

NEWSLETTER

Issue No. 13

CHAIRMAN'S INTRODUCTION

Dear Reader,

Patient Participation Groups (PPGs) exist to help improve health in general. They work with surgeries to identify problems and solutions. To achieve this there must be communication between patients, PPGs and surgeries which means that it is important that patients know about their PPG. This PPG Newsletter is produced to provide you with information about our activities and to let you know that we are here to help. It is not the only communication channel – the national PPG office also sends out information monthly, which we forward to our PPG members.

The NHS is changing its approach from trying to solve problems which have arisen to trying to stop them before they are a problem – prevention before cure, which can be much more affordable. This will almost certainly affect you at some stage of your life. To find out more, join the Red House Surgery PPG or speak to any of us when we are in the surgery reception area.

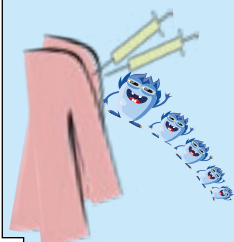
Steve Bates, PPG Chair

Flu Clinics

The flu clinics this year will be held on **Saturday 5th October and Saturday 26th October**. Please contact the surgery to **book your appointment**.

Our PPG members will be at the surgery selling raffle tickets and with the money raised it helps to fund the newsletter and help to purchase equipment for the surgery.

We will be very happy to welcome you if you would like to join our group, all details of meetings are on the notice board.



Information about Carers & Accessible Information Standards

Definition of a carer

Individuals irrespective of age, who provide or supervise a substantial amount of care on a regular basis of a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment of some sort. This is unpaid work.

The term "carer" would not normally apply if the person is:

- A paid carer
- A volunteer from a volunteer agency
- Anyone providing personal assistance for payment either in cash or kind

Definition of a Young Carer

Young carers are particularly vulnerable and can be anyone from age 8-19 years who is living with and looking after somebody who has a long term illness, a physical disability or a mental health problem. A very young carer is deemed to be 8 years or younger.

Accessible Information Standards

Accessible Information Standards is where we need to identify the best and most appropriate ways to communicate to patients who perhaps are sight impaired or has hearing difficulties. There are various options available to patients, for example if the patient is partially sighted, we can arrange for their letters to be in large print or state on their records that they have hearing difficulties & wears hearing aids so this can help when calling your patient in the waiting room!

CARERS CHAMPIONS

We have a team of people who are the Carers Champions for Red House.

Our role is to identify the carers in our practice and with permission, liaise with Carers MK on their behalf who can in turn provide help, support and resources to assist carers from the age of 8 years onwards.

We have a dedicated notice board within the waiting room which gives details of the valuable work they provide.

If you care for someone in the MK area please do inform us – ask reception for a form, download one from our website or ask to speak to a member of Carers team and let us inform you of the benefits.

Blooming Lovely

As summer passes into autumn and the days begin to shorten the benefits of being outdoors in natural daylight and any activity in fresh air, whether gardening or walking or even quiet contemplation, all help us to build natural resistance to the potential of acquiring those debilitating winter illnesses.

Time spent exercising in gardening activities, is time well spent. It also gives us time to reflect on the garden's achievements over the year and plan any changes for the coming year.

As with us, providing a healthy diet of all the elements that our human body needs, then results in a healthier us. The very foundation of your garden is the "health of the soil" and now is an ideal time to add those elements which over time will improve the heart and health of all you want to grow in your garden whether fruit and vegetables or flowers.

If you can provide good drainage and add composted elements such as well rotted animal manure or home produced kitchen waste (composted garden plant material) it will, with an annual application greatly improve the soil and produce satisfying results for your efforts.

Time now to consider buying and planting spring bulbs to achieve that wonderful riot of colour that we all look forward so much to seeing along with planting winter pansies, wallflowers and polyanthus all will reward us as the season begins to change into spring 2020.

Don't forget to water them in well after planting until established.

Flowers & Car Park

As you can see the flowers in front of the surgery have been looking very colourful and are well looked after by members of the PPG group, they give up their time to make the flower beds look as good as possible. It's also nice to see the dash of colours when visiting the surgery.

PPG members also look after the car park by picking up rubbish and removing weeds, and do small repairs if needed. Thank you to everyone who gets involved and helps getting these jobs done.

If you think you would like to come and see what we're all about please come to one of our monthly meetings, you will be very welcomed.



PPG active members

Pictured are **Angela** and **Gordon Lovell** with a planter to thank them for all they have contributed to the **PPG/practice**. They have both worked tirelessly for the **PPG** over many years. They have decided to stand down from their elected positions as Secretary and Vice Chair but we are lucky that they continue to be active members of the **PPG**.



