



HILLTOP PPG NEWSLETTER

REPEAT PRESCRIPTION

Electronic prescribing is pending. Meanwhile, online prescriptions requests are now available

Please follow the procedures for repeat prescriptions e.g. allowing 72 hours before collecting – only requesting medication that is on repeat ‘and not what has been prescribed by the hospitals’ (see leaflet **attached at the back of this newsletter**)

APPOINTMENTS

Patients are now texted immediately after booking an appointment, followed by a reminder text or phone call on the day prior to the appointment, as long as they have provided their mobile numbers. Cancellations can be made by text, email and voicemail. System 1 text patients following missed appointments.

NEWS FROM THE PRACTICE

Staff training on System 1 commenced on 19 August. The training went very well and staff is now proficient in its use.

Hilltop have recruited three more admin staff as well as two additional part-time reception staff. Two GP trainees have also joined Hilltop until December.

DNAs (Did Not Attend)

Missed appointment in September alone accounted for 41 hours 30 minutes of lost consultation time. In this time, 413 appointments could have been given to other patients. Of particular concern is the fact that 36 of September’s missed appointments were apparently urgent and 33 were among appointments made available for release on the same day.

UPDATE FROM NHS ENGLAND

Introduction

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

We need to make sure that you know this is happening and the choices you have.

Please take time to read this leaflet. You need to make a choice

BENEFITS OF SHARING INFORMATION

Sharing information can help improve understanding, locally and nationally, of the most important health needs and the quality of the treatment and care provided by local health services. It may also help researchers by supporting studies that identify patterns in diseases, responses to different treatments and potential solutions.

Information will also help to:

- find more effective ways of preventing, treating and managing illnesses;
- guide local decisions about changes that are needed to respond to the needs of local patients;
- support public health by anticipating risks of particular diseases and conditions, and help us to take action to prevent problems;
- improve the public's understanding of the outcomes of care, giving them confidence in health and care services; and
- guide decisions about how to manage NHS resources fairly so that they can best support the treatment and management of illness for the benefit of patients.

WHAT WILL WE DO WITH THE INFORMATION?

We will only use the minimum amount of information we need to help us improve patient care and the services we provide.

We have developed a thorough process that must be followed before any information can be shared. We sometimes release information to approved researchers, if this is allowed under the strict rules in place to protect your privacy. We are very careful with the information and we follow strict rules about how it is stored and used.

We will make sure that the way we use information is in line with the law, national guidance and best practice. Reports that we publish will never identify a particular person

DO I HAVE A CHOICE?

Yes. You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances.

If you do not want information that identifies you to be shared outside your GP practice, ask your practice to make a note of this in your medical record. This will prevent your confidential information being used other than where necessary by law, (for example, if there is a public health emergency).

You will also be able to restrict the use of information held by other places you receive care, such as hospitals and community services. You should let your GP know if you want to restrict the use of this information.

Your choice will not affect the care you receive.

DO I NEED TO DO ANYTHING?

If you are happy for your information to be shared you do not need to do anything. There is no form to fill in and nothing to sign and you can change your mind at any time.

If you have concerns or are not happy for your information to be shared, speak to your GP practice.

WHERE CAN I GET MORE INFORMATION?

Leaflets in other languages and formats are available from our website.

For more information, including a list of frequently asked questions (FAQs), please go to the website at www.nhs.uk/caredata.

You can also get further information from the website at www.hscic.gov.uk.

Or you can speak to staff at your GP practice.

FLU

Seasonal Flu Vaccination

Flu (also known as influenza) is a highly infectious illness caused by the flu virus. It spreads rapidly through small droplets coughed or sneezes into the air by an infected person. For most people, flu is unpleasant but not serious. You will usually recover within a week.

Studies have shown that flu vaccines provide effective protection against the flu, although protection may not be complete and may vary between people. Protection from the vaccine gradually decreases and flu strains change over time. Therefore, new vaccines are made each year and people at risk of flu are encouraged to be vaccinated every year.

The flu vaccination is offered to people in at-risk groups. These people are at greater risk of developing serious complications if they catch flu, such as pregnant women and elderly people.

