

# HILLVIEW CHARITABLE TRUST

## NEWSLETTER

MARCH 2010

Greetings from all at Hillview.

Please take a few minutes to read about our news here at Hillview, and hopefully we will be able to cheer you up, raise your spirits, with tales of recent successes from the other side of the reception desk.

2009 has been full of challenges for all the team.

Let's get swine flu out of the way first! Such was the perceived concern, about spread of infection; we followed the example set by hospitals, and installed lots of extra sanitisers/soap dispensers. This was paid for directly by our charity, and is not provided for by the NHS. However we have always been committed to providing our patients with the very best facilities and therefore see this as an extension of our hygiene policy (you may not have noticed, but we have long replaced blankets and towels on couches with paper for the same reason).

As well as the practicalities, the reception team have dealt with the added stress of the worried well excellently. Some days the phone lines were red hot! Our super Braun thermometers were all re-calibrated and continued to be invaluable for quick and easier diagnosis of fever in a fretful child.

With the introduction of disposable equipment we are acutely aware of our paper waste and are trying our best to recycle whenever possible.

Our 24 hr blood pressure machines remains ever popular with the doctors, to verify "white coat high blood pressure", and although slightly uncomfortable for the patients themselves I believe, we have been able to alter dosing and medication accordingly.

Likewise the ECG machine has been invaluable, and helped us to reassure worried patients.

The barrier has been an overwhelming success, stopping people who are not our patients taking all the parking spaces, and really came into its own again this Christmas! Before we had this facility people would come and leave their cars in our car park and go off shopping! There were a few nasty scenes when they were questioned.

All the above items are paid for with your kind donations to our equipment fund.

This is administered as a charity, and is overseen by three trustees, who monitor purchases, and help to prioritise them.

To this end, if you feel you could make a donation- however small- we know times are hard for many at presently, please take a charity envelope from reception. Coins are just as acceptable as cheques, etc Gift aid is available for taxpayers, please ask about this if interested.

We also want to make your visit to the surgery as comfortable as we can and would love to hear your suggestions, please enter your thoughts in the suggestion box.

Dr Helena Newman  
March 2010