Feeling unwell - Choose well

Feeling unwell?
Ask yourself is it a REAL emergency?

Get the right treatment for your symptoms.

Self Care
Minor Cuts? Grazes?
Colds? Sore throat?
Hangover?
Keep a well stocked medicine cabinet with:
• Paracetamol • Anti-diarrhoea medicine
• Rehydration mixture • Indigestion remedy
• Cold and flu remedies. First aid kit with plasters, antiseptic wipes and cream • Thermometer

Pharmacist
Headache? Cough?
Upset stomach?
Minor infections?
To find your local pharmacy visit:
www.nhs.uk/services/directories
No appointment needed and they can advise on the best medicines for many common illnesses.

GP Surgery
Persistent pain? Earache?
Painful cough? Vomiting?
Fever? Chronic backache?
For illnesses and injuries which are not life threatening, GPs provide medical advice, examinations and prescriptions. Ring for an appointment.
To find your local GP surgery visit:
www.nhs.uk/services/directories

NHS 111
Unwell? Unsure?
Need advice?
Need help?
Dial 111 if you are unsure where to go?
GP surgery not open? Available 24 hours a day for confidential health advice and information.
They will direct you to the best place to get the right treatment.

Urgent Care Centre
Cuts, Sprains? Strains?
Minor injuries? Rashes?
Milton Keynes Urgent Care Centre is open 24/7 providing a doctor and nurse treatment service for urgent problems.
Tel: 01908 201022.
www.miltonkeynesurgentcare.co.uk or Dial 111.

A&E
Heavy bleeding? Burns?
Broken bones? Chest pain?
Suspected stroke?
For life threatening illnesses and injuries only.
A&E Department, Milton Keynes Hospital,
Standing Way, Eaglestone, Milton Keynes MK6 5LD
Tel: 01908 660033
www.mkhospital.nhs.uk

@NHSMKCCG www.miltonkeynesccg.nhs.uk/choosewell facebook.com/nhs.mk

Health Promotion www.miltonkeynesccg.nhs.uk
Public Health Tel: 01908 660033

Laughter is the Best Medicine AND HOW IS IT WITH YOU?

A row of bottles on my shelf caused me to analyse myself!

One yellow pill I have to pop goes to my heart so it won't stop; A little white one I have to take goes to my hands so they won't shake, The blue ones that I use a lot tell me I'm happy when I'm not!

And the purple pill goes to my brain and tells me that I have no pain.

The capsules tell me not to wheeze, or cough or choke or even sneeze.

And the red ones, smallest of them all, go to my blood, so I won't fall.

The orange ones, quite big and bright, prevent my leg cramps in the night. Such an array of brilliant pills helping to cure all kinds of ills.

But what I really want to know

Is what tells each one where to go!!

Tea & Time / Coffee & Conversation

On the 2nd Tuesday of each month between 12.30 and 1.30pm we have a meeting here at the surgery. These meetings are open to any Red House Surgery patient who perhaps may feel a little lonely or isolated or who may just enjoy the company of others. As the name suggests these meetings start with us putting the kettle on and offering all present a hot drink.

We usually have a speaker attend to talk about their particular area of work. These speakers range from fellow healthcare professionals to organisers of local groups and organisations such as the police, fire brigade etc.



The meetings are very informal and everyone is welcome to attend. Please come along to meet new people, ask questions and share your views in the lively discussion that usually follows.



We have had some staff changes at the practice

New to the team are:-

- Phil Strich – Paramedic Practitioner
- Mollie Harvey – Practice Nurse
- Liv Hanlon – Reception & HCA
- Claire Grant – Reception
- Maria Snee – Nurse Practitioner
- Rebecca Mouch – Practice Nurse – joins us in November
- Amelia Cooper – Reception & Admin
- Amanda Johnson – Admin Team



We say a sad farewell to:-

- Chris Brazier – Admin team
- Sarah Mills – Practice Nurse
- Trish Cooper – Practice Nurse who retires in November after working at the practice as DN followed by PN for a total of 40 years.
- Sylvia Hodkin – Practice Nurse who retires from the NHS in November
- Mandy – Admin team
- Tash Gallop – HCA who leaves in September to join the DN team



District Nurses

Unfortunately, after many years CNWL who employ the District Nurses have decided to introduce a new way for the nurses to organise their work and teams and so our lovely DN team have been moved out of the Red House premises. We are extremely sorry to lose the Nurses from our practice but they will continue to look after our patients.



