



## Dr Clear Hill and Partners Patient Participation Group

Newsletter - June 2010

The Patient Participation Group for the Dr Clear Hill and Partners practice at Billericay Health Centre has been established since January 2010 to help patients understand how the practice and NHS generally works, and, to improve communication between the practice and patients. Contact/feedback ideas to us by email on [PPG-BHC@nhs.net](mailto:PPG-BHC@nhs.net)

### Interview with Dr Clear Hill...

This is the first interview with a member of the Practice Team, we thought we would start at the top - so here are the results of a short interview with the Senior Practice Partner Dr. Clear Hill:

**Biographical...**born in Barnet, North London, grew-up in Hertfordshire, medical school at the Middlesex Hospital & qualifying in 1980. General medical training first in London then in Essex at Basildon Hospital. Then onto GP (General Practitioner) training at nearby Doddinghurst. In 1986 Dr Clear Hill bought a house in Billericay, and in 1987 was offered a partnership position at the Billericay Health Centre with the Practice then led by Dr. Miles. Her first night duty coincided with the great storm of that year - and driving to a call out in that ferocious weather! Dr Clear Hill became the senior partner in 2002, as she modestly puts it mainly due to "being there the longest".

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Dr. Clear Hill Interview...



**What is the main current challenge facing the Practice?**

“The same as all over the NHS, the ageing population, and how to deal with it. People live longer, but their illnesses have increased. This is also a challenge for social care for the Elderly”.

**With your long experience, what are the significant changes in healthcare at the Health Centre?**

“Diabetes; in 17 years the numbers attending the Diabetic clinic have trebled, partly due to the increasing age of the patients. We are now a Training Practice for new GPs and there are benefits of improved medical education for all of us. We have also expanded our minor surgery capability, and have skin disease expertise with Dr. Buhari. 20 years ago we shared two nurses with two other practices, now we have five working here”

**Is it useful for patients to investigate their own symptoms of poor health/health conditions using the Internet?**

“We would recommend patients use internet sites that there are links to from the practice website, for example Patient UK and BBC Health. It is very important to use the internet as well as, and not instead of, a Doctor. The internet is useful for investigating and managing self-limiting illnesses such as coughs and colds. Overall, it is better for people to use recommended websites rather than rely on newspaper and media stories that may be over-influenced by drugs companies or pressure groups.”

**How can patients help themselves to get the best advice and treatment from the Health Centre?**

“Patients should follow the GP or nurse advice. Those who don't want to take prescribed medication, or cannot tolerate it should let their GP know, and using the telephone consultation service with the GP to discuss this is a good way to communicate with us. Don't smoke is the number one health message.”

## Walking the Way to Health

Love Vitality - the NHS South West Essex Local Health and Wellbeing service is organising a weekly 30 minute walk at Lake Meadows at 1pm on Tuesdays. To take part, please arrive 15mins early for your 1st walk. Meet by the café in the Park.

All walks are led by trained Walk Leaders. For more information contact Liz Ulph on 0800 077 8000 or email: [elizabeth.ulph@southwestessex.nhs.uk](mailto:elizabeth.ulph@southwestessex.nhs.uk)

## Bookings Service for Billericay Blood Tests

It used to be that you would queue up, often for a long time, in the mornings at Billericay St Andrews Centre (next door) for a blood test. This has all now changed...you can now either:

⇒ Telephone 01268 242159 between 7am and 7pm, 7 days a week to book your blood test appointment at Billericay St Andrews Centre. These booked appointments are only between 8am and 11am Monday to Friday.

**or:**

⇒ You can still walk in to the Centre and have your blood test without making a prior appointment, between 11am and 1pm Monday to Friday. Don't leave it to arrive until just before 1pm however!

You may also go to other clinics across South West Essex for walk - in blood tests, including Basildon University Hospital and Orsett Hospital.

## Coffee Morning for St Luke's Hospice

The Patient Participation Group is organising a coffee morning to raise funds for St. Luke's Hospice. There will be cakes, a tombola, and a bookstall. All this will be happening at the Health Centre on:

**Tuesday 22 June 2010**

**10am—12 noon**

**Billericay Health Centre**

**Stock Road**

**There will be a minimum charge of  
£1.00 which gets you a cup of  
coffee and a piece of cake  
All are welcome!**



## Dr Buhari Talk on Skin Health

This will be the 1st organised Patient Participation Group Talk. It will be held in the Health Centre Waiting Room on Thursday 1st July at 7.00pm. It is for patients of Billericay Health Centre only. Places must be reserved - on a first come first served basis.

### **To reserve your place:**

Please complete, cut off and return the slip below to the Surgery Prescription box, or email PPG-BHC@nhs.net, or telephone 01277 653440.

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### **Dr Buhari PPG Talk 1st July 2010:**

Name(s) (please print):.....

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Telephone/email:.....