

# NEWSLETTER

*from the Patient Participation Group*

## RED HOUSE SURGERY - AN HISTORIC YEAR

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

In that year Dr Camp put up a Georgian front on the old Red House on Watling Street and set up practice there. It has been known ever since as the Red House Surgery, despite the change of location.

In those days the area was sparsely populated and the doctors initially practised single handed. Dr Camp was succeeded by Dr Gent, followed by Dr Lucy (no relation to our current Dr Lucy)! Dr Deynes Senior then took over before the first Dr Carter took over in 1929, handing over to his son Frank Carter in 1951, who worked at the Red House until 1976 and kindly supplied this history.

In modern times there was Dr Baker, then Dr Morphy, whose tragic death led to Dr Cianchi taking over as Senior Partner. The Practice slowly expanded as Milton Keynes grew and in 2009 had 12,500 patients.

When Dr Cianchi retired, Dr Anderson took over as Senior Partner and upon Dr Anderson's retirement Dr Staten became Senior Partner.

In the 1930's a bungalow maternity home was built in the paddock next to the old Red House and nearly 1,000 babies were born there, until it closed in the 1950's. Many of our older patients were born there and no doubt several will remember a lot of these names from our past.

The Red House Surgery has been at the heart of society in Bletchley for generations and this year is its 200<sup>th</sup> Anniversary. Currently Red House Surgery patients number 14,000 and it has a thriving Patient Participation Group (PPG), established in 2009, run by patients for the patients and working closely with the Practice.

With ever increasing local population Red House Surgery is continuously evolving to ensure the best possible care for its patients and runs a Modern Group Practice so patients have a choice of doctors from the experienced and dedicated team.

The future often arrives unannounced but this well established Practice is set to be serving the community in many years to come.

**TWO CENTURIES NOT OUT!**

## CHAIRMAN'S THOUGHTS

Once again I am pleased to welcome you to another edition of our Patient Participation Group newsletter. During the past few months the PPG has been very busy and details of some of our activities are to be found in this newsletter. But for me the highlight of our work is to have raised funds to purchase a new spirometer for the surgery; a great many Red House patients will benefit from the improved lung function assessment that this new machine will provide. So well done and congratulations to all of the PPG members involved in raising the funds, I hope that this will be the first of many donations that we can make to the surgery.

David Lloyd.

## SHINGLES VACCINATIONS - PLEASE BOOK NOW

FOR THE ATTENTION OF ALL PATIENTS WHO ARE AGED 70, 71, 72 and 78 or 79 (catch-up group) ON THE 1ST OF SEPTEMBER 2015. You are eligible to have a shingles vaccination. Please speak to reception to organise your appointment.

Thank you.

## FLU SEASON - NOW BOOKING APPOINTMENTS

If you are over 65 years or are in an "at risk" group please book your flu vaccination **AS SOON AS POSSIBLE**. Please speak to reception if you have any queries as to whether you are eligible.

## A BIG THANK YOU

Two raffles were held in the autumn of 2014 during the surgery's main Flu Jab Saturdays. In total the amount raised was £594.20 plus £890 from book sales during the last 12 months period.

Thank you to everyone who has donated and continues to donate good quality books and to those who purchase them.

Money raised by the PPG is used to pay for the publication of our newsletters, donations to our speakers at PPG meetings and sundry items, for example the plants and bulbs etc for the raised flowerbeds outside the front of the surgery. We are currently in the process of purchasing an item of equipment for the surgery, which will be of benefit to a range of patients. After discussions with the Surgery at our September PPG meeting it was agreed that a Spirometer would be most useful and therefore have confirmed for this to be purchased.

The spirometer is a piece of equipment which measures lung function and can help diagnose obstructive lung disease including asthma and COPD. This new machine will not only help with the differential diagnosis of adults with breathlessness of unknown cause but also children and is far superior to our existing machine.

## RED HOUSE SURGERY PATIENT PARTICIPATION GROUP (PPG)

### What is the Patient Participation Group (PPG)?

The Red House Surgery PPG is a friendly group of Red House Surgery patients who are keen to work together with members of the Practice Team to develop areas of Health Care services at the Practice. PPG members are often asked by the Practice for their opinions and suggestions for improvements within the Practice.

Our monthly meetings are held at 6.15 pm in the upstairs waiting area of the surgery and rotate between Monday, Tuesday and Wednesday evenings. Every other meeting is a themed meeting where we have a guest speaker. Tea, coffee and biscuits are available at the start of each meeting.

### Other PPG activities

We have our own Red House Rovers walking group which meets twice monthly to enjoy walks together. Visits have been enjoyed by PPG members to the Path Labs at Milton Keynes University Hospital and the Safety Centre in Milton Keynes. Other visits are in the process of being arranged. Several PPG members look after the raised flowerbeds at the front of the surgery.

*If you wish to have some input into any improvements within the surgery become a member and join our PPG meetings.*

### How can I join the PPG?

Attend a monthly PPG meeting. Meeting dates are posted on the PPG notice boards.

Telephone the Practice Manager, Jane Hanlon on 01908 375111.

Visit the surgery and ask the Receptionist if you can speak with the Practice Manager regarding the PPG.