Some of our GPs met with most of the nurses and gave them all a small gift to wish them well in their new offices.



Primary care networks – CROWN

The NHS was created in 1948 and now the population has grown and people are living longer but with long term conditions such as diabetes and heart disease, or suffer with mental health issues which may require accessing health services more regularly.

In 2018 practices in MK began working together as clusters and collaborating more with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas.

Following on from this work on the 1st of July 2019 Primary Care networks became an entity and our PCN of likeminded practices Red House, Whaddon Medical Centre and Cobbs Garden Surgery who had previously clustered together began work as a PCN called CROWN.

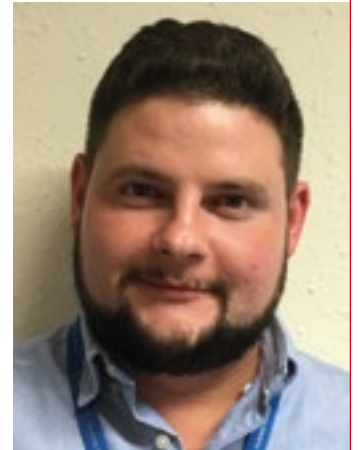
We are working to develop our PCN and intend to build on the core services of current primary care services to enable greater provision of proactive, personalised, coordinated and more integrated health and social care. The Government are keen for the PCNs to develop local services of doctors and other health care professionals such as pharmacists, paramedics, physiotherapists, social prescribers (for example social workers, mental health professionals and sometimes volunteers who can advise patients about health and mental health and social and financial matters). They will work with the community nursing and mental health teams. More information will follow as the PCNs develop

Phil Strich - Advanced Paramedic Practitioner

"My name is Phil Strich, and in July I joined the Surgery as an Advanced Paramedic Practitioner. An Essex boy by birth, I grew up and was educated in Colchester, before joining the Army and training as a professional musician. This is where I also undertook the first of more advanced medical training; an avenue which I chose to pursue when I left the Army through injury in 2011.

I have since worked in the Ambulance Services, in the East of England, London and Kent areas as a Paramedic, with a particular interest and additional training in Critical Care. More recently, having qualified as an APP, I have moved into a more Primary Care role, where my job is predominantly to support the doctors in delivering care to their more acutely unwell patients. I will be undertaking a variety of work within the Red House team both in the surgery and undertaking home visits for those who are too unwell to visit the practice.

Outside of work, I am a keen musician – I play the drums in a regularly "gigging" band, as well as various accompanist roles as a pianist."



LiveLife MILTON KEYNES

Are you spending too much time on your own or maybe feeling a bit low because you struggle with some of life's daily challenges?

If you could use a bit of help to improve your everyday living then LiveLife has a friendly team of experienced staff ready to listen, talk things through and help you with any worries you may have.

Please call:
01908 973720



Willen Hospice - Thank you



We continue to collect stamps, coins, jewellery and old mobile phones for Willen Hospice – please drop them off at the surgery.

Hair Donation

If you have long hair and are looking at having it cut please consider donating your hair to the Little Princesses Trust. Your hair if suitable could be used to form part of a wig for a child.

For further information please go to their website, see link below:

<http://www.littleprincesses.org.uk/donate-hair/>



Wendy Wootton - CROWN social prescriber/well being advisor

I am the social prescriber/well being advisor for CROWN the primary care network consisting of Red House, Whaddon Medical Centre and Cobbs Garden Surgery. At the age of 18, I met my husband and his son, we married and had two girls, now happily married for 25 years with 5 lovely grandchildren and my dog Evie. We love camping, cycling and doing lots of socialising with our large family. I worked nights in the community for MK council for 10 years as home carer, then worked as a support worker with adults with learning difficulties for 2 years. I then went to Milton Keynes Hospital for 8 years as a HCA working mainly in the outpatient department, also the eye clinic and the stoma department and then Whaddon medical centre as a receptionist. Now I feel I have my forever job, it's all of the above in one, how lucky am I, getting to work with patients 18 and over, helping with social and wellbeing needs and promoting independence.



I work with three of the best GP Practices in MK, with very supportive and knowledgeable staff.

HELPING RECEPTIONISTS

Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated **strictly confidentially**.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.

Thank you for your support

HELPING YOURSELF

Am I Dehydrated?

