here and feel like I have learned so much. I really like interacting with our patients.

SURGERY CLOSURES

The surgery will be closed from 12 noon on Wednesday 8th March due to staff training. We will re-open as normal again on Thursday 9th March, 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, or 999 if it is an emergency.

MISSED APPOINTMENTS

We would like to thank all patients who have been cancelling their appointments which they can no longer attend. Since December 2016, the amount of missed appointments has lowered by 6%.

If you have an appointment which you cannot attend, please call the surgery on 0115 932 5229 or email through to ECCG.littlewickprescriptions@nhs.net

EREWASH ON THE DAY SERVICE

You said... we need more same day appointments.

We have... launched the new Erewash area "On Day Service". At the moment, Littlewick, Eden and Gladstone are working together to offer faster and more responsive access for acute same day problems. This service will make it easier for patients to receive the care they need on the same day from the right healthcare professional who may be a nurse practitioner, a GP, a pharmacist, a mental health worker or a physio. There are now well over 100 extra appointments available every day. This service is currently based at Littlewick, although it may not necessarily be a Littlewick member of staff that you see for your appointment. For more queries, please call 0115 932 5229.

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**

