



● PATIENT PARTICIPATION GROUP NEWSLETTER

SUMMER 2021

NEWS FROM THE PRACTICE

- Hilltops welcomes Emma Barter as Hilltops Business Partner. PPG members in their voluntary roles look forward to working alongside Emma, focussing on ongoing improvements in communication between the Practice and its patients while supporting both.
- In addition to Emma, two new GPs will be joining Hilltops for 6 sessions each per week: Dr Suvarna Bharamgoudar (f) and Dr Hafsa Umar (f). Dr Umar will be joining Hilltops in August and will be available at 6 sessions over three days per week. Dr Suvarna Bharamgoudar (f) will also be working 6 sessions a week over 3 days on a similar basis to Dr Umar.
- 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.
- 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



Whitehouse Medical Centre
Dorset Way, Whitehouse



NEWS FROM THE PPG

- The presence of volunteers has played a considerable part in the success of the covid vaccination clinics, with growing numbers vaccinated at Whitehouse Medical Centre. Plans for booster vaccination clinics are now underway.
- 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 four surgeries as well as all the volunteers, a retired GP and a surgeon.
- These four surgeries - Watling Vale, Stony Stratford, Hilltops and Whitehouse, now comprise the Watling Street Network.
- Hilltops PPG continues to meet on line on an alternative month basis, the next meeting being scheduled for July and a Network meeting in August.
- 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, on the Hilltops Home Page simply click on Patient Participation Group in the left hand menu. Included is a link to a PPG registration for patients wishing to join us. The link will shortly become live alongside other ongoing website updates.
- 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 continue to 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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