

# NEWSLETTER

Issue No. 14

## CHAIRMAN'S INTRODUCTION

Welcome to the latest edition of the Patient Participation Group (PPG) / Surgery Newsletter.

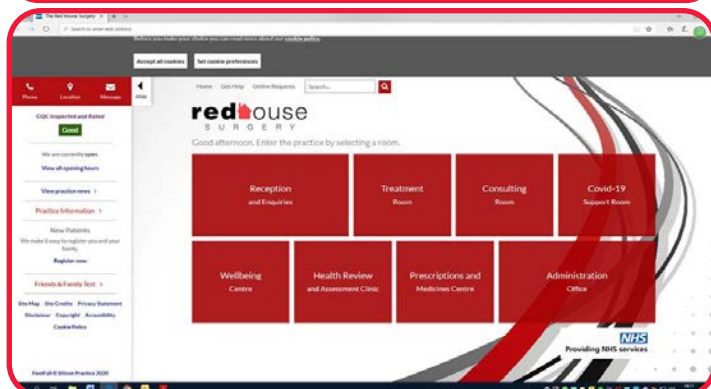
The past months have seen a very changed world for us all. Many of you will have had to cope with the challenges of loneliness, home schooling and anxiety; missing the everyday contact of family and friends. At the PPG we have had to adapt to holding our meetings in the new virtual world of Zoom. This has certainly been a learning experience for us but has produced many light-hearted moments and proved a very useful way for us to keep in touch.

We continue to work closely with the surgery and have seen first hand the strain on the practice team, in particular the reception staff, in adapting to new ways of working, the difficulties of working in PPE and losing the open contact with patients for which our surgery is often praised.

Please be aware that should you be asked to attend at the surgery during this time it will be a very different place. Remember the surgery is not open unless you have been asked to go there by the staff. There is not the usual buzz of a busy and relaxed surgery, the surroundings are very austere but be assured the usual friendly faces are there behind the masks. When contacting or attending the surgery I would ask you to spare a thought for our surgery staff, they are working very hard to keep you safe and protected.

This newsletter is produced to provide you with information about our activities and to let you know that we are here to help. To find out more, join the Red House Surgery PPG. Ideally at the present time we suggest you contact us by email [redhouseppg@gmail.com](mailto:redhouseppg@gmail.com), alternatively pass your details to a member of the reception team. We would be pleased to hear from you.

**Steve Bates, PPG Chair**



Look out for forthcoming changes to our website

## Toni Rampello



This is my first edition as editor of the PPG Newsletter following the very sad loss of our member and friend Toni Rampello who passed away on 6 December 2019. The PPG is entirely made up of volunteers and is here to help patients of the surgery in times of need. Toni was a founding member of our PPG and one of our most enthusiastic volunteers.

If something needed doing, Toni would be the first there to sort it out, often supported by her husband, Salvi. From organising and selling tickets at our 'Flu Day Raffles to editing the newsletter Toni was generous with her time, her smiles and her friendship. Toni's bubbling enthusiasm always made meetings and events just that little bit brighter.

Toni is very much missed by the PPG as a valued and much loved member of the team. As the new editor of the newsletter I have a hard act to follow.

Toni is pictured here with a large collection of stamps for delivery to Willen Hospice, one of the many roles she undertook for the surgery.

PPG member Vanda, one of our most prolific knitters, has now taken on this role.

The surgery will continue to collect stamps, jewellery, coins and mobile phones which the Hospice can use to raise funds.

At the present time when access to the surgery is difficult you can drop off items directly at Willen Hospice but if this is difficult please speak to a member of the reception team who will be able to assist.

**Note from the new Editor.**

*To help me on my way I would be pleased to hear from any of our readers with articles or ideas for future newsletters. These can be sent to me on the PPG email [redhouseppg@gmail.com](mailto:redhouseppg@gmail.com).*

**Shona (Ed.)**

 Red House Surgery

## 'Flu Immunization Programme 2020

This year our flu vaccination programme is going to have to be undertaken in a very different way. However, we intend to vaccinate our patients as carefully as we can whilst adhering to social distancing.

