



PATIENT PARTICIPATION GROUP NEWSLETTER

AUTUMN 2019

NEWS FROM THE PRACTICE

- Hilltops is now a Veteran Accredited Surgery meaning veterans among Hilltops patients 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. On leaving the forces, it is not uncommon for veterans to miss the structure, support and friendship that being in the forces can provide. Reliance on both formal and informal military structures and systems could be a major barrier in the transition to civilian life so this transition to life outside the military is likely to be stressful. The healthcare needs of veterans can be different from those of other patients in a number of ways. Acknowledgement of this fact is a crucial first step in providing effective healthcare for all our veterans and the PPG is extremely proud of Hilltops' role as a Veteran Accredited Surgery. If you or someone you care for has served in the forces at any time, please let our reception staff know so that your medical records can reflect this.
- Hilltops are awaiting the final report following the recent CQC visit. A couple of areas have been identified as needing improvement and it is anticipated a spot check will be carried out in about three months. CQC agreed that Infection Control is satisfactory and just requires completion of Level 2 Infection Control training.

The Urgent Care Team has been given a grade of excellent by the CQC. The feedback box has provided close to 100% positive comments.

- Hilltops is now part of the Watling St Network of surgeries comprising Watling Vale Medical Centre, Stony Stratford Medical Centre and Hilltops. The Network Teams have funding for Link Workers, Social Prescribers (*please see www.england.nhs.uk/army-of-workers . . .*), together with Youth Counsellors focusing on mental health for 12 – 21 year olds. Interviewing is in progress for the addition of a Network physiotherapist specialising in musculoskeletal issues. It is planned that further resources and facilities will gradually become shared, thereby improving the service offered to patients. The network is also holding free of charge educational evenings for our patients. Please keep your eyes on the screen in the surgery for the next event and details of how to secure your ticket.
- There have been several supply issues with the flu vaccinations for adults this year. These are now in stock and if you are eligible for the vaccination it will have been ordered for you. Please book an appointment at reception.

The Children's nasal vaccine has had supply issues this year across the whole of the UK. If your child is eligible for this vaccine, please ensure you book their appointment. If you are unsure, please ask at reception.

- We would like to welcome Dr Bradshaw back to the surgery in January 2020 after her maternity leave.
- Sadly Dr Alifoe will be retiring in January 2020. Dr Alifoe has been an integral part of the Hilltops family for many years and he will be greatly missed by colleagues and patients alike. We would like to wish Dr Alifoe a happy retirement.



Hilltops Medical Centre
Great Holm



Stony Medical Centre
Stony Stratford



Watling Vale Medical Centre
Shenley Church End

Hilltops Medical Centre



- Christmas surgery dates are closure at 13.30 on both 24 December and 31 December. If you require clinical advice in these periods, please call NHS 111 or visit Milton Keynes Urgent Care Centre.
- We are aware that winter is fast approaching and this puts extra pressure on local surgeries. It may not always be possible to get a doctor's appointment specifically in times of high pressure. Your local pharmacist can often help with winter coughs, colds and minor illness issues by way of providing over the counter medication.

It may not always be appropriate to have an appointment with a GP, however our Reception team are trained to navigate you to the most appropriate alternative option and you may be offered an appointment with one of our Urgent Treatment Team. This team comprises two Advanced Nurse Practitioners and a Paramedic who are all highly trained and can prescribe where necessary. These appointments will ensure you will be seen quickly and efficiently.

You can ask to book directly with our Urgent Treatment Team -

Appropriate clinical issues that the team will treat are:

Cold and Flu Symptoms	Fever	Sinusitis	Tonsillitis
Earache	Chest infections	Asthma Attacks	Eye infections
Diarrhoea/Sickness	Morning after Pill	Thrush Symptoms	Skin Rashes
Chicken Pox	Bites/Stings	Burns	Eczema
Psoriasis	Boils	Dermatitis	UTI's

NEWS FROM THE PPG

- The PPG has taken part in the CQC inspection by way of a telephone interview which included a series of questions requiring answers from the patients' point of view.
- The PPG's nominated charity for this year will be Carers MK who will receive 60% of funds from PPG's book sales. The remaining 40% will be allocated to PPG expenses. This year's donation amount will be announced in the PPG Winter Newsletter. The Food Cupboard and Macintyre are among charities being considered for next year.
- With many positive changes taking place, the PPG will now hold meetings every eight weeks rather than the previous quarterly intervals. The next PPG meeting is on **Wednesday 04 March 2020 at 17hrs** and all are welcome.



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