

Engleton



HILLTOPS PPG NEWSLETTER

Hilltops Medical Centre

Great Holm Summer 2018

Welcome to our Summer 2018 Newsletter.

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

Care Navigation

This has been a CCG initiative for all of our staff to be trained as Care Navigators. This initiative took part in Feb-March and is an aid to our receptionists to enable our Patients to be seen by the appropriate clinician or service. Patients will be asked what their problem is in order to help the staff to navigate them in the correct way and we hope this will enable patients to be seen quicker by the appropriate service.

Dr Bipin Patel

Dr Patel retired on 31st March 2018. At this present time we do not have a replacement for him but we do have long term locums - Dr Evans & Dr Seela

Mental Health Awareness week

The surgery will be promoting this throughout the week commencing 14th May, and on Friday 18th, staff and PPG members will be running a stall in the surgery, selling raffle tickets and cakes. We hope you will support us.

Hay fever Medicines

After a local and national public consultation on OTC (over the counter) medicines, the CCG has informed us that we should no longer prescribe simple hay fever treatment. Hay fever is a common allergy and most people with mild to moderate symptoms are able to treat themselves with OTC medicines. These medicines are cheaper OTC than a prescription charge. For children in full-time education and for people who receive benefits that allow them to have free prescriptions, pharmacies can supply some medicines free of charge through the local minor ailments service (MK Pharmacy First). Speak to a member of the pharmacy team for more information. Your pharmacist is a great source of advice, whether you use the MK Pharmacy First scheme or buy your medicines over the counter.

Below are some tips to help reduce your symptoms.

- Keep house and car windows closed, especially when the pollen count is high (early morning between 7am to 9am and evenings between 5pm and 7pm).
- Avoid large grassy areas, woodland, cutting the grass, pollutants and car fumes.
- Wear wrap-around sunglasses.
- When you get in from outside wash your hands, face, hair, rinse your eyes and change your clothes.
- If possible stay indoors when the pollen count is high.
- Use petroleum jelly inside your nose to trap any pollen.
- Keep your house clean and wear a mask and glasses when doing house work.
- To avoid pollen sticking to your clothes, don't dry washing outside.
- You could buy a pollen filter for the air vents in the car.

When should I see a GP?

- If you are experiencing wheezing, breathlessness or tightness in the chest.
- If you are pregnant or breastfeeding.
- If your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

More information is available at:

<https://www.nhs.uk/conditions/Hay-fever/>

GDPR

Do you know what this means?

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

The regulation applies from 25th May 2018, and will apply even after the UK leaves the EU.

You will receive text messages from the surgery asking you to verify your telephone numbers, e-mail and address and for your consent for the surgery to contact you via this way.

If we do not get a response, staff will be asking you these questions because otherwise the surgery is unable to contact you.

Please look out for further information in the coming weeks on our website, via facebook and leaflets.

GP ONLINE SERVICES

Did you know that since April 2015, you don't have to wait on the phone to speak to your GP surgery? Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- Book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which types of appointments can be booked online.
- Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.

- Look at part of your GP records online. You can look at your records whenever you want, from the comfort of your home, and find answers to questions you may have without ringing your doctor.

Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to your surgery in person, as you do now. You can also still request your full printed records from your surgery. There may be a charge for this.

Anyone can benefit from using online services

We have found that a lot of people can benefit from using online services. For a video of what other patients had to say, go to [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices).

How to sign-up for online services

It is not hard to start using online services. Your surgery will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, your surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Your surgery will check you are who you say you are. They will do this in one of three ways:

Photo ID and proof of address, for example, a passport or driving licence, and a bank statement or council tax statement.

If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity.

If you do not have any ID and are not well known to your surgery, you may be asked questions about the information in your GP record to confirm the record is really yours.

4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.

When you ask your surgery to register you for online services, they might discuss why you want to use these services. For example, if they think your record may be seen by someone who shouldn't see it, they might decide to give you limited access to book appointments or order your repeat prescriptions only. If your surgery thinks it's not in your interest to use GP online services, they will discuss their reasons with you.

If you forget your login details

If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.

If this does not work, please contact your surgery.

Things to remember

No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell your surgery as soon as you can.

You can choose to let another person see your GP record, for example members of your family or a carer. To do this safely, speak to your surgery. Some surgeries are not able to do this at the moment but will do so in future.

You can choose to stop using online services at any time by telling your surgery.

If you change surgeries, you will need to register again for online services at your new surgery.

Learn how to use the internet

There are a lot of places where you can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is your local library, but there are many others where you can learn for free, such as:

UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to www.learnmyway.com

Age UK helps older people get online. For more information and to find your local Age UK centre please go to www.ageuk.org.uk or call Age UK advice line on 0800 169 2081.

Learn how to use GP online services

If you already know how to use the internet, you can take a short course on how to start using GP services online at www.learnmyway.com/what-next/health

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



GPs' Special Interests

These include:

Dr Hopeson Alifoe: ear, nose and throat

Dr Dewji: paediatrics

Dr Islam: paediatrics and cardiology

Dr Maddipati: Diabetes

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

CANCELLATION OF APPOINTMENTS

You can text **ONLY** by using 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 SystmOne online if you are signed up.

Hilltops Patient Participation Group

HILLTOPS PPG is run by the patients (for the patients) – The PPG 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 quarterly. The next meeting will take place on Wednesday 11 July 2018 at 6.15pm and will include the AGM.

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