We have purchased a shelter which will be erected at the back of the surgery to use both as vaccination station and also possibly to use as a waiting area for patients prior to coming into the surgery. We have the support of our Patient Participation Group who have offered to help with the marshalling of those attending for vaccination.

We are currently developing our plans but will need the support of our patients at this difficult time. We will issue a plan of how we intend to organise the clinics in the very near future, although these will remain subject to change depending on the guidance at the time.

Please keep your eye on our website as to when we will start taking bookings for appointments. We will also put a message our telephone system.

As in previous years there are different vaccines available – one for people 65+ years, one for under 65 years and a nasal spray for children.

We will follow government guidance and will be vaccinating those over 65 years and those under 65 who are in an at risk group (diabetes, heart disease, asthma, COPD etc) plus pregnant women first.

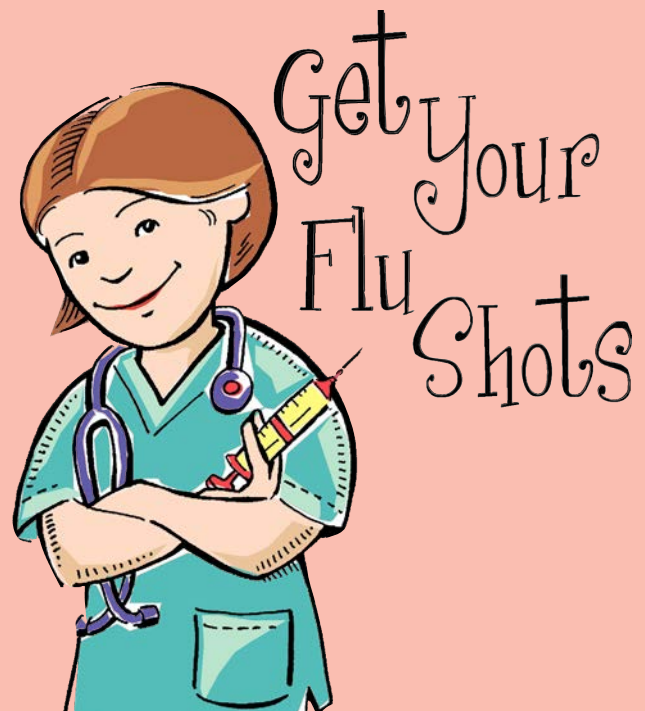
### Children:

- Those 6 months to 2 years who are in an at risk group will be vaccinated at the surgery
- Aged 2 – 3 years will be offered vaccination at the surgery
- Children aged 4 to 11 years (school year reception to year 7) will be offered vaccination at school
- Those 12-17 years who are in an at risk group will be offered vaccination at the surgery

NHS England is planning to immunise People aged 50 – 64 this year. Details of how they will arrange this are awaited but it will not be offered until later in the season Nov/Dec time, after the at risk groups and 65+ have been vaccinated.

The necessity to use PPE and maintain social distancing will give rise to delays in the process this year. Your patience will be paramount in making this ambitious programme to vaccinate 75% of the target groups successful and stress free for everyone.

*Thank you in advance for your support during what will undoubtedly be a difficult time for our staff.*



## Shingles Vaccination

Vaccinations are an important part of keeping us healthy. Our GPs are keenly promoting vaccination against shingles for our older patients.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. Sadly, shingles is also fatal for around 1 in 1,000 over-70s who develop it so we are encouraging all eligible patients to take up this vaccination.

You are entitled to the vaccination as soon as you turn 70 years of age but once you turn 80, you are no longer eligible.

If you are one of the few patients who haven't yet taken up the offer of a vaccination, please do so as soon as possible. The vaccination gives vital protection against this painful, and potentially fatal, illness.

The surgery will NOT be offering the shingles vaccination during the 'flu clinics so if you haven't yet received your vaccination please contact the surgery to make an appointment ASAP.

If you have suffered from shingles before, you should still be vaccinated. But, you will need to wait for one year after the rash has cleared before you can be vaccinated. If you are unsure please contact reception.

