

NEWSLETTER

from the Patient Participation Group

Welcome

This is the first edition of the Red House Surgery Newsletter. It is with the support of patients that this newsletter has been produced. The surgery has recently set up a Patient Participation Group, the aim of this group is to work with the surgery to provide practical support, to help patients to take more responsibility for their own health to have an input into services and share advice. The group is based on the cooperation between the practice and its patients, helping to improve communication between both staff and patients.

We are looking to encourage more members to create a diverse range of views and opinions. Anyone can become a member aged 16+ , you don't have to attend all meetings, you can simply become a member and let us know to what degree you wish to be involved. Maybe we could seek your views on service improvements, you may wish to be involved in fundraising activities, you may just wish to receive a newsletter on a regular basis, alternatively you may wish to be a active member of the group, the decision is yours.

Its your surgery—GET INVOLVED

If you require further information please contact : Jane Hanlon
Practice Manager on 01908 375111

Information can also be found on the Patient Participation Noticeboard located above the second hand books for sale in the main reception area or on the practice website
www.redhousesurgery.co.uk.

Patient Participation Group Meeting

The next PPG meeting will be held on **TUESDAY 29th of SEPTEMBER at 6pm**. This is an open meeting when speakers from a successful, local PPG will be giving us the benefit of their experience and ideas on how we can develop our PPG. Any one with an interest in being involved in our PPG is invited to attend what we expect will be an interesting and informative meeting, please come and join us.

For seating purposes it would be appreciated if you could let Jane Hanlon the Practice Manager know you are attending. **Telephone: 01908 375111**

THE OAK BOOKCASE

We are now selling second hand books to raise funds for the Red House Surgery Patient Participation Group.

We welcome donations of books/DVD's/Videos to sell. If you wish to donate items to sell please deliver them to the surgery or if you need them to be collected please mention this to the reception team.

Proceeds from the sale of these items will be used for the benefit of the Patient Participation Group and the practice population.

If you have any queries please ask to speak to Sandra Oak or a member of the reception team.

PLEASE HAND YOUR MONEY TO RECEPTION

| | |
|-----------------|------------|
| ADULT BOOKS | - 50 PENCE |
| CHILDRENS BOOKS | - 20 PENCE |
| DVD's & VIDEOS | - 50 PENCE |

Monies raised:

June/July 2009 - £85.00



Thank you for your support

A brief history of the Red House Surgery



Dr Paul Staten

It is strange to reflect that our modern NHS practice, at the heart of the New City of Milton Keynes, was founded in 1815, with Europe in turmoil as Wellington prepared to make Napoleon face his Waterloo.

In that year Dr Camp put up a Georgian front on the old Red House on Watling Street and set up practice there. It

has been known as the Red House surgery ever since, despite the change of location.

In those days the area was sparsely populated and the doctors initially practised single handed. Dr Camp was succeeded by Dr Gent, followed by Dr Lucy (no relation

to our current Dr Lucy!). Dr Deynes senior then took over before handing over to his son. Dr Deynes junior was followed by Dr Nicholson before the first Dr Carter took over in 1929, handing over to his son Frank Carter, in 1951, who worked at the Red House until 1976 and kindly supplied me with this history. In more modern times there was Dr Baker, then Dr Morphy, whose tragic death led to Dr Cianchi taking over as senior partner. The practice slowly expanded as Milton Keynes grew and now has 12,500 patients. Dr Anderson took over as Senior partner as Dr Cianchi retired, followed by myself on his retirement.

In the 1930's a bungalow maternity home was built in the paddock next to the old Red House and nearly 1,000 babies were born there, until it closed in the 1950's! A lot of our current patients were born there and I'm sure the older patients remember a lot of these names from our past.

The Red House has been at the heart of society in Bletchley for nearly 200 years and we hope to continue serving the community for another 200!

Refurbishment

Although we had our computers first installed on the 4th of March 1988, the surgery became officially "paper light" in October 2008. This status proved that we had taken all the necessary steps and have the correct procedures in place to work in a paper light environment.

However, it will still be some time before the paper records are superseded by more electronic formats and so for the time being we need to preserve the paper records which are now only rarely referred to.

With this in mind and with our wish to improve confidentiality within the reception area and make the office a safer and more pleasant environment for our staff we have decided to replace our wooden shelving with mobile storage units which will generate an area for staff to sit and receive/make telephone calls. We hope that all calls to and from the surgery will take place at the back of reception and leave the front desk area as a meet and greet station, improving confidentiality and access for patients.

Our staff will be rotating around the different areas/duties of reception which we hope will streamline the reception for both staff and patients. As with any new system we are likely to need to tweak the way we work and we ask that you bear with us although we wish to continue to provide a good service.

We do have other ideas to improve reception facilities for our patients and staff and shall be discussing these with the PPG before embarking on phase II

FLU CLINICS

Our popular Saturday flu clinics are to be held on the **3rd of October and the 17th of October**, please contact the surgery to make an appointment.

In order to vaccinate as many people as possible during these very busy clinics we cannot make appointments or deal with any problems and so if you need to discuss anything with a nurse please make an alternative appointment.

To accommodate the large volumes of patients we ask that you remove coats prior to entering the nurses room and wear items of clothing where the tops of the arm can be exposed easily in order that the one minute appointments can be achieved.

The Red House supports Leukaemia Research

BY HAZEL STATEN

Forty nine years ago a young mother called Hilda Eastwood took her six year old daughter Susan to see her G.P about what she thought was a minor childhood ailment. Nothing could have prepared Hilda for the news she was about to hear. The doctor told her to take Susan home, give her all the love possible because tests had shown she had leukaemia and there was no treatment for this deadly disease. Susan died within a few months two weeks before her seventh birthday.

