

NEWSLETTER *from the Patient Participation Group*

CHAIRMAN'S INTRODUCTION

Welcome to our latest Newsletter.

Hello, my name is Steve Bates, the chairman of this PPG. Welcome to our latest Newsletter. The main aim of our Patient Participation Group (PPG) is to promote the best healthcare for patients of this surgery. We are all patients ourselves so good health is as important to us as it is to you.

The NHS encourages patients to get involved with their surgeries and everyone can do so, either by attending meetings or via email/internet. This PPG meets in the surgery and there is a list of meeting dates on our noticeboards. You may also notice adverts in the local newspaper about meetings arranged by the local NHS Clinical Commissioning Group (CCG). These are usually for specific purposes where they announce proposals or plans to make changes, normally aimed at saving money.

You may feel that you 'can't make a difference' or 'no-one will listen to you' but you will find that the PPG and surgery staff will listen and that your views can influence how things are done. Of course, there are some things we cannot change but that will not stop us from trying!

Why not check the list of meeting dates, come along and join us?

FLU VACCINATIONS

Roll up, roll upyour sleeves and have your flu vaccination to cover you against this unpleasant and dangerous virus.

This year our Saturday flu clinics will be held on the **7th** and **21st** of **October** between 8.30 – 3pm.

If you are over 65 years or in one of the at risk groups you are entitled to a free vaccination.

Please contact the surgery to make your appointment.

DATES FOR PLT

October 2017 - March 2018

October 19th – Thursday

November 22nd – Wednesday

January (2018) 25th – Thursday

February 21st – Wednesday

March 22nd - Thursday

With effect from September 2017 the times when the surgery will be closed for protected time will change from 12-5 to **1.30-6.30** and the surgery will not re-open until the following day.

National Association for Patient Participation (N.A.P.P.) Awareness Event

Once again the PPG were proactive with participating in the National Patient Participation Awareness event in June.

Members of the PPG spent time at the surgery informing patients and visitors about the PPG and all the great work and support they offer to both our patients and the practice team.

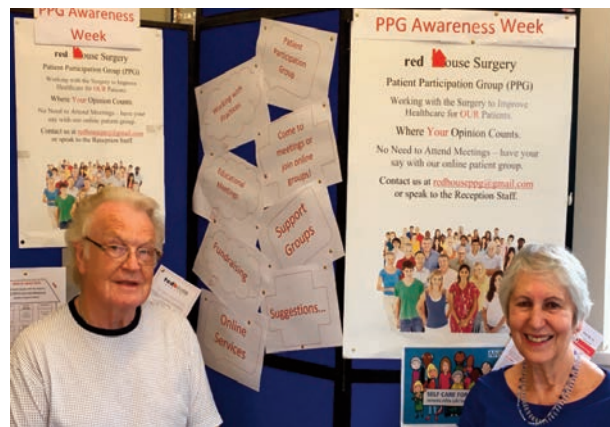
The PPG were also promoting the latest Clinical Commissioning Group (CCG) work around advising patients the benefits of purchasing "over the counter medicines" which are often very much cheaper than the cost of a prescription charge. "Self Care" is also a hot topic with patients being advised to speak to a pharmacist for advice and "Self Care" treatments.

We really are very fortunate to have such a supportive group who don't just talk but actually achieve great things – visits to various places of interest, surgery tidy ups, the lovely flower beds at the front of the surgery, fund raising to provide items such as this newsletter, the bicycle rack as well as the generous donations of funding for equipment.

Thank you PPG – you're a brilliant support to the practice.

If you are interested in joining our PPG, either attending the monthly group meetings or becoming a member of the on-line only group who are contacted from time to time for advice, surveys etc then please fill in a form at reception or contact the PPG directly on:

email - redhouseppg@gmail.com



Here is a picture of two of our very supportive members Gordon and Angela Lovell "on duty" at the awareness week.