There are a few other issues which may mean you can't have the vaccination so please speak to reception first if you are:-

- immunodeficient
- taking immunosuppressive therapy – chemotherapy/radiotherapy
- taking steroids or have taken steroids within the last 3 months
- taking anti-virals
- you are currently unwell

Public Health England **NHS**

# Shingles vaccination

## Who's eligible?

**Aged 70 years?**  
 Plus anyone in their 70s who was born after 1 September 1942 and has not yet had the vaccine.

**Aged 78 years?**  
 Plus anyone aged 79 years old who has missed out on the vaccine.

Protect yourself from the pain of shingles – speak to your GP surgery about having your vaccine today!

© Crown Copyright 2017. SHS0008. To view 2017 terms

**Immunisation**  
 The safest way to protect children and adults

## All Change at the Top

Our senior partner at the surgery Dr Paul Staten retired at the end of June.

Dr Staten had been with the surgery for 35 years taking over from Dr Cianchi in 1985. He became our senior partner when Dr Anderson retired in 2003.

A keen gardener, the PPG presented Dr Staten with a rose, aptly named "As Good As It Gets".

We wish him a long and happy retirement.



## Other Changes at the Red House

### New faces, new roles

Dr Nigel Fagan has succeeded Dr Staten as our senior partner but has changed to a part-time commitment, now working 2 days per week.

The surgery has welcomed back Dr Omar Abdalwhab (known to us all as Dr Omar) as a new full-time partner in the practice.

We have also welcomed new staff to CROWN, our Primary Care Network. They are Matt Search, our first contact physiotherapist (find out more about Matt in our Profile section); Brenny Gwena and Zeid Muhsin join us as pharmacist; Rebecca Jennings, our new social prescriber and Sandy Austin, to the role of care co-ordinator. We hope to hear more from them in future newsletters.

We say good-bye and good luck to Wendy Wootton, our previous social prescriber, who has now moved on to a new position within another practice.

### New Look

Dr Omar, Dr Marchand, HCA Alex and Phil our Paramedic can be seen here in the custom made scrubs generously made and donated by Elaine and Mark Ward. The scrubs are unique, made in bright colours and fun patterns to help keep our surgery staff safe and cool while working at the Red House. The scrubs come with their own scrub bag so once worn outfits can go straight into the washing machine when they get home.

The scrubs are certainly a welcome outfit to wear during the summer months particularly as the air conditioning can't be used during the current restrictions. But there are times when it is necessary to put on full personal protective equipment (PPE) to keep everyone safe.



## Ear Syringing

Ear syringing does not form part of the GP contract and historically this has been undertaken as a good will gesture at Red House. There are very few, if any practices within MK now offering this service.

During the pandemic, this service had to be stopped as aerosol generating procedures, such as ear syringing could not be undertaken.

The clinical evidence for the value of ear syringing is quite weak and there is a risk of causing unnecessary harm.

Therefore, the partners have decided not to restart this service.

Anyone requiring removal of wax from their ears should speak to a pharmacist who may be able to assist with ear-drops and advice. Otherwise you will need to seek help from a private service provider.

We are sorry for any inconvenience this may cause you.



Our Personal Protective Equipment (PPE), generously supplied by Professional Protection Systems at Tilbrook, is of fantastic quality and can be washed and reused making it more economical and environmentally friendly. PPS normally provide their equipment to the military and pharmaceutical industry across the world but are now adapting to support local and worldwide organisations such as the Red Cross with their range of PPE, shelters and patient support equipment such as transport equipment for infected patients to travel to specialist centres in, whilst receiving medical care and keeping the medical staff safe. We are lucky to have such a company on our doorstep, supporting local practices and organisations and we hope that they will get the support they deserve from anyone requiring a high level of quality PPE and equipment.



## New technology

Changing the way they dress are not the only changes our surgery staff have had to deal with as a consequence of COVID-19. Just as we have all had to adapt to communicating with people remotely the surgery has introduced remote consultations both by telephone and using webcams. The current AccuRx system also allows them to contact you by text message. A very different way of working indeed.

