



Armed Forces Veteran
friendly accredited
GP practice

AUTUMN 2021

● PATIENT PARTICIPATION GROUP NEWSLETTER

NEWS FROM THE PRACTICE

- Hilltops welcomes two new GPs to the Practice, Dr Suvarna Bharamgoudar (f) and Dr Hafsa Umar (f), who will each be taking six sessions over 3 days per week:
- A routine CQC inspection took place at Hilltops in July/August with PPG volunteers taking part in this inspection by way of a telephone questionnaire during which the PPG was invited to give their assessments of the services provided by Hilltops as well as levels of communication between Hilltops and its PPG members.
- Hilltops' new website is now in place, with Klinik having closed and been replaced by accuRx.

To book an appointment, click the **Consulting Room** tile. A choice of four options will appear:

- help via 111,
- advice as to how a pharmacist could help,
- help from the Healthcare/Urgent Treatment Teams, including the option for making an appointment, and,
- help from a Doctor, also including an option to book an appointment.

Just click on the option that is appropriate for you and follow the prompts.

Appropriate clinical issues that the Urgent Treatment 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			

Having requested an appointment, patients will be triaged and booked appropriately.

To order a repeat prescription, on the Homepage click on the **Prescriptions and Medicines Centre**.

- Click on the box 'Request Medication Online', which is to the left of a list of local pharmacies.
- Click Yes if you are registered for online services, and this will take you to the familiar SystmOne where you continue as before, using your existing Username and Password.
- If you are not registered for online services, click No and you will be offered the option to either register for online services or order your medication via the website. Either option contains a straightforward form which will provide you with whichever is best for you.



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Great Holm



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Whitehouse Medical Centre
Dorset Way, Whitehouse



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- Alongside this, the new telephone system is now in place and will hopefully improve patient experience with the facility for call back to be offered to callers waiting in the queue rather than having to continue waiting.
- Invitations to attend for 'flu vaccination are now being texted to patients. Vaccinations are being given at Whitehouse Medical Centre which is one of the four Watling St Network surgeries.

NEWS FROM THE PPG

- The PPG continues to meet regularly with Hilltops via Zoom and it is hoped that we shall be able to return to face-to-face meetings in the not too distant future.
- PPG and clinician/management representatives from the Network of four surgeries also continue to meet regularly via Zoom and notes of these meetings are also *available in the PPG section of the website.
- Nevertheless, we have maintained regular communication with the surgery on behalf of all its patients, conveying and discussing both 'bouquets and brickbats' received from patients as before. All are reported in meeting Minutes, available in full within the PPG section of Hilltops website.
- To locate these and all other Patient Participation Group information, on the Hilltops Home Page simply click on Patient Participation Group in the left hand menu. Included is a link to a PPG registration form for patients wishing to join us, which we hope will shortly become live alongside other ongoing website updates.
- The PPG continues to look 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, the missing items in the PPG section are being attended to and will appear shortly.
- PPG members were delighted to welcome Johanna Hrycak, Armed Forces Covenant Project Manager, as a guest speaker at July's meeting. Johanna was invited to speak at this PPG meeting in order to further raise awareness of Hilltops' status as a Veteran Accredited Surgery and notes of her presentation are included within July's meeting Minutes. In the meantime, the status of Hilltops as a Veteran Accredited Surgery has been noted on the Homepage.
- The PPG looks forward to being able to return for face to face chats with patients in the waiting area very soon.

**Awaiting website update.*



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- In the meantime, Hilltops website provides up to date information on many aspects of day to day healthcare via the homepage, including the current situation concerning the supply of vaccines as well as supplies of the blood bottles required for tests.



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