Cancer & Beyond

The Red House Surgery, together with our Patient Participation Group (PPG) are setting up group meetings to help Cancer patients and their Carers/Families to access practical and common sense advice.

Speakers from Citizens Advice, Macmillan Support, MK Cancer Patient Partnership and the Red House Surgery will be present to outline the services they offer and answer questions from the floor.

Our first meeting is scheduled for Tuesday 3rd October 2017 at 6.00pm for a prompt 6.30pm start.

We are also looking forward to helping anyone on a one-to-one basis, if wanted.

This could be your chance to discuss your Successes and or Difficulties, with other Patients and Carers through your journey in life with Cancer.

Why not come along and join us for a coffee and biscuits, and more importantly what could become a life changing experience, helping you live with Cancer.

Venue:

The Red House Surgery, Queensway, Bletchley.

Please Contact Jane Hanlon on MK 363033 or Karen MK 363034 or email redhouse@nhs.net to let us know you are coming!

Julie Petzing Diabetes Specialist Nurse - Tuesday / Wednesday

I have been a Diabetes Specialist Nurse (DSN) since 1990 and over that time, I have gained experience in many various different areas of Diabetes including Research.

I started my career in Secondary Care (Hospital) starting the Diabetes Service in Hemel Hempstead where I worked for 10 years. I was keen to work in the Community & Primary Care and was given the opportunity to work with the Oxford and Northampton Diabetes Services.

I started as a Community Diabetes Specialist Nurse in Aylesbury in 2006, not only with a patient caseload but also teaching Health Care Professionals (HCP).

Over the years, I have worked with Warwick University teaching locally and within the University on a national diabetes course.

We lived in New Zealand for a short time, so I have also experienced Diabetes nursing there, which I loved.

My main interests are supporting people with diabetes, teaching and mentoring Health Care Professionals. I enjoy Primary Care work and I am thrilled to have joined the Red House and been given the chance to work with Dr Muhsin, the lead GP for diabetes and the team.

I have lived in MK for 21 years with my family and I enjoy travelling, country walking, cooking and Pilates.



NEW ARRIVAL

We are very pleased to announce that our GP, Dr Amina Rahman has given birth to a lovely little boy who has been named Bilal. Mum and baby are doing well and his brother and sisters are delighted with him. Dr Rahman intends to return to work at Red House some time next Spring.



Appointment System – Slight Changes

We thought we would take this opportunity to give a little bit of insight in to why we have made some changes to the way we organise some of our appointments.

At Red House we look after around 14,000 patients, which as you will appreciate is a very large number. With all the in-building around the Bletchley area our numbers are constantly increasing and with our old converted premises which have had the maximum number of extensions over the last 35 years we have nowhere left to extend and so cannot accommodate any more clinical staff. We are already room sharing on a daily basis.

It had been apparent to us for some time that the current workload for the GP's was unmanageable and their workload was not sustainable. Later in this article you will see an example of a typical working day.

We have for some time offered a variety of appointments – pre-bookable, on the day and early bird appointments on a Thursday and have different ways to make these appointments - face to face, via the telephone and on-line. We have these different appointments in the hope that we can try and accommodate all the different scenarios that patients have – shift workers, commuters, those who start very early in the day, retired and parents who want to be seen in school time without their children and also after school hours to bring their children.

We appreciate that we can't please everyone and certainly not all of the time but strive hard to accommodate people as best we can, when we can.

To address these issues In the Spring we started a pilot to see how we could better manage the volume of patients wanting to be seen. We therefore, opted for a system where we still offer all the appointments listed above in the same way but with a slight change in that we introduced a rota, nominating one of our GPs to be the Duty Doctor for the day. When all appointments have been used, the duty doctor who doesn't have appointments booked, telephones the patient who is requesting an appointment and who feels their problem is urgent for today but can't get an appointment and either deals with them via a telephone consultation or if felt necessary organises for them to be seen at the surgery in the duty doctor surgery. This does mean that the patient has to wait for a call from the Duty Doctor but this is thought to be preferable than advising patients that we have no more appointments and that they will need to visit the walk in centre.

