



## ● PATIENT PARTICIPATION GROUP NEWSLETTER

WINTER / SPRING 2021

### NEWS FROM THE PRACTICE

- Following the departure of the previous Practice Manager, we welcome Emma Barter as Hilltops Business Partner. PPG members look forward to working alongside Emma in their voluntary roles, focussing on ongoing improvements in communication between the Practice and its patients and supporting both.
- In addition to Emma, two new GPs will be joining Hilltops for 6 sessions each per week. Dr Sehar Ali (f) will be available at 6 sessions over three days per week, commencing 04 May. Beginning in July, Dr Suvarna Bharamgoudar (f) will also be working 6 sessions a week over 3 days on a similar basis to Dr Ali.

Their arrival will ease appointment shortages.

- A dedicated Resident Pharmacist, Reena Raithath (f), has been appointed to Hilltops for 30 hours over 4 days per week, and will be available for consultations solely for Hilltops patients.
- As from May, the annual review of patients with long term conditions will be streamlined so that all necessary tests will be given at the same appointment rather than at separate appointments for each test. These reviews will take place during patients' respective birth months. This means some reviews will be done early, some late during the first year while the transition takes place
- During covid restrictions, Patient Education Events continue to be held via Microsoft Teams, with invitations being distributed by text. It is hoped that a new schedule of these events for 2021 will shortly become available.
- As previously reported, 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.

- **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			



Hilltops Medical Centre  
Great Holm



Stony Medical Centre  
Stony Stratford



Watling Vale Medical Centre  
Shenley Church End



## NEWS FROM THE PPG

- The vaccination hub at Whitehouse Medical Centre continually needs volunteers to help during vaccination sessions for such tasks as marshalling, admin and overseeing patients who are seated for the 10 minutes following vaccination.
- The presence of volunteers has played a considerable part in the success of these vaccination clinics, with numbers vaccinated at Whitehouse by the end of March anticipated to reach 9,000 of the most vulnerable people, which is 20% of that group within the Network group of surgeries.
- This is a remarkable achievement, given that vaccination clinic staff there are only notified of vaccine delivery on a weekly basis, leaving them a very short timeframe in which to organise the clinics.
- Whitehouse MC continues to work well for vaccinations, having developed an extremely effective team comprising staff from all three surgeries as well as all the volunteers, a retired GP and a surgeon.
- Hilltops PPG continues to meet on line on an alternative month basis, the next meeting being scheduled for 06 May.
- The Minutes of these meetings are available to read in the PPG section of the Hilltops website.
- To locate these and all other Patient Participation Group information, begin on the Hilltops Home Page, then :
  - i) Scroll to the bottom of the Home Page;
  - ii) Select 'Have Your Say';
  - iii) Click on 'Join Our Patient Group' and you will find all PPG information within that section.
  - iv) Click on the item you would like to read and this will bring up a box at the bottom of your screen. Click on ^ , select 'open'.
- Hilltops PPG is looking into additional ways in which PPG meeting Minutes, reports,etc., can be made more widely and easily available to read.
- Whilst ongoing covid restrictions prevent patients speaking with PPG representatives at the surgery, the PPG is also looking into alternative ways of enabling patient contact, such as a dedicated PPG FaceBook page, a new PPG email address, etc. It is hoped that these facilities can be utilised as quickly as possible and that numerous means, including texting, can be used to create awareness of these various channels of communication.
- In the meantime, stay safe and we in Hilltops PPG look forward to meeting with you at the surgery as soon as it becomes safe enough for us to do so.



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