Hilda could not accept that nothing was available to save her precious daughter and the thousands of other children and adults who faced this bleak outlook. With her friends and family Hilda began a campaign of fundraising, raising money in whatever way they could. Within in a year they had raised £6,000 and that money was used to set up the first dedicated research unit into leukaemia at Great Ormond Street Children's hospital.

The Eastwoods had established a focal point for other people who had been affected by one of the many blood cancers to send their donations and offers of help. From these humble beginnings the national charity Leukaemia Research was born.

On average two families a week in Milton Keynes will receive the devastating news that someone they love has a blood cancer. In December 2003 that family was mine when I was diagnosed with acute myeloid leukaemia. I have many people to thank for the success of my treatment for this dreadful disease, but without the work of all those involved with Leukaemia Research over the past decades I know I and many other sufferers would not be here today. However, we are the lucky ones. There are thousands of people of all ages who are not so fortunate. There is still so much more work to be done to find better treatments and a cure for all the blood cancers.

Two years ago I was asked by Leukaemia Research to set up a fundraising group in Milton Keynes. I am delighted to play my part in supporting the work of this wonderful charity. The variety of fundraising opportunities is quite awe inspiring, At the Red House surgery we sell donated framed prints and (occasionally) original paintings to raise money. We also have a box where patients and staff can give used postage stamps, foreign coins, unwanted jewellery, watches and small collectables. Thousands of pounds have been raised from these oft discarded items.

Leukaemia Research funds research into lymphomas, myeloma, leukaemia and all the related blood disorders. If you would like to know more about the charity and how you can support us please go to www.lrf.org.uk or telephone 020 7405 0101 for more details.

COMINGS and GOINGS

Sandra "Sandy" Austin:

We say a sad farewell to Sandy who has worked at the practice for nine years, first as a receptionist, later training as a phlebotomist and then undertaking her Health Care Assistant diploma qualification. Sandy moves on to undertake the role of Stop Smoking Specialist Advisor at Beds PCT and we wish her every success in the future.

Dr Muhsin gave birth to her new son Yasser on the 23rd of June, mother and son are both doing well.

Carol Pittam:

Carol one of our Practice Nurses is leaving us at the beginning of August and plans to enjoy some free time and we wish her every happiness for the future.

Jo De Caux:

Jo is our new full-time midwife who takes over from Kate Bates who has undertaken a breast feeding advisory role with Northamptonshire PCT. Jo is known to us at Red House having worked here before and she was keen to return, we welcome her to our team.

Dr Gavin Ewan:

Dr Ewan has decided to take some time out of General Practice and leaves us at the end of September after four years. We know he will keep busy with all of his many hobbies and we would like to thank him for his contribution to the practice.

Catherine Chiromo leaves our District Nursing team to become a Practice Nurse at another local practice. We shall miss her but wish her good luck and every success.

The Red House Team

DOCTORS

Dr Paul Staten
Dr Nigel Fagan
Dr Janet Goodman
Dr Nigel Bunting
Dr Lucy Marchand
Dr Huda Muhsin
Dr Gavin Ewan
Dr Moh'd Akhtar

RECEPTION TEAM

Sandra Whitefoot
Margaret Catlow
Barbara McCarthy
Jayne Lewis
Angela Durham
Vanessa Toombs
Sandra Oak
Helen Day-Thomas
Jenny Noble

PRACTICE NURSES

Sylvia Hodkin
Frida Aslam

ADMIN TEAM

Jane Hanlon
Karen Ross
Penny Lavallin
Penny Stentiford
Lilian Watson

PHYSIOTHERAPIST

Belinda Wetherell

COUNSELLOR

Doreen Inggall

MIDWIFE

Jo De Caux

HEALTH VISITOR TEAM

Teresa Donovan
Sue Mew
Sheila Darms
Geeta Munn
Shirley Phillips

DISTRICT NURSE TEAM

Trish Cooper
Maxine Jackaman
Adediran Folasade
Helen Babatunde
Sadie Keppel

HEALTHY FRUIT CAKE

Why Healthy?

Because it contains NO eggs, sugar or fat, but is truly delicious

6oz Brown Flour (*if plain, use 3 teaspoons of baking powder*)

2oz Ground Almonds

2 teaspoons mixed spice

1lb mixed fruit

4 oz dates

4oz dried apricots

Rind of an orange or lemon

Half pint of water

2 tablespoons of orange juice

Method:

Soak the fruit in the liquid overnight, add the dry ingredients, mix well. Bake in a 2lb loaf tin for approximately one and a half hours at 160°C. Covering for the last half an hour.

ONLINE AT RED HOUSE SURGERY

Please do be aware that our surgery website www.redhousesurgery.co.uk is full of helpful information, advice and support for all our patients. What's more you can also order your repeat prescription and tell us of a change to your address using the website. Although in its infancy we are working hard to try and keep the information up to date and useful for all, so please take a look and of course if you have any suggestions on how we might improve the website further, please do let us know.

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S U R G E R Y

SURGERY ADDRESS:

241 Queensway, Bletchley, Milton Keynes MK2 2EH
Telephone: 01908 375111 • Fax: 10908 370977
www.redhousesurgery.co.uk

Surgery Hours: The surgery opening hours are Monday-Friday 8.30am to 6pm

In the case of an emergency outside surgery hours please telephone the surgery on **01908 375111** which will divert you to the out of hours service. If the surgery is closed for any other reason a message will give details of how to contact a doctor in an emergency. You may also telephone NHS direct on **0845 4647**,

this service is available 24 hours a day and a nurse can give you advice over the telephone.

Appointments: Appointments to see a doctor can be made by calling or telephoning the surgery on **01908 375111**.

The majority of our appointments are booked on the day of the request with only a few bookable in advance.

EMERGENCIES TAKE PRIORITY AT ALL TIMES