This new system seems to have been accepted by the majority of patients and certainly has made the working day for the GP far more bearable. As you may appreciate, the doctors do not only see patients in their clinics, but have to send referral letters, read correspondence such as hospital letters, review results and talk to patients on the telephone about a variety of things such as their results, on-going problems etc. They also undertake visits to those who are housebound or too sick to attend surgery, check and sign their prescriptions, keep up to date with changes to medicines and new guidelines.

A typical GP's day is –	
8am	arrive at the surgery – 6.30am on a Thursday for early bird surgery at 7am – check messages, emails, results from previous evening
8.30am	start morning surgery - seeing patients
11.30am	telephone calls
12.00pm	review of results and correspondence
12.30pm	Home visit x 1 – 2
1.30pm	lunch – usually a working lunch
2.00pm	afternoon surgery – seeing patients
5.00pm	telephone calls
5.30pm	undertake correspondence, referral letters for that day, prescriptions, complete reports for patients – solicitor/insurance etc
7.00pm	leave for home



GP's usually spend on average 2 hours per evening working at home via lap-top connections undertaking paperwork, reviewing results etc.

They also have correspondence from the CCG, guidelines from the Department of Health articles about medication issues, ongoing learning and preparation for their annual appraisals to be dealt with.

It's a long day.....



RED HOUSE ROVERS



Walking for Health Red House Rovers Walking Group

Walking for Health is England's largest network of health walk schemes, helping people across the country lead a more active lifestyle. The Walking for Health groups are led by friendly, specially trained volunteers who are on hand to provide encouragement and support, and to make sure no-one gets left behind.

The walks are short, over easy terrain, and are open to everyone, but are especially aimed at those who are least active.

The Red House Rovers meet every Wednesday at 2pm at various locations throughout Milton Keynes. This means that the walks are varied and enables walkers to see more of Milton Keynes than they would otherwise do.

At the end of a walk we have tea/coffee & biscuits at various places, or sometimes we'll have a picnic. We find that these are as beneficial as the walk itself as it allows those who are maybe more socially isolated to meet new people and form friendships.

You can try out a walk to see if it's for you just by turning up and joining the group. If you enjoy it then we complete the paperwork next time you come.

To find out where our walks start go onto – Google – Walking for Health - go to the green box on the right and enter your post code – search – Milton Keynes Walks – scroll down to 'Downloads'. There you will see all the walks in Milton Keynes. Go to WfH Red House Rovers – click on it and there you will see our current itinerary. You can also ring the walk leader – Ian Graham to discuss, or just turn up.



The Red House Rovers Walking for Health Group



DONATIONS

The surgery has been very fortunate to receive extremely generous donations from patients and friends and family of patients at the surgery.

Some of these donations are as a result of losing a loved one or some event which has affected the lives of a person connected to the surgery.

We are extremely grateful to all those who have very generously donated money or purchased equipment for use at the practice which includes

Defibrillator • Dermatoscope • Refrigerator • Cycle rack

Thank you all and we would like you to know how your kindness is very much appreciated by the team and the patients who benefit from this specialized equipment.

The refrigerator has been kindly donated by Clive Robinson and his sister Hilary in remembrance of their dear Mum Minnie Robinson.



The PPG has purchased an Opticlar Dermatoscope for the surgery

After discussion, the PPG agreed to fully fund the purchase of an Opticlar Dermatoscope, the cost of which was £813.96. This will be used to identify skin anomalies. Dr Salman, one of the Red House Surgery's GP's, has undertaken advanced dermatology training in the use of this equipment. We thank patients who have made this possible by supporting our flu clinic raffles and supplying and purchasing books.

Healthy Living – Lifestyle Improvements - Eating & Exercise

We are currently working on a programme to help those of our patients who want to make lifestyle changes in particular with reducing their weight and increasing their exercise levels.

