

# NEWSLETTER

KMS-Neath Hill Health Centre

5/31/2019

Issue 1

## Doctors & Opening Times

Dr E Caswell, Lead GP (Female)	Tuesdays
Dr T Ayorinde, Locum GP (Female)	Monday, Thursday
Dr S Parikh, Locum GP (Male)	Wednesday
Dr T Khondaker, Locum GP (Male)	Monday, Tuesday, Thursday, Friday

Monday to Friday 8.30am to 6.30pm

**Closed weekends & bank holidays.**

The GP's, although Locums, are committed to the practice and are therefore available to be seen on request. Members of the reception team are available to advise which GP you have previously seen and will always do their best to offer you the GP of your choice for continuity of care.

## Online Prescription & Appointment Service

**REGISTER ONLINE! Quick, easy and secure.**

You can now book appointments, order repeat prescriptions and even access your GP records online. To register, please bring ID (driving licence or passport) to the reception desk at Neath Hill Health Centre and complete the short registration form.

**Always allow 48 hours for repeat prescription requests.**

## Surgery Catchment Area

Neath Hill, Downs Barn, Downhead Park, Great Linford

## Carers MK

Are you looking after someone who cannot manage without you because they are ill, frail or have a disability? Then you are a CARER and we can support you. Make sure your GP has registered you as a carer. **Contact CarersMK on 01908 231703 for a list of support groups or visit [www.carersmiltonkeynes.org](http://www.carersmiltonkeynes.org).**

## KMS Introduction



Key Medical Services (KMS) are the Company that holds the Alternative Provider Medical Services (APMS) contract to provide services at the Neath Hill Health Centre.

This is a nationally agreed contract between general practices and NHS England for delivering medical services to local communities like ours.

Nick Spence-Thomas from KMS works closely with the Practice, providing support at Neath Hill and at the KMS office in Luton. On a practical level, this often involves working at NHHC 2-3 days a week, sometimes more.

We would really welcome your comments at any time as to how we can continue to provide an excellent service for you via the team here and we will continue to update you on our work together with the team at Neath Hill.

## *Locum – Latin Term for ‘Place Holder’*

A question we are often asked is regarding our intentions to have permanent GP's at the surgery. We do have a clinical lead GP permanently employed, Dr L Caswell. Dr Caswell is available for consultations on a Tuesday each week.

More and more GP's are choosing to work as Locum's as it does offer them more flexibility. The situation at Neath Hill is certainly not unique to this surgery but does, understandably, sometimes cause our patients' concern.

## *Minor Illness Pharmacy Care*

Pharmacies are now able to assist, and supply prescriptions if necessary, with a wide variety of minor illnesses and common complaints. There is information on what they are able to help with on a poster within our waiting area and also at the pharmacy.

If you or a family member are unwell with a minor illness or common complaint, it may well be worth your while accessing or calling your local pharmacy to see if they can help or offer advice. The result of this service can mean that an appointment with your GP will not be necessary and your symptoms can be quickly and effectively managed by yourself and your pharmacist.

## *Vision Statement*

“To provide an unrivalled healthcare service, admired for everything we do.”

## *Values Statement*

### **Our values:**

- Collaboration
- Patient-focused
- Respect
- Innovation

## *Accountability Statement*

**Collaboration:** Effective teamwork is an essential component of general practice. We achieve this through effective communication, demonstrating a positive attitude and respecting each other at all times.

**Patient-focused:** We strive to involve our patients at every stage of their journey with us, ensuring that we provide safe and effective care which meets the requirements of the patient.

**Respect:** We are all different and have different needs, yet respect is mutual. We must show respect, understanding and compassion for others at all times regardless of the situation.

**Innovation:** We are committed to improving the level of service offered to our patients. We are constantly seeking new ways of working to enhance service provision and the patient experience, introducing new technologies and methods of working to meet the expectations of our patient group.