



HILLTOP PPG NEWSLETTER

Hilltop Medical Centre

Great Holm Spring 2014

Welcome to our Spring 2014 Newsletter. We are here to help you with any concerns you have within the Health Centre and can be contacted at hilltopsppg@gmail.com

TRAVEL INFORMATION



If you are planning to travel abroad you should check which vaccinations are recommended for the areas you will be visiting (**it is important to contact your surgery as early as possible – at least 6 weeks prior to you travelling**)

HAYFEVER



Sneezing? Blocked or runny nose, itchy eyes, nose or throat, headaches

ALLERGEN

Grass pollen – May to June

Birch Pollen – April/May

Weeds/Spores – June to November

Get advice from your GP or Pharmacist before starting any medication even if you don't need a prescription for it.

NEWS FROM THE SURGERY

A new minor illnesses nurse, Nellie has been appointed. Nellie works three whole days a week, including Monday and Friday, which means that on those days there will be two minor illnesses nurse available – both Nellie and Emma.

CHARITY DAYS

Numerous charity days are planned by Hilltop staff for 2014 and Margaret has offered to attend the surgery on those days to help with fundraising. Money raised this year will be for Willen Hospice.

GPs VARIOUS ROLES (which they have in addition to their GP role at Hilltop)



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

Dr Shiva Kabir is a fully qualified dentist and also attends one of Hilltop' nursing homes on a weekly basis as do Dr Dewji, Dr Alifoe and Dr Maddipatti.

Dr Dewji is also a pediatrician.

Dr Bipin Patel has a special interest in cardiology

Dr Aga Kabir has a special interest in women's health.

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

TELEPHONE CALLS



During March 2014, 16,383 telephone calls were made to Hilltop. Of these only 96 were recorded as unanswered. Unanswered calls i.e. those that have come through the switchboard but not answered after the 1-2-3 option, are to be investigated. On 31 March alone, 835 calls were made via 8 lines – only 3 of those were unanswered.

BOOK FUND



Having achieved the 2013/14 book fund target, a vote was taken to agree the 2014/15 charity. It was unanimously agreed that book fund for 2014/15 will also be donated to Willen Hospice.

WALK-IN CENTRE –At the Hospital Campus

Caroline Rose (Practice Manager) advised that this is now known as MK Urgent Care and the service provided continues. Dr Maddipatti explained that this is the centre that was previously known as MKDoc.

Caroline Rose (Practice Manager) advised that there is a walk-in centre in Broughton, open until 8pm for anyone to use.

ELECTRONIC PRESCRIBING



This is going live on the 24th June 2014.

What does this mean to patients?

1. Paper prescriptions will not be issued but electronic ones will be and these will be sent to your chosen Pharmacy i.e. if you work in London and you wish to collect your repeat prescription there this can be done.
2. What does the patient need to do? You have to go and sign up with the Pharmacy and say you wish to sign up for EPS (Electronic Prescribing Service)
3. You cannot go on to EPS if you have controlled drugs, your Pharmacy will be able to inform you of this.

More information will be available nearer the time.

COMMUNICATION DIFFICULTIES



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

DNA

"Every month, almost 400 patients at Hilltops 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.

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.

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.

PPG ANNUAL GENERAL MEETING/ELECTION OF OFFICERS

The meeting was held at Hilltop Medical Centre on Tuesday 04 February 2014 and the elected officers are:

Chair	Margaret Coultrup
Vice Chair	Shobhna Dave
Treasurer	Pauline Coulthard
Secretary	Sandra Reed