

Littleton Surgery Spring Newsletter

Your Health This Season

As spring arrives, it's the perfect time to refocus on your health and wellbeing. Longer days and milder weather offer great opportunities to get active, enjoy the outdoors, and establish healthy routines.

Seasonal Health Tips

- Stay active with regular walks or light exercise
- Manage seasonal allergies, speak to your pharmacy if symptoms are affecting you
- Keep hydrated and maintain a balanced diet rich in fresh fruits and vegetables

Practice Updates

We continue to offer both in-person and telephone appointments. All online requests are reviewed by a clinician, who will provide the most appropriate guidance for your needs, whether that's booking an appointment or directing you to the right service.

Service disruption

Some GP practices across Surrey and Sussex are experiencing IT issues, which may affect access to clinical systems and cause delays. Our practice remains open and appointments are continuing as normal, unless we tell you otherwise.

Repeat Prescriptions Reminder

Please remember to order your repeat prescriptions in good time, especially around upcoming bank holidays.

Prescriptions are only processed on working days. If you place your order over the weekend or during a bank holiday, it will be processed on the next working day.

Veteran Accredited GP Practice

We are proud to be a Veteran Accredited Friendly GP Practice.

This means we are committed to providing the best possible care and support for those who have served in the armed forces. Our team understands the unique health needs of veterans and can help ensure you receive appropriate services, including referrals to specialist veteran support where needed.

If you are a veteran, please let us know so we can update your records and ensure you benefit from the additional support available to you.



Armed Forces veteran
friendly accredited
GP practice

PPG Meeting Update

We recently held our quarterly Patient Participation Group (PPG) meeting. Thank you to all the patients who attended and shared their valuable feedback and suggestions. Your input plays an important role in helping us improve our services and ensure we continue to meet the needs of our community.

If you are interested in joining our PPG or would like to find out more, please contact the practice.

Preventative Care

Spring is a great time to check in on your health. If you're due for vaccinations, screenings, or a routine review, don't delay early prevention is key.

No Scalpel Vasectomy (NSV) Clinic at Littleton Surgery

Did you know we offer a Vasectomy service at Littleton Surgery? Contact us on syheartlandsicb.vas.littletonsurgery@nhs.net to self-refer.

A Day in the Life of a Care Navigator

Ever wondered what happens behind the scenes when you contact the practice? Our Care Navigators are often your first point of contact, and their role is key to helping you get the right care as quickly as possible.

From the moment the phones open, Care Navigators are busy answering calls, responding to online requests, and greeting patients at reception. They take the time to understand your needs and, using their training, guide you to the most appropriate service, whether that's a GP, nurse, pharmacist, or another healthcare professional.

Behind the scenes, there's a significant amount of administrative work that keeps the practice running smoothly. Care Navigators process and file documents, scan and upload medical records, and ensure patient information is kept accurate and up to date. They also support the referrals team, helping to arrange referrals to hospitals and other services when needed.

Throughout the day, they coordinate appointments, manage urgent queries, and assist patients with accessing services such as repeat prescriptions, test results, and referrals. They work closely with the wider clinical team to ensure patients are directed safely and efficiently.

It's a fast-paced and varied role that requires excellent communication, attention to detail, and compassion. Our Care Navigators are dedicated to making sure every patient receives the right help at the right time.

Next time you get in touch, know that our Care Navigators are here to support you every step of the way.

With Thanks
Your Surgery Team