



## **PPG NEWSLETTER Hilltops Medical Centre Great Holm Winter 2014**

Welcome to our winter 2014 Newsletter.



### **TEAPOTS**

This is an initiative between Hilltops Medical Centre and the Patient Participation Group launched in October of this year for patients to drop in have a cup of tea and a chat with members of the PPG and also with our special guests Age UK and Carers UK who are quite happy to help you in any way they can.

Teapots will continue to hold tea and chat sessions upstairs in the meeting room at the surgery on the 1<sup>st</sup> Wednesday of each month between 2pm and 3.30pm during the Autumn/Winter months and between 3pm and 4.30pm Spring/Summer months.

### **PPG VISIT TO MK PATHOLOGY DEPARTMENT**



On 22 July, five members of PPG visited the Pathology Department of MK Hospital. These visits are available at regular intervals throughout the year and take the form of conducted tours through the various laboratories over about two and a half hours. On arrival, we were greeted with refreshments by our hosts, the Biomedical Scientists who run the Department and carry out all the tests. Having been provided with disposable coats to prevent cross-contamination, we commenced our tour. We learned that the Department is a CPA accredited laboratory performing around 3 million tests a year, receiving somewhere in the region of 1300 samples per day from a very wide area, not just Milton Keynes.

The Pathology Department covers an expansive area within the hospital, and we were shown the Main Lab, Cellular Pathology which includes Histology and Cytology, Microbiology and Haematology. The Biomedical Scientists in each department explained their roles and gave demonstrations of some of the tests carried out and the vast array of impressive equipment used during these processes.

Without their work, doctors would be unable to diagnose diseases or treat patients effectively. At the end of our visit, following a discussion on what we had been shown, we all agreed that we had met the unsung heroes of the NHS.

### **NEWS FROM THE SURGERY**

A new practice nurse is to replace Marion Leslie, who is retiring. We have also said farewell to our Minor Illness Nurse Emma and Diabetic Nurse Amanda Kohli who has been at the surgery for 9 years. The surgery will be appointing new nurses to replace them.

### **FLU CLINIC**

The last flu clinic will be held on Wednesday 19<sup>th</sup> November between 4pm and 8pm.

### **GPs VARIOUS ROLES (which they have in addition to their GP role at Hilltops)**



**Dr Hopeson Alifoe** is an ear, nose and throat specialist and includes this specialty at Hilltops on Thursdays. On Tuesdays he works at the hospital in the ENT department.

Dr Dewji, Dr Alifoe and Dr Maddipatti, attends one of Hilltops nursing homes on a weekly basis

**Dr Dewji** is also a pediatrician.

**Dr Bipin Patel** has a special interest in cardiology.

All these specialties are applied to the GPs' work within Hilltops as well as their outside roles.

### **WALK-IN CENTRES**

MK Urgent Care (previously MKDoc) based at the Hospital Campus still provide a walk-in service. There is also a walk-in service available in Broughton, open until 8pm for anyone to use.

### **COMMUNICATION DIFFICULTIES**



Complaints are dealt with in the guidelines as set out NHS England (currently being reviewed by them).

### **DNA (Did Not Attend)**

"Every month, almost 400 patients fail to cancel their unwanted appointments - that means more than 13 appointments are unused every day, incurring a cost in both patient care and NHS resources.

DNA's for September 302 and October 301.

### **CANCELLATION OF APPOINTMENTS**

You can **ONLY** text the 24 hour mobile phone 0775 875 5998 – you must leave your name, date of birth, when the appointment is and who it is with. You can also cancel your appointment on System On online if you are signed up. There is also an Option on the main switchboard for cancelling your appointment you **MUST** leave your name, date of birth, the appointment date and time and who it is with. This can also be done via fax or in person at the surgery.

### **ELECTRONIC PRESCRIPTION SERVICE (EPS)**



**Hilltops Medical Centre is now using the Electronic Prescription Service (EPS)**

With EPS you order your prescriptions in the usual way, but you can collect your medication without the green paper prescription. Your prescription will be sent electronically instead.

To use this service you need to **NOMINATE** (choose) which pharmacy you would like your prescription to be sent to.

You can choose a pharmacy anywhere in England, as long as they are ready for EPS (over 95% are).

To nominate to use EPS please talk to your pharmacy or to the reception desk in the GP surgery.

**Please be aware that not all medications can be prescribed electronically – your GP surgery or pharmacy should be able to advise you further.**

### **TRAVEL CLINIC (Newport Medical Centre)**



We are a private clinic situated within the Medical Centre which is available to anybody travelling (you do not have to be registered at Newport Pagnell Medical Centre to be eligible).

### **HOW CAN WE HELP**

We can advise on vaccinations and malaria prevention, which you can purchase during your consultation. Charges do apply and can vary.

**HILLTOPS PPG** is run by the patients (for the patients) – a committee that meets regularly and works closely with the doctors at the practice. New members are always welcome so do come along and join us. Meetings are held every two months.

**Please feel free to contact us at: [hilltopspg@gmail.com](mailto:hilltopspg@gmail.com) or by phone on: 08707743666**