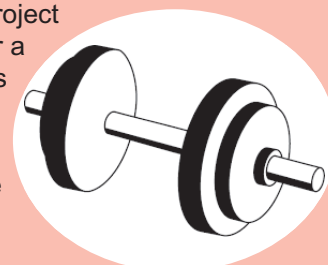
Our plan is to hold monthly meetings at the practice where we can benefit from various speakers on such topics as nutrition, exercise, psychology, healthy cooking etc.



We will then hold drop-in sessions at the practice where patients can call in to the surgery on a weekly basis to jump on the scales and hopefully see and feel the benefits of reducing their weight.

We are very grateful to our PPG who has given its full support to this project and will support us with the running of the weigh-ins and be here to offer a friendly welcome to the group meetings and a cup of tea – no biscuits though!

Please keep an eye out at the surgery or on the surgery website if you feel that this is something that may benefit you or give reception your contact details and we will be in touch to let you know when the first meeting will be held.



Car parks & Flower beds

Here are a couple of examples of what our PPG members do:

We help in trying to keep weeds at bay in the car park, and every so often, a group of us gets together when the surgery is closed to pull up weeds and pick up the litter which unfortunately gets dropped. Usually a member will bring a cake in so we do have a natter and a cuppa during the few hours we are there, which makes it more enjoyable!!!

The same with the flowerbeds, we have members that maintain and change the plants when needed and during the hot weather, whichever member happens to be at the surgery will water the plants at the front to keep them looking fresh.

We are all volunteers and enjoy helping out wherever we can



Twiddle Muffs

Since a request from the surgery for volunteers to knit Twiddle Muffs for distribution to Care Homes in Milton Keynes for therapeutic use by Dementia patients, Vanda (pictured left), a member of the Patient Participation Group (PPG), has been prolific in their production, over the past 7 months she has knitted in excess of 200 and is still going strong.....

Well done and a big Thank You to Vanda.



We are also keen to produce blankets and hats and scarves for the homeless, bonding squares and hats for premature babies. If you would like to get involved with any projects please contact the PPG or speak to reception.

Twiddle Muff Materials needed

Buttons, Toggles, Bows and Beads needed!



The PPG are asking for donations of the above to be made to help with the making of twiddle muffs for people suffering with dementia.

People with dementia often have restless hands and twiddle muffs are used to occupy their hands, give them warmth and give them visual and sensual stimulation.



Wool STILL Wanted!

Do you have any wool that you no longer require? If so please let us make use of it - staff and patients are making items for good causes – premature baby clothes, bonding squares and blankets for the homeless plus twiddlemuffs.



Please give any donations to reception or a member of the PPG

Thank you

STROKE

ACT FAST – **F**acial drooping, **A**rm weakness, **S**peech difficulties and **T**ime.

A stroke is a 'brain attack', caused by a disturbance in the blood supply to the brain. A stroke is a medical emergency that requires **IMMEDIATE** attention. Recognising the signs of a stroke and calling 999 for an ambulance is **CRUCIAL**. The sooner somebody who is having a stroke gets urgent medical attention, the better their chances of a good recovery.

Transient Ischaemic Attack (TIA) is also called a 'mini stroke'. It is similar to a stroke and has the same signs, but will get better within 24 hours. A TIA could be a warning sign of a more serious stroke, so it also needs to be treated as an emergency by calling 999 **IMMEDIATELY**. Quick diagnosis allows urgent steps to be taken to reduce the risk of having a stroke. If you think you have had a TIA in the past and have not received treatment, contact your GP.

Some people are more at risk of having a stroke if they also have certain medical conditions. These include: High Blood pressure, High cholesterol, Diabetes and Atrial Fibrillation (an irregular heartbeat). It is important that these conditions are carefully monitored and treated to reduce your chance of having a stroke.