We will all have found the last six months challenging in many ways and some of our readers will have lost loved ones in especially difficult circumstances. But if you need to use the surgery services spare a thought for our staff who have worked tirelessly through all the changes. As the world opens up again and you get used to wearing a mask, just imagine having to go about your day in PPE.

## Please be kind to the surgery staff

### 5 REASONS WHY

#### GUIDELINES

Every process they follow comes from Public Health England guidelines

#### IT'S KIND

Quite simply, we all need kindness as we navigate these strange times. They will be kind to you, please be kind to them



#### PROTECTION

Every day the aim of every member of staff is to keep you safe & protected



#### EXHAUSTION

Every member of staff whether clinical or administrative is exhausted. They have been working flat out since the start of COVID19



#### THE FUTURE

It will get better, but right now we all need to do our bit to stay well, look after each other and remain positive

## Penicillin and me – first hand experiences and a reflection on changing times

Our newsletter has reflected this time on upcoming 'flu vaccinations, shingles vaccinations and the race for a vaccination against COVID-19 coronavirus, here are some reflections on the benefits penicillin brought us and changing times.

The Bletchley District Gazette of Saturday 2 June 1945 had the following article:-

Two million units of penicillin were instrumental in saving life of ten-year-old Monica Pengelly of Denmark Street, Bletchley.

This was revealed by Dr. Rothcope, Medical Superintendent of Grove Isolation Hospital at the meeting of North Bucks. Hospital Board on Friday.

The girl was admitted with scarlet fever, complicated with septicaemia and this, says the doctor, would have been fatal a short time ago. Thanks to the penicillin, the child has now fully recovered.

Seventy-five years later Monica has shared her recollections with us.

In the spring of 1945, I was a 10-year-old girl living with my parents and two younger brothers at Fenny Stratford. I attended Bletchley Road Junior School which was about 200 yards from my home, and I was in Miss Gascoigne's class.

Several pupils had been taken ill with scarlet fever and, two or three times a day, I would unbutton my jumper to see if there were any signs of the rash on my chest which would tell everyone 'I have it'.

One morning my brother Martin awoke very hot and bothered. He croaked out "Mum, my throat hurts". Mum went quickly to his bedside. He felt as if he was on fire and, when she undid his pyjama jacket, the scarlet fever rash covered his chest. Dr. Carter was called.

Within a short time, Martin was whisked away by ambulance and, soon after, two men from the council came to fumigate his room.

Mum and I regularly went to Grove Isolation Hospital to visit Martin. He was in a large ward with a lot of other children. We would catch the train to Leighton Buzzard and then walk to the hospital. It was a long walk and very tiring as it always seemed to be a very warm day.

Then Martin came home. No sign of the rash now. He was all clear and, although a little paler, he looked as if plenty of fresh air would build him up.

I stopped looking for the dreaded rash on my chest. Surely, I wouldn't have scarlet fever now? It was not to be. I woke up one morning feeling very hot and irritable and before long I too was taken by ambulance to Grove Isolation Hospital.

I remember being in a large ward and desperately trying to reach something which was on top of my locker at the side of my bed and my arm not being long enough. The matron, one Miss G. Mansell, came up and reached it for me.

A few days later I was moved into a row of outside buildings as it was discovered I had septicaemia – now known as sepsis.

I had my own room and my parents were sent for post haste. Dr. M.C. Rothcope explained to them he had been giving me 'M&B tablets', the cure-all in those days, but I was not responding.

"I am very sorry" he told them "your daughter is gravely ill. There is a new drug out called penicillin which we would like to try. It has been used on very ill troops and there has been some success."

With Mum and Dad's consent the injections started in my buttocks. Every 2 hours at first then, as I responded, every 4 hours until the time between each injection increased to 6 hours. I had 104 injections in all.

The nurses were very kind to me and I was given freshly made ice-cream each day. Dr. Rothcope came in one morning and looked hard at my knees, which were purple. That was the poison coming out of my system in the form of an abscess. "They need bursting" he said "I'll come back this afternoon". He laid a pyramid-shaped steel instrument on the window sill which I kept looking at in dread, imagining the torture of it being used.

