

News letter

Issue No. 15

A word from our editor

A warm welcome to 2022, which is disappearing fast as we enter March and the second anniversary of the pandemic lockdown. What a year we had last year! Many of you will have noticed that our last newsletter was issued at the end of 2020. A year we thought was unprecedented and we looked forward with much hope to 2021. Well that became a year dominated by the vaccine rollout and the third doses and booster jabs! A truly awesome effort by the staff of the NHS, volunteers and not least our own surgery and volunteer teams. Regrettably time to keep everyone up to date with news from the PPG and the surgery slipped away but I hope to make up for that now!



Red House Surgery



Chair's Introduction

Welcome to our Patient Participation Group (PPG) Covid 19 Newsletter.

The last 23 months have been challenging and so very different for us all but now that the vaccination program has been rolled out so quickly and comprehensively we are at last seeing the restrictions on our lives are disappearing and hopefully returning to a state of normality that we recognise.

There is no doubt that for many people there has been a big impact while the NHS has had to re-prioritise so many treatments and ways of working to cope with the many serious Covid cases and hopefully that large backlog of cases will be tackled soon.

Many of us have had to adapt to the new experience when seeking help from our surgery. I know many of you will have been frustrated by these changes but please be aware that our staff have also had to adapt to the new ways of working, keeping us all safe, and tried very hard to provide the same level of healthcare in different and difficult circumstances. I recently read a research document that reported that 'during the pandemic even people who had suffered a stroke did not want to bother their surgery as they are too busy'. It saddens me to think that any patient did not seek treatment for the fear and worry the pandemic brought. If you are really unwell or believe that you have a condition that needs to be treated, you should always contact the surgery. Like life in general, the work if the surgery is starting to return to a state of normality, even if some of the changes adopted because of the pandemic will remain with us.

There is no doubt that there have been many consequential effects of the pandemic. The the lack of contact with relatives and friends, the working from home or just being at home when you'd prefer to be at work, all created many different issues for different people. Our social prescribers, Rebecca and Sandy, have continued to support patients through the difficulties of the pandemic. Loneliness has caused some serious issues but now, thankfully, we are able to meet again, I encourage you to make contact with anyone you know who may be housebound on their own. You will almost certainly be made to feel welcome and appreciated and bring pleasure into someone's life. You may even find a new friend, who knows?

The Red House Surgery PPG is here to support the surgery and their family of patients. We do have an email address, redhouseppg@gmail.com, or you can contact us by writing to the PPG c/o the surgery. We are here to help you if we can. Alternatively, you can join the PPG, either attending meetings once a month or become a 'virtual' member via the internet.

I end by wishing you all the very best of health and if you haven't yet had a Covid vaccination or booster, I encourage you to make an appointment – it could save your life!

Steve Bates, PPG Chair

Hidden Heroes

On 9 June 2021 the **PPG** received a **Hidden Heroes** award for **Outstanding Performance** during the Pandemic. **The Hidden Heroes** initiative was established to identify some of the excellent individuals and teams who would otherwise go without recognition, as well as try to highlight this incredible work that too often goes unnoticed.

Jane Hanlon, our practice manager, said *'Members of our PPG have undertaken to help and assist at the covid vaccination clinics. They have stood outside in cold, wet, miserable weather to direct patients to the vaccination site. They have helped get elderly people in and out of cars and pushed wheelchairs. Other members have assisted the practice teams by ushering patients around the site and generally passing the time of day with people, while they wait for the vaccination. Some of the patients haven't been out for many, many months. They have volunteered generously with their time and energy and really helped the practice with these busy clinics. We are so lucky to have such kind and helpful volunteers to help the practice and their fellow patients'.*

Our **PPG secretary Elspeth Woods** who has organised the Red House **'indoor'** volunteers for the COVID vaccination clinics said *"We were delighted to receive the award. The PPG exists to support the practice and patients so stepping in to assist at the vaccination clinics was just instinctive. It has given us all a real sense of achievement during difficult times and we are very proud to be recognised by Hidden Heroes"*

The awards were established by four Companies who played a key role in Supporting General Practice with the pandemic: **Dene Healthcare, Gama Healthcare, Interface Clinical Services and Practice Index.**



Poetry on prescription

Not a joke! But rather a useful way for some of us to find a way to say what's on our mind. We all have a song or poem we know, perhaps that someone sent us in a difficult or a happy time. MK Community Mental Health Services Transformation Board say healing words can have impact on our well-being. Covid has proven a challenge to all communities and poetry can enhance our wellbeing and lift us up through performances (even Zoom ones) and healing words.

Here is a poem penned by Harry Small (aged 7) of Inverclyde in Scotland which found wide coverage on the internet.

Hero's come in many forms and they don't always wear a cape.

A smile a word or action is sometimes all it takes.

They help us without thinking sometimes putting themselves at risk.

*They could be a life saver, they could be a carer, they could look after children or
keep our country ticking.*

A hero comes in many forms this is very true.

To me my hero is every one of you.

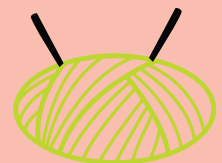
Thank you

If anyone is inspired to compose their own poem, why not send it to the PPG email address and we'll include them in future newsletters.