The risk of having a stroke is higher amongst people in certain ethnic groups, including South Asian, African and Caribbean. This is partly because high blood pressure and diabetes are more common in these groups. There are also lifestyle factors that may significantly increase the risk of having a stroke. They include: Smoking, being overweight, lack of exercise, poor diet and excess alcohol consumption. Leading a healthy, active lifestyle is vital in order to help reduce your risk of having a stroke.

IF YOU NOTICE ANY SINGLE ONE OF THE FOLLOWING SYMPTOMS ACT FAST

- Face:** Has their face fallen on one side? Can they smile?
Arms: Can they raise both their arms and keep them there?
Speech: Is their speech slurred?
Time: to call 999

ACT FAST – MAKE THE CALL, DIAL 999!

For more information, search 'Act Fast' or visit the Stroke Association at www.stroke.org.uk!

SHINGLES VACCINATION - 2017

70 Years

Patients can be vaccinated for Shingles if they turn 70 years before 31 March 2018.

Patients aged 71 to 73 years can also be vaccinated against shingles until their 80th birthday.

78 Years

Patients who are aged 78 or 79 years can be opportunistically immunised at any point in the year. They cannot however be vaccinated if they have reached their 80th birthday.

Smoking Cessation Advice

Please remember we have qualified smoking cessation advisors at the practice who would be delighted to hear from you if you would like help with stopping smoking.

Evidence shows you are four times more likely to succeed with your quit by using the services of a qualified advisor.

Please contact reception to make an appointment with an advisor.



Book Donations

Our books sales continue to help raise funds for our PPG. Thanks go to all of you who generously donate and to those who purchase them.

Good quality paperbacks are particularly popular. If you have any to up-cycle please consider the surgery.

Please continue to support the scheme which helps to offset the cost of publishing the newsletter and our group expenses.



Willen Hospice

We support our local Willen Hospice by collecting old/foreign coins, stamps, jewellery (even if broken or costume), printer cartridges. Please drop off any donations to the practice.



The Lions Club also collect any old spectacles which they refurbish and send to countries to help people less fortunate. Please drop any off at the practice and we will pass them on.



Thank you

Wordsearch

P V N A Y E X F R L G E H Y A
 O P L A N T S K A N R T X N L
 L O I C Y E U N I U I S C W B
 L L H L D M D D T I G O O O B
 I R J A C S E L I B P I M R Y
 N G P Y C E U W K M Z L P G U
 A S R A W C E T A G A P O R P
 T R P E I F E R T I L I S E R
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 O H R A Q N R M Y R A I P O T
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 J W R I G T Y E U O G I D I Q
 Z A N G Z E B G O S F E T U S
 G G O R A R V L E L E W C M X

COMPOST	DIG	FERTILISER
GARDNER	GREENHOUSE	HEDGE
HORTICULTURE	LANDSCAPE	OVERGROWN
PLANTS	POLLINATE	PROPAGATE
PRUNING	SOIL	SPADE
TOPIARY	WATERING	WEEDING

STAFF CHANGES

We have had a few changes to our nursing team and are very pleased that we have two new Practice Nurses - **Becky Wallace** and **Sarah Mills**. Also joining the team is **Julie Petzing who is a specialist diabetes nurse** working 2 days per week. All new nurses bring a wealth of experience and knowledge to the practice and we are delighted to have such a great team.

Tasha Gallop has moved from reception/phlebotomy to join the nursing team as a full-time Health Care Assistant.

We have three new faces to the reception team – **Helen, Paula** and **Angie** who are looking forward to assisting you when you contact the surgery.

We are delighted to have such a team and appreciate the support that our patients offer us particularly during very busy times.

Free swimming at Bletchley Leisure Centre

If you are in further education, under16, over 60+, disabled or unemployed and live in the MK3 area of Bletchley, West Bletchley Council are funding free swimming sessions at Bletchley Leisure Centre. This funding initiative is reviewed every 6 months.



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, helping you to make an appointment, order a repeat prescription and gives details on obtaining test results or booking a home visit. 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