Water is important to help your body work properly. Dehydration (when your body loses more water than it takes in) can make people suffer from the following problems:

- Dry mouth
- Headache
- Dizziness
- Confusion
- Constipation
- Tiredness
- Falls
- No interest in activities
- Urinary tract infections

1. Compare the colour of your urine (pee) to the chart below.

1			
2	Hydrated		Carry on drinking water as usual
3			
4			
5	Dehydrated		Drink a large glass of water now.
6			
7	Severely Dehydrated		Drink lots of water now and then every hour. If it does not get better, call the doctor
8			

2. What can you do?

1. Drink water and fluids through the day and at mealtimes.
2. Always have water available to drink and within easy reach.
3. In warm weather drink more water and fluids.
4. Eat more fruit and vegetables which can also help with hydration.
5. Drinking tea, coffee and alcohol can also help!

**3. Remember: 1 - 3 is healthy pee
4 - 8 you must hydrate**

Developed by the MK Self-Care Group with Carers MK

Health Hub e-gym – Bletchley Leisure Centre – Peter Sadler

I am an outdoor person at heart so I was a bit sceptical about joining the e-gym. Then I got a discount via the surgery by the GP signing the form needed and got stuck into rebuilding my health.

The e-gym is good fun socially as you work at a level calculated into each machine to match your individual level of fitness.

On my first visit I was given an excellent induction in the use of the machines as my fitness level was scanned in. It costs £28 per month and I go 3 times per week.

My second visit was not so smooth. I had forgotten all I learned at the induction. It felt like the machines had taken control of my life and I was running to catch up. I couldn't keep the e-balls in the e-track!!!

However, help was at hand and I persevered, now I love the e-gym. I pull on the first machine with my arms; I push on the second; then bend my knees, stretch my quads, open up my back, crunch my abdominals; stretch my shoulders, open my chest. Getting stronger all the time and on good days I get an apple at the end!!

There is a warm-up facility too: a treadmill, rowing machine, cycle, plus mats to stretch on.

The great thing about the e-gym is that everyone is working to their own ability. You cannot compare or compete as you have your own targets and it's fun.



Side Effects of Drugs – Adverse Drug Reactions

Research is exploring why drugs may cause side-effects or adverse drug reactions in any particular patient.

Everybody takes medicines but there is a need for greater awareness of the potential side effects so that more people know what they can do about them, if and when side effects occur for an individual. The Medical Research Council (MRC) Centre for Drug Safety Science is based at the University of Liverpool, and work there focuses on developing knowledge to help prevent unwanted side-effects.

Many factors influence the chances of unwanted side effects, with different people responding to medicines in different ways. These factors include the prescribed dose, the condition being treated, the age and sex of the patient, and other treatments which the patient may be taking, including herbal/complementary medicines.

Although medicines are very thoroughly trialled on thousands of people and meet rigorous standards before they are licensed, when they are used more generally by a wider population, unanticipated side effects may come to light.

You can report Adverse Drug Reactions you have experienced, or you can report on behalf of someone else, on the Yellow Card Scheme website here - <https://yellowcard.mhra.gov.uk/the-yellow-card-scheme/>. These are then submitted to the Medicines and Healthcare Regulatory Agency (MHRA) for review.

If you are interested, there is a lot of information about research into side-effects on the above website or on this one - www.mhra.gov.uk/spc-pil/index.htm

The Effects of Food and Supplements on Medicines

Did you know that certain foods can compromise, reverse or amplify the effects of different medications? Grapefruit juice, cheese, leafy greens and alcohol amongst other foods, are all known to have an effect on certain medications. For example:

- Grapefruit juice is known to amplify the effects of statins
- Cheese can cause problems with monoamine oxidase inhibitor (MAOI) drugs which may be prescribed for depression
- Kale, and other leafy greens that are high in Vitamin K, can make blood thinning drugs such as warfarin less effective
- Alcohol can cause many reactions but in particular if taking a stimulant and drinking alcohol, it can impair your judgement and ability to assess how intoxicated you are.

Herbal supplements can sometimes cause negative side effects and they can also interact with other medicines that you are taking. For example, 903 medicines are known to interact with St John's Wort and 264 of them have serious negative side effects. Ginkgo biloba is taken by people who believe it helps with circulation and mental function but it can thin the blood and cause bleeding. This is especially risky if you take blood thinning drugs.

Herbal remedies aren't harmless and if you start to feel unwell when taking them you should talk to your pharmacist or doctor. If you are taking other medications at the same time it's important to check that your herbal remedy won't cause a negative reaction and isn't causing a negative side effect.