Knitters

During the lock down our knitters have continued to keep themselves and their needles busy Blankets were knitted and crocheted and passed on to **The Redway School, Alison Grigson** from the School said *"Thank you so much for passing on the blankets knitted and crocheted by the members of your Patient Participation Group. There were a few which I am sure some of us would have taken home – so soft, well-made and colourful."*

Some picture of their work and items contributed to the neonatal unit.



What have we been up to?

In addition to keeping the surgery running as our Chair has mentioned our staff and band of volunteers within the **CROWN** Group have, since December 2020, mounted a huge effort to deliver 54,987 COVID vaccination injections from the surgery at Water Eaton. The same team also supported the 'flu clinics in September / October at Red House, enjoying some glorious weather. **Thank you to everyone who attended and helped us to take back control.**



Sandra Whitehead returning to reception duties!

'We would like to express our gratitude and admiration to all the Doctors and staff for arranging our Covid-19 vaccinations. We can imagine the huge amount of work involved in arranging such a smooth and efficient operation and are extremely grateful. We feel very fortunate to belong to such an exemplary practice. Thank you very much indeed. Happy New Year to you all'



'I took my husband to the Water Eaton Health centre for both of his coronavirus injection, for which I am very grateful he has received, thank you.

The nurse was quick, and informative of possible reactions

The whole experience of going there, was absolutely fantastically arranged, from the minute I arrived, to getting a wheelchair for him and having the injections, the waiting area and going out.



As soon as anyone got up the chairs were wiped down and it was quite jolly waiting for the 15 minute wait before we could go.

The volunteers in the car park were very helpful especially as my husband had a job to get in and out of the car.

There was no waiting, plenty of distancing and friendly people putting everyone at ease.

Thank you all! Brilliant!'

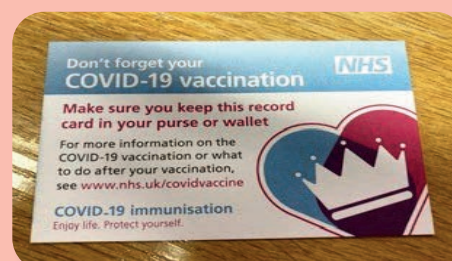
'I thought the organization at Water Eaton was superb and the atmosphere was very friendly and helpful. Many thanks to all concerned. I hope it went as smoothly for all staff and helpers as it did for me'



The Whaddon Walkers volunteers who manned the car park in all weathers

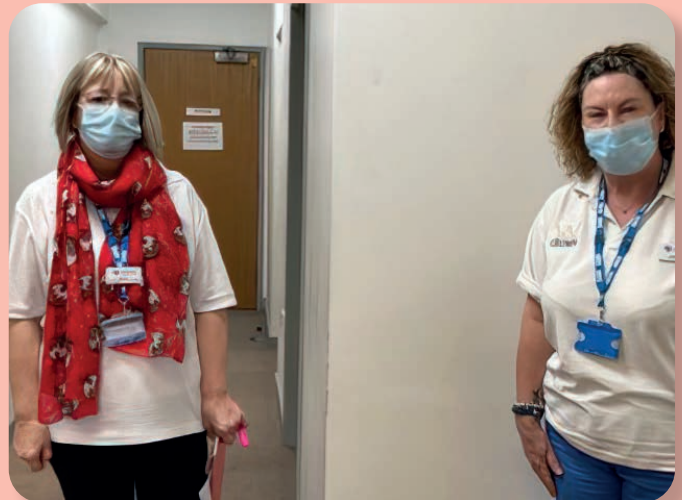


Red House volunteers having a well-earned break





'I have just received my first covid jab, I wanted to say thank you for everything you are doing for me and others, I have really received great care and understanding from the Red House team. The centre where I had my jab was very well organised and great to see some friendly faces there from the Red House, especially some out of retirement who are now volunteering. Great team work everyone'



Changes at the redhouse SURGERY

We have some new faces at the Red House and have said good-bye to some old friends who have moved on to pastures new.

We say a sad farewell to Nurse Becky who has moved down South and to Claire from reception who has moved up North.

New doctors to the surgery are **Dr Thiyaqi Goonewardene** (working with us on a Monday and Tuesday) and **Dr Fatimah Daya** (working with us on a Tuesday and Wednesday).

Also welcome to our reception / administration team are **Dee; Karen; Lucy; Michelle; Rosi** and **Sue**.

Curtis Miles has joined us as our new paramedic providing a visiting service and supporting our duty doctors of the day. Curtis qualified from Oxford Brookes university as a Paramedic in 2013. He worked for the South Central Ambulance service as a front-line paramedic before moving to general practice in 2016 gaining additional qualifications in treating minor illness and prescribing. Curtis is supporting both the Red House and Whaddon surgeries.



Ali Jaffer has joined the Red House team as our new pharmacist working alongside the GPs and other clinicians. Ali will be undertaking a variety of work and projects, working with patients to manage their medications. Ali says "I have previously worked at MKUH as a specialist clinical pharmacist and I look forward to meeting some of you and using my skills within the Red House team"

A heartfelt welcome from the PPG to all our new staff. Both Curtis and Ali are fine examples of the expanding health care and well-being services our surgery is keen to promote.

