



## ● PATIENT PARTICIPATION GROUP NEWSLETTER

WINTER / SPRING 2020

### NEWS FROM THE PRACTICE

- Hilltops is now a Veteran Accredited Surgery, meaning those among Hilltops patients who have served in the Forces are to be given priority in the provision of the additional healthcare support they require. Veteran Friendly Practices utilise processes that require them to meet specified criteria and provide evidence that they are supportive of veterans' healthcare. We are pleased to report that Hilltops is one of the surgeries meeting these criteria.

If you or someone you care for has served in the forces at any time, please let our reception staff know so that medical records can reflect this.

- With eight years' practice management behind him, we welcome new Practice Manager, Nigel Meadows, to Hilltops. PPG members look forward to working with Nigel and continuing to build communication between Hilltops and its patients.
- Dr Alifoe has now retired from Hilltops and two new GPs joined the Practice in February - Dr Nawaz (f) and Dr Akusu (f), who is currently building her hours up to 3 days per week.
- Out of Area patients. The surgery will consider requests by existing patients who move away but wish to remain on the list, subject to health considerations. Currently Hilltops cannot accept Out of Area requests from people not already registered here, however Kingfisher and Brooklands surgeries are available to take patients from all areas within Milton Keynes.
- Hilltops is now receiving 15 – 20 new patient requests daily and, as of mid February 2020, the list size stands at 17,196 and rising. For this reason, it is even more important that patients' appointments that are no longer needed are cancelled in good time.
- Hilltops is escalating the Did Not Attend policy which is aimed at reducing the number of unattended appointments. Patients who cancel with less than 1 hour's notice do not give Hilltops sufficient time to rebook the space and so such late cancellations will now be treated as unattended appointments.
- A series of Patient Education Evenings are being held at Watling Vale Medical Centre. At these Evenings, hospital consultants give a talk on their speciality, followed by a question and answer session with invited patients. Invitations to attend these events are being sent to patients who identify with the particular condition covered at each event. Future events will be for conditions such as diabetes, migraine, minor illness in children, stroke, hyperthyroidism and management of dementia. Other subjects under consideration include IBS/IBD/Crohns. In order to accommodate greater number of attendees, some of these events will take place at Energie Fitness, Kiln Farm. Venue will be advised with invitations.
- Dr Kohli is promoting Park Runs where appropriate, as well as planning to form a crochet group for patients. Patients wishing to take part in either or both of these activities should contact Dr Kohli via the surgery.



Hilltops Medical Centre  
Great Holm



Stony Medical Centre  
Stony Stratford



Watling Vale Medical Centre  
Shenley Church End



**You can ask to book directly with our Urgent Treatment Team -  
Appropriate clinical issues that the team will treat are:**

Boils	Dermatitis	Skin Rashes	Eczema	Psoriasis
Sinusitis	Tonsillitis	Chest infections	Asthma Attacks	Ear/Eye infections
Diarrhoea/Sickness	Thrush Symptoms	Chickenpox	Bites/Stings	Burns
UTIs	Morning after Pill			

**If you experience symptoms such as a dry cough, temperature plus tiredness and (possibly) shortness of breath, please follow Hilltops' guidelines before coming into the surgery.**

## NEWS FROM THE PPG

- Hilltops is now part of the Watling St Network of surgeries and there is PPG presence at Network meetings, held every 8 weeks, and at the Network Patient Education Evenings.
- The new Hilltops website design is a great success, with patients acknowledging the clearer layout and navigation facilities. As a result of this, the Primary Care Network is adopting Hilltops' website design and it is therefore pleasing that the PPG's input during the website selection process was a primary consideration in design choice.
- A sum of £400 has been sent by the PPG to Carers MK, this having been raised from book and DVD sales.
- Do check our selection of books and DVDs on sale in the bookcases in the waiting area. Payment can be made at reception.
- Our next meeting, scheduled for 01 April 2020, has been cancelled in line with current guidelines. We will review our June meeting nearer that time.



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