When he returned later the poison was already leaving my knees. No help needed, much to my relief! A younger boy was in another room at the same time. He also had sepsis but the poison came out through his ears.

Monica tells a fascinating tale of how an experimental drug we all now take for granted saved many lives, including her own.

**Jan Taylor** has also sent us an entertaining story of the life changing effects of penicillin (and needles) on her life.

2020. Oh dear, I have been prescribed penicillin again! Taking these tablets always reminds me of the first time I needed penicillin. It was in the early 1950s, when the only way to administer it was by injection. I must have been 6 or 7 years old at the time, and I still have a mental image of the bedroom I was in, with its closed curtains. I had "double mastoiditis", and was lying there, in pain, dreading the twice-daily arrival of the nurse, who did the deed.

As you can imagine, I went through the rest of my childhood dreading needles.

Five years later I had to have another course of penicillin injections during a lengthy stay in hospital, for reconstructive operations on a congenital deformity of my feet. The only consolation this time was the conversations had with other children on the ward, about which nurse gave the least painful injections. (We couldn't choose, though!)

Still, there was an event, when I was 14, that cured me of my fear forever. The day came at my girls' school when we were all to be vaccinated against tuberculosis, the injection was called 'the BCG'. The call for my class to line up outside the Medical Room, came while we were on the sports' field, playing lacrosse. Our P.E teacher at the time was an older woman, very broad and stocky, who was rumoured to be an ex-army drill sergeant. She took one look at me, quaking in the queue, and said "Oh, you're scared, are you?" And when, it was my turn to have the injection, she clasped my head firmly to her ample bosom! This was a far worse ordeal than any injection could be, and my fear of needles immediately vanished.

**P.S. I have been a medical research subject for at least 20 years, and a blood donor most of my adult life.**

## Profile: Matt Search BSc CSP HCPC

### Chartered and state registered first contact physiotherapist

Hello, my name is Matt and I am one of the new faces at Red House Surgery working in the new First Contact Physiotherapist (FCP) role.

#### A bit about me and my background:

I qualified as a physiotherapist back in 2000 before starting my junior rotations in the general hospital in Maidstone, Kent. After working there, I went set up a private practice whilst also working for Ipswich Town Football Club (my home team!) at the weekends. I continued in these roles before moving to Milton Keynes a few years later.

I joined the Newport Pagnell Medical Centre and continued to practice my musculoskeletal (that's your bones, muscles, joints and tendons) skills as a physiotherapist as well as developing my expertise in other specialities such as vestibular rehabilitation (dizziness issues).

I left Newport in 2017 and went to work for a private physiotherapy company that specialised in occupational health physiotherapy, performing work station assessments and helping support workers in returning to work following injury. I moved briefly from this role to a private practice before taking up my current post at Red House.

As a father of 3 young children, I feel very lucky to be able to do this role for 2.5 days a week, being daddy day care for the other half of the week. I am a big fan of my home football team (Ipswich Town Football Club), love playing many sports and I am an enthusiastic listener of audiobooks in my downtime.

#### So what is a first contact physiotherapist?

A first contact physiotherapist (FCP) sees patients with soft tissue and bone (biomechanical) injuries as the first point of contact, instead of seeing a GP. You can make an appointment with me directly by contacting the surgery reception.

A typical FCP appointment, like the GP, involves assessing and diagnosing the problem. I can provide first-line treatment such as advice, information or medication for pain management and early rehabilitation or fitness programmes to help better improve your recovery from injury.

As an FCP, I can also refer patients for a course of physiotherapy treatment, help to order investigations (scans or x-rays) or make referrals into advanced physiotherapy or orthopaedic services.

#### What is the difference between FCP and self-referral to physiotherapy?

Typically, self-referral services are accessed by patients who know they need to see a physiotherapist. As most FCP appointments are booked through the reception, I will see many patients who had not considered that they should see a physiotherapist first instead of a GP. I am not early access to a course of physiotherapy but if you require further treatment, I can make the referral.