New premises?

Sadly, the practice has outgrown its current location both in terms of our patient population and the capacity to accommodate our staff and patient care and support. After discussions with the Clinical Commissioning Group it has become clear the current site can't be upgraded or adapted any further, to meet our needs but funds are available to build a new, purpose built surgery within the new housing scheme at Eaton Leys (just near the Hunter's Farm roundabout). We are aware that there may be some concern about travelling to a new relocated surgery but new facilities are a necessity and should benefit our patients greatly.

Some of you who attended our 'flu clinics will have recognised in the earlier pictures Shona (Ed.), Brian and Judy who were asking some questions about how patients had travelled to the surgery and what they thought about a possible move of the Red House to a new location. This wasn't a scientific study but an opportunity taken just to gauge patient feelings. More formal and wider consultation is planned. The PPG will be assisting the surgery in all consultations about the proposed move and if you have any questions then please email us.

Spectacles

The surgery has been collecting unwanted spectacles for the **Lions Club of GB** who send them to 3rd world countries for those less fortunate. The lenses can be adapted to fit a variety of prescriptions and as a long time wearer of glasses I know what a precious gift they can be.

Red House have just donated a further 88 pairs of glasses so if you have any around the house no longer in use – drop them into the surgery.



Cancer and beyond

With the restrictions on meeting having eased the surgery are looking to revive some much missed support to our patient population.

The Cancer and Beyond support group is to be re-launched with the return of quarterly meetings. The support group is a safe environment to discuss issues surrounding a cancer diagnosis, living with diagnosis and treatment and life beyond cancer.

There is a new Cancer Centre at Milton Keynes University Hospital and Sally Burnie the Department Lead has a keen interest in patient support groups and we hope Sally will be our first speaker.

The group is currently looking for a venue and as soon as this is confirmed we will publicise the event. If you would be interested in attending, please contact the surgery and register your interest so that we can provide further information.

CROWN Singing Group – Come and Join Us

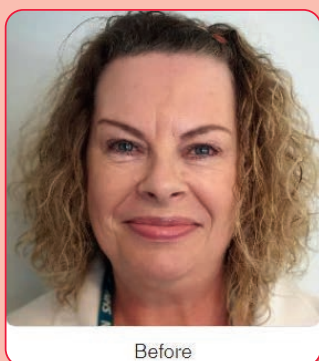


We are delighted that the **CROWN** Singing Group started on 2 February. We are very lucky to have **Nicki Rogers** leading the group. Nicki has 15 years experience as a singing teacher and coaching individuals and leading groups. The feedback from those already singing is great. If you are interested in joining us on a Wednesday evening please contact the surgery for more details.

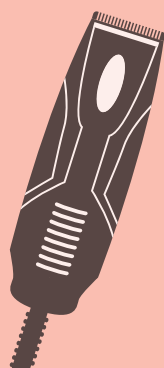


Brave the Shave

On 13 July 2021 our Crown social prescriber **Rebecca Jennings** joined many in the **MacMillan Cancer Support "Brave the Shave"** in memory of her Dad, James McAfee.
Rebecca raised a whopping £1,765.50 and I'm sure you'll agree looks great in both photographs



Before



After

Laughter is the best medicine

*Did you hear about the man who got the sack from the calendar factory?
He took a couple of days off*

*Two cannibals are eating a clown. One turns to the other and says
"Does this taste funny to you?"*



*Why do bees hum?
Because they don't know the words*



*What do you call a boomerang that won't come back?
A stick*

++++ Stop Press +++++

The Government has announced that a further booster vaccination for COVID-19 will be rolled out from April to those aged 75 and over, living in a care home, or clinically extremely vulnerable. As soon as we have further confirmation of when these boosters will start we will be advertising it on our website and Facebook page.

Please contact the surgery **now** if you still haven't had your first set of vaccinations and booster.

redhouse
SURGERY

Surgery Address:
241 Queensway, Bletchley, Milton Keynes MK2 2EH
Telephone: 01908 375111
www.redhousesurgery.co.uk
 Red House Surgery

Surgery Hours: Monday-Friday 8.30am to 6.30pm but we also hold "early bird" surgeries on a Thursday morning between 7-8am to cater for those who commute or cannot visit the practice later in the working day.

Appointments: To see a doctor call the surgery on 01908 375111 or book online. **You will need to register for this service.** The majority of our appointments are booked on the day of the request with only a few bookable in advance.

In the case of an emergency outside surgery hours please telephone NHS 111. This service is available 24 hours a day and a nurse can give you advice over the telephone.

Don't forget to log on to our website www.redhousesurgery.co.uk. The website provides useful information, advice and support to all of our patients. Also giving details of how to register for Online services where you can make an appointment, order a repeat prescription etc. The website can also direct you to self care information promoting general good health and wellbeing. Next time you are feeling a little under the weather click on www.redhousesurgery.co.uk you may be able to avoid a visit to your GP.

Emergencies take priority at all times