AT-RISK GROUPS

It is recommended that you have a flu jab if you:

- are 65 years old or over
- are pregnant
- have a serious medical condition
- are living in a long-stay residential care home or other long-stay care facility (not including prisons, young offender institutions or university halls of residence)
- are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a frontline health or social care worker

If you are the parent of a child who is over six months old and has a long-term condition on the list below, speak to your GP about the flu vaccine. Your child's condition may get worse if they catch flu.

PEOPLE WITH MEDICAL CONDITIONS

The flu vaccine is offered free to anyone who is over six months of age and has one of the following medical conditions:

Chronic (long-term) respiratory disease, such as severe **asthma**, **COPD** or **bronchitis**

Chronic heart disease, such as **heart failure**

chronic kidney disease

Chronic liver disease, such as **hepatitis**

Chronic neurological disease, such as a stroke, TIA or post-polio syndrome

diabetes

A weakened immune system due to conditions such as **HIV**, or treatments that suppress the immune system such as **chemotherapy**

If you live with someone who has a weakened immune system, you may also be able to have a flu vaccine.

Speak to your GP about this.

Flu vaccine for children

From 01 September 2013, a new annual nasal spray flu vaccine will be offered to all children aged two and three years as part of the **NHS childhood vaccination programme**.

In certain geographic areas the spray will also be offered to children aged 2-18 with long-term health conditions like diabetes, heart disease and lung disease. Please contact the surgery for further information if required.

Children aged six months to 2 years with long-term health conditions aren't able to have the nasal spray and will get the injected flu vaccine instead.

Read more information about:

- [the flu vaccine for children](#)
- [which children can have the flu vaccine?](#)
- [children's flu vaccine side effects](#)
- [children's flu vaccine frequently asked questions](#)

ENGLAND

How information about you helps us to provide better care. Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at Reception for a copy of the leaflet **“How information about you helps us to provide better care”**.

More information can be found here www.nhs.uk/caredata

Hilltop PPG

PPG is normally run by the patients – a committee that meets regularly and works closely with the doctors at the practice.

PPG committee members:

Shobhna Dave
Sandra Reed
Krishna Pantula
Pat Hair
Beverley Tavares
Margaret Coultrup
Frances Webley

**Please feel free to contact us at:
hilltopsppg@gmail.com or by
telephone on 08707743666**

We are an impartial group and all contact with us is confidential.

HILLTOP MEDICAL CENTRE

Prescription Leaflet



**Kensington Drive
Great Holm
Milton Keynes
MK8 9HN
01908 568446**

Being started on a new medication

When you are started on a new medication by a clinician, you need to be aware this may not be added to your repeat prescription list immediately.

The reason for this is to allow the new medication to be monitored and maybe adjusted until the clinician is satisfied you are stable.

You may need to have an appointment with a clinician to obtain further prescriptions for such items until it is added to your repeat medication.

PHARMACIES

Please note the following Pharmacies collect prescriptions from us here at the surgery:

Rainbow Pharmacy
Jardines
Boots Bradwell Common
Boots Central Milton Keynes
Boots Westcroft
Boots Bletchley
Boots Kingston
Chapharm

REPEAT MEDICATION

Once your medication has been added to your repeat list, you will be able to order these in several different ways:

For instance, you can order via

- The red request box in reception
- All patients wishing to order on line after 14th February must be registered with System One on line, as we will only accept online requests through this system.
- Registering for System One on line facility, you will be able to see your repeat medication and therefore will know if the items you have requested are on your repeat list.
- Fax 01908 265 028
- Your chosen Pharmacy

Once you request your repeat prescription please allow 48 hours for this to be produced. If you request after 3pm this will be treated as if it has been received the following day.

Monday before 3pm-ready Wed after 3pm

Tues before 3pm-ready Thurs after 3pm

Wed before 3pm-ready Fri after 3pm

- Please be aware if you have asked a pharmacy to collect your prescription you will need to allow another 24 hours.
- If you wish for your prescription to be posted to you, you must provide a S.A.E.

REVIEWS

It is important that you attend your medication reviews. These are usually scheduled annually. You will see reminders on the blank side of your prescription.

If you fail to make an appointment for a review you will be prompted by further reminders. After 3 reminders, no more medication will be issued via the prescription service.

If you receive a private prescription from the surgery this will be subject to a charge of £12.50