#### Final word:

If you have a musculoskeletal injury and need advice and assessment, contact the Red House surgery reception and book in to see me. I have been working as a physiotherapist for over 20 years now and I am really looking forward to developing this exciting new FCP role as part of the Red House team, helping to provide the most streamlined and effective service for you.

I look forward to helping you.

#### Matt Search BSc CSP HCPC

**Ed.** Matt was our first speaker by Zoom at a recent PPG meeting and clearly adds a valuable service to our surgery



Finding a vaccine for the COVID-19 coronavirus is a global effort. The new NHS vaccine research registry will help NHS-approved researchers to get in touch with volunteers.

If you are interested in volunteering you can sign up online by adding your details to the registry at: [nhs.uk/researchcontact](https://nhs.uk/researchcontact). Researchers will contact you with information on suitable studies and you can decide to take part or not.

## Our community

In the days before 'lockdown' the PPG welcomed a number of speakers to our meetings. This is Teresa Wood, Queen's Nurse from Milton Keynes Hospital who gave an excellent talk about the challenging and rewarding work she and her team undertake with children who have complex needs.



Teresa left with a huge supply of blankets knitted by our patients for use at the Redway School, an 'extra special' school in Milton Keynes.

Our dedicated band of knitters have featured in earlier newsletters and are always on the look-out for donations of wool.

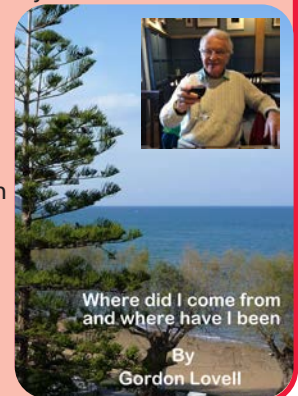
Please drop off any wool to the surgery or email the PPG ([redhouseppg@gmail.com](mailto:redhouseppg@gmail.com)) and we will try and collect any large donations.

## Where did I come from and where have I been By Gordon Lovell

Many of us have had more time on our hands recently PPG member Gordon Lovell reflects on a recent project. Some time ago I started to investigate my family tree. After going back to the early 1800's I didn't think it was informative enough just logging names, dates of births, marriages and deaths. I really wanted to pass down to my children and grandchildren a better picture that would have some meaning of who their immediate ancestors were and what they did.

I then started to write down what I knew about my grandparents and my parents lives and then interesting parts of my own life. When Covid 19 hit the UK I realised that now was the time to complete the task and get it published in book form. Thanks to a discussion with local printer David Vaughan each of my children and grandchildren now have a copy of my book with pictures of past relatives and recollections of their lives. In each book I have hand-written an individual message to each of them.

The response from both my children and grandchildren has been very positive. At the back of each book are several blank pages. It is my hope that one of them will pick up the pen and continue their own family stories for the future.



## Handwashing

Washing your hands is one of the easiest ways to protect yourself and others from illnesses including food poisoning, 'flu and of course the COVID-19 coronavirus.

Wash your hands often, especially after visiting the toilet or before preparing food. If you care for someone from a baby to an older person take great care to wash or clean your hands before and after helping them.

You should wash your hands for the amount of time it takes to sing "Happy Birthday" twice (around 20 seconds). Make sure the soap, or hand sanitiser if you aren't able to use soap and water, touches all parts of your hands, remember your thumbs!

### Hand Hygiene Technique

NHS  
Milton Keynes Community Health Services



Palm to palm



Backs of hands



Between fingers



Finger tips



Thumbs and wrists




Nails

Applies whether using alcohol foam/gel or soap & water

**redhouse**  
SURGERY

### SURGERY ADDRESS:

241 Queensway, Bletchley, Milton Keynes MK2 2EH  
Telephone: 01908 375111 • Fax: 01908 370977  
[www.redhousesurgery.co.uk](http://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](http://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](http://www.redhousesurgery.co.uk) you may be able to avoid a visit to your GP.

**EMERGENCIES TAKE PRIORITY AT ALL TIMES**