



## **HILLTOPS PPG NEWSLETTER**

### **Hilltops Medical Centre**

### **Great Holm Winter 2017**

Welcome to our winter 2017 Newsletter.

#### **NEWS FROM THE SURGERY**



Northampton University has approached Hilltops with a request that they take two student nurses over 11 weeks, to include days out in the Community, thereby offering an alternative to going straight into a Hospital. This is particularly welcome as there is a shortage of Community nurses.

Liz Hurry is the new Deputy Practice Manager with effect from 06 November.

Reception Coordinator is Rebecca Cobley and Helen Wilson takes on the role of Team Leader.

#### **New to Hilltops**

Have you seen our new Facebook page? We upload information, for example, on charity events that the staff take part in, we can advise patients if we have a problem with our telephones, there is self-care help Sunday where every week a new self-help item is posted on to the page.

#### **Joiners and Leavers**

Dr Patel continues on long term sick leave. His cover is provided by Dr Babalola (f), who joined Hilltops in January as a long term locum.

Dr Amir joined Hilltops in June long term, Dr Taylor will be leaving us at the end of January and Munira our diabetic Nurse will be leaving us at mid February.



The In-house Community Pharmacist, Rajiv Nandha, will be starting a New smoking cessation clinic in November. Medication will be offered. You will be offered Medication reviews with our in house Pharmacist which can be face to face or via the telephone. You will be asked if you use any home remedies as our Pharmacist Rajiv will need to know the name and quantity you take.

**A Self Help Support Group** has been set up and will commence in January 2018 for Women who have been sexually abused in Childhood. Please pick up a leaflet from reception or ask one of our GPs/Nurses about this group. The leaflet will also be on our website: [hilltopsmmedicalcentre.org](http://hilltopsmmedicalcentre.org).

### **Citizen Advice Bureau (CAB)**

The surgery is also pleased to announce that from 2018 the CAB (Citizens Advice Bureau) will be running a clinic at the surgery every other week. I (Caroline Rose Practice Manager) have been working with another Practice Manager at Whaddon surgery to get this project off the ground for all surgeries in Milton Keynes.

Unfortunately we were not successful but we have both decided to go ahead with this, using funds from some of our prescribing incentive money so that we can provide this service for our patients as we feel it would be a great benefit to them.

1. You can make an appointment via our reception team (you will need to inform them the reason as time slots vary for different consultations); you may be offered an appointment at Whaddon Medical Centre if the appointment at Hilltops is not convenient.
2. A clinician can refer you

Examples of what CAB can deal with: Help with Money problems, filling in benefit forms, Benefit & Tax Credits, housing & homelessness, Employment enquiries, Personal debt, Family & Relationships, Neighbour Disputes, and Mediation Services

### **Health Visitors**

You can no longer contact the team directly. Instead, you will need to go through a HUB and telephone number you need to ring is 01908 725100, Monday-Friday 9am-17:00.

### **Physiotherapy:**

From the end of January 2018 we will no longer have physios at Hilltops. The CCG have commissioned another service via a company called Connect and the service will run out of a range of sites across Milton Keynes with the aim of providing a range of clinic and group exercise spaces across the region.

### **Protected Time:**

From September and 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.

<b>25<sup>th</sup> January 2018</b>
<b>21<sup>st</sup> February 2018</b>
<b>22<sup>nd</sup> March 2018</b>

### **GPs' Special Interests**

**These include:**

**Dr Bipin Patel:** cardiology.

**Dr Islam:** paediatrics and cardiology

**Dr Maddipati :** Diabetes

**Dr Hopson Alifoe:** ear, nose and throat

**Dr Dewji:** paediatrics

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](mailto: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)