Recreational drugs, like cannabis, opiates, cocaine and club drugs can also interact with prescribed or over the counter medications. Cannabis and cannabinoids taken to relieve symptoms of disease can also interact with other medications. It's important to be open with your doctor about anything you may be taking so that they can help you get the right treatment.

The NHS Long Term Plan

The NHS Long Term Plan wants to improve cardiovascular care for people around the country – those with heart and lung conditions. Healthwatch is asking for the views of patients about what would make care for people with heart and lung conditions where you live better. Healthwatch is running a survey about this which you will find at <https://www.healthwatch.co.uk/tell-us-what-would-you-do>

The state of Ageing in 2019

A report from the 'Centre for Ageing Better', an independent charitable foundation, brings together public data about work and finances, housing, health and communities. It reveals big differences in how people experience ageing depending on factors such as where they live, how much money they have or their sex or ethnicity. Today's least well-off over 50s face far greater challenges than their wealthier peers and are more likely to die younger, become sicker earlier and fall out of work due to ill health. You can find more on this disturbing research here - <https://www.ageing-better.org.uk/about-us/how-we-work>

How Will Primary Care Networks Affect Patient Participation Groups?

Patient Participation Groups (PPGs) were formed to work with surgeries to improve communication between patients and the NHS, principally the surgeries and their patients.

NHS England and the Care Quality Commission (who inspect surgeries) do expect surgeries to have a PPG or some means of consulting with patients and the public. With the creation of Primary Care networks (where surgeries work together to serve a patient community of between 30 to 50k patients) some may wonder about the future of PPGs, but while surgeries retain their 'local nature' and continue to serve a local community, PPGs can continue to provide a valuable service.

Healthwatch is a national body with many local branches including one here in Milton Keynes. Their annual report made clear their desire for patients to continue to speak up loudly about any concerns they have about health matters. Your PPG can help you do just this if you wish and guide you towards the best way to achieve what you need if it is achievable. We can also provide a wealth of information and useful contact information for those with all manner of needs, from financial advice to social groups which share your interests, to how to join a walking group to where to go for a cup of tea and a chat when feeling lonely.

Steve – Singing Coach

It is with great sadness that we have to report the recent death of our singing coach Steve.

Steve and his wife Anne volunteered to run the group when the surgery put out a call for someone to lead a group of people who wanted to sing back in May 2018 and over the last year we've had a lot of fun singing loudly (but not always in tune) on a Wednesday evening in the surgery upstairs waiting area.

Steve forever full of fun and telling jokes guided us through a huge genre of different types of songs from rock 'n' roll, to musicals, country and western etc. The photocopier was on overtime as we built up our repertoire and our group soon grew to at least 25 people meeting together and sometimes as many as 34. We progressed well and were invited to sing at a local charity event at another local practice and must have been good as they invited us back!

Steve's ethos was that as long as we were having fun all was good – no worries over tone, pitch just sing, exercise your lungs and enjoy. We are very grateful for the fun we had with Steve and hope that we can continue with all the great work he began. If you have any interest in leading our group or wish to sing then please do make contact with a member of the surgery team.

Where I have and have not been!!

I have been in many places, but I've never been in Cahoots. Apparently you can't go alone. You have to be in Cahoots with someone.

I've also never been in Cognito. I hear no one recognizes you there. I have, however, been in Sane. They don't have an airport, you have to be driven there.

I have, in fact, made several trips there, thanks to my friends, family and work.

I would like to go to Conclusions, but you have to jump, and I'm not too much on physical activity any more.

I have also been in Doubt. That is a sad place to go, and I try not to visit there too often.

I've been in Flexible, but only when it was very important to stand firm.

Sometimes I'm in Capable, and I go there more often as I'm getting older.

One of my favourite places to be is in Suspense! It really gets the adrenalin flowing and pumps up the old heart!

At my age I need all the stimuli I can get! But one place I don't ever want to be is in Continent.

Have a nice day!

Knitting

A very **BIG** Thank You to everyone for the fabulous knitting that has been produced for the Premature babies in SCBU, blankets for the homeless and wheelchair blankets for children with complex needs.

Here are some of the people who very kindly undertake the knitting:-

Vanda	Barbara	Brenda
Catherine	Dawn	Joan
Patricia	Sandra	Sylvia
Mrs Caldwell	Veronica	Hilary



redhouse
SURGERY

SURGERY ADDRESS:

241 Queensway, Bletchley, Milton Keynes MK2 2EH

Telephone: 01908 375111 • Fax: 01908 370977

www.redhousesurgery.co.uk

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