



HILLTOPS PPG NEWSLETTER
Hilltops Medical Centre
Great Holm Winter 2018/19

Welcome to our winter 2018 / 2019 Newsletter.

NEWS FROM THE SURGERY



As I am sure you are aware, Caroline Rose the Practice Manager has left Hilltops Medical Centre after 20 + years' service. We would like to wish Caroline all the very best for the future. Dr Dewji has also left the Practice and is no longer a partner at Hilltops. Again we would like to wish Dr Dewji all the best for the future.

Our new Practice Manager, Samantha Duffin, has been with the Practice since July and is working hard to ensure a smooth transition.

There are a few staff changes that have been made in order for Hilltops to serve the ever growing and changing Hilltops Community. We now have a new dedicated Diabetic Nurse; Lesley Woodcock, who has recently joined the Hilltops Clinical team. Some of our patients may know Lesley from the Diabetic team at MKGH.

Sadly Nurse Rose has left Hilltops in August, however we now have 2 new Nurse Practitioners, Banu and Sue, plus another new starter, Tom, our Paramedic, joining our clinical team. This will over time become the practice's Urgent Care Team, who will be able to assess patients' needs, triage and prescribe where necessary.

We also have new members of our Admin and Reception Teams supporting our clinical teams. All new receptionists will be undergoing Care Navigation Training, Hilltops ensures that all receptionists are trained Care Navigators. This enables them to make sure you see the right member of the clinical team and receive the correct care in a timely manner.

DNAs

In addition to a growing Urgent Care Team at Hilltops, the service provided to patients is to be further supported by a stronger stance on the effect of no show appointments (DNAs – Did Not Attend). No show appointments are not only impacting on Hilltops' appointment slot availability (currently averaging 250 a month), but also on appointments made for patients at other MK surgeries and MK Hospital, where numerous appointment slots are currently being wasted. This is in spite of text reminders.

As a result of this impact, Hilltops will now be issuing warning letters to patients who fail to cancel an unwanted appointment. After three appointments have been missed, whether at Hilltops, an alternative surgery booked via Hilltops or hospital, and warning letters sent, the patient's name will be removed from Hilltops' patient list. The PPG welcomes and unanimously supports this decision.

Protected Time

Following a CCG initiative, our Protected Time will change. Instead of closing 12pm-5pm, the surgery will now close from 1.30pm and not re-open until the following day. If you require a GP during Protected Time you will need to ring 111

GPs' Special Interests

These include:

Dr Islam: Paediatrics, Cardiology and CQC Inspector

Dr Maddipati : Diabetes

Dr Hopeson Alifoe: Ear, Nose and Throat, Board Member of the CCG

Dr Kohli; Gynecology and GP Training Lead

All these specialties run alongside the GPs' work within Hilltops as well as their outside roles.

Cancellations: If you are unable to attend your appointment, please telephone the surgery as soon as possible so your appointment may be offered to another patient. Alternatively, you can text your name, DOB, who your appointment is with and when to 07758 755998, 24 hours a day. You can also cancel your appointment online using *System Online* 24hours per day. You can also get the App for iPhones and Android.

HILLTOPS PPG

Meetings take place every four months and minutes are available within the Hilltops website PPG section.

Hilltops PPG is run by the patients for the patients, meeting regularly and working closely with the doctors at the practice. New members are always welcome so do come along and join us.

Please feel free to contact us: hilltopspg@gmail.com.

Books and DVDs



A selection of books and DVDs are available for sale in the bookcases on the back wall of the waiting area.

DVDs 60p

Books - soft back 60p, hardback £1

Proceeds from sales this year will go to Carers UK (Milton Keynes)