### PPG meeting dates for the remainder of 2015 (all meetings commence at 6.15 pm)

Monday, 12 October, 2015

Tuesday, 10<sup>th</sup> November, 2015

Wednesday, 9<sup>th</sup> December, 2015

**DO JOIN US AT OUR PPG MEETINGS.  
YOU WILL BE MOST WELCOME.**



## WALKING FOR HEALTH RED HOUSE ROVERS WALKING GROUP

On 23<sup>rd</sup> July, 15 excited people gathered at Bletchley railway to catch the Bedford train to Marston Moretaine. We headed to Millbrook station where we walked, over made up paths, to the Forest Centre and Millennium Country Park with its lakes, woodlands and grasslands. After a jolly lunch in the café we explored the Sensory Garden, admired the bugs children had found pond dipping and then set off back towards Millbrook. From a view point we had a splendid view across Stewartby lake with the brickworks and its 4 remaining chimneys in the distance. Back at Bletchley station the happy walkers said their 'goodbyes' after a very enjoyable day together. There was a lot of enthusiasm for a repeat next year. The total distance walked was approximately 3.5 kms at an easy pace. This was a special outing of the group to celebrate 10 years of Walking for Health.

The Red House Rovers have 2 walks each month starting at 2.00 pm and lasting about 1 hour at a moderate pace, everyone is welcome no matter what your ability, and there is no charge. Come and meet new people, improve your health and have fun. We meet at the Surgery or various venues across Milton Keynes. We end our walks with a coffee/tea stop so please remember some change for a drink. Please see the Surgery notice board or website for walk details.

Contact: Lisa Carvell 01908 253619 or Liz Thompson 07899 083770. [www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk) Judith Westell

## My Time at Willen Hospice

Following the death of my husband John, I had a long period of fairly serious illness and spent some time in Milton Keynes Hospital. I cannot put into words how well I was looked after when I returned home. I was helped in many ways, particularly by the Matron who visited and also The Red House Surgery who were wonderful.

Of course, I knew of Willen Hospice and the good work that they were doing. At that time one of my neighbours was attending the Willen Wellbeing Centre and she encouraged me to find out if I could go. I mentioned it to my Matron who immediately passed on my details to the Centre.

I started going to them on 2<sup>nd</sup> June 2015. At that time I was nervous, worried and, it has to be said, a pretty miserable specimen. I had stopped going out unless my son was with me. The kindness shown to me by the Willen Team has made such a difference to my confidence, I have been able to attend two Patient Participation Group meetings at the Red House Surgery and have once again taken up my responsibilities as a member of the working party at the Mount where I live. I have benefitted greatly from the "listening ear". It is good to talk to someone who is not emotionally involved but clearly understands how it feels to lose someone close.

Healthwise, I would say that many of the people who attend are probably in a worse situation than me, yet the atmosphere is always cheerful and sometimes hilarious!!

To sum up – Thank You Willen Hospice for all the wonderful help you give to all.

SYLVIA J ELLWOOD

## APPRAISAL

I have been working as a GP at the Red House for 2 years, and also work as Senior Appraiser in Milton Keynes. As Senior Appraiser I lead a team of Appraisers who work to appraise local GPs, and I thought it would be interesting to let you know more about the appraisal process and what it means for doctors and patients.

Every GP undertakes a yearly process called appraisal. This involves the GP meeting with their appraiser, a GP colleague trained in the appraisal process.

Appraisal has several aims. One is to support doctors in identifying what they need to learn to be able to improve patient care. Another is to demonstrate that doctors are working to the high standards set out by the General Medical Council (GMC- the doctor's regulator) in document called 'Good Medical Practice'.

Each GP prepares for their appraisal by presenting certain information about their work to their appraiser. The information that is required is

General information. This includes information such as any specialties the GP may have.

Keeping up to date. GPs are required to document 50 'Learning Credits' per year. Usually a one-hour lecture is considered to be one learning credit, and they are used to demonstrate what you have learnt over the year. On average a GP undertakes approximately one hour of study per week over a year as a minimum. Many undertake much more.

Review of Practice. Each GP is required to undertake 'Quality Improvement Activities'. This is where an aspect of their work is reviewed, such as their prescribing or referrals. After careful thought the GP comments on where they feel they can make improvements to their work, and then puts into place changes to improve patient care. GPs also undertake what is called 'Significant Event Analysis'. This is where the whole General Practice team reviews an aspect of patient care. It is used where it has been recognised processes could have been improved or where care of a patient has been particularly good. The whole team discusses how changes can be made or how good care can be replicated in other patients.

Review of Feedback. Every 5 years GPs are required to undertake a patient survey, and a survey of our colleagues, asking what we do well, and what we could do better. We then consider the results and aim to make changes to improve our work, or hopefully continue the excellent standards that we achieve! Each year GPs also review any complaints or compliments we have had over the year. This ensures we are learning from our mistakes and good work is being recognised.

At the end of each appraisal a Personal Development Plan is produced. This guides the GP's learning for the next year.

Every 5 years the GMC issues a license to practice, providing the previous 5 year's appraisals have been satisfactory. The appraisal cycle then begins again. Each GP puts a lot of work into their appraisal, each one aiming for high quality care.

I hope appraisal demonstrates to you the efforts that we make to be up to date and constantly review our practice. We hope that this ensures we are providing the best possible care and service to you.

*Dr Ellis*

## PATIENT CONGRESS

Patient Congress was set up by the Milton Keynes Clinical Commission Group, (known as the CCG). Each NHS area has its own CCG and they are responsible for managing the NHS according to local needs within national guidelines.

From April 2015, every doctor's surgery is required to have a Patient Participation Group, (PPG) which can take three forms:-

- It might be 'virtual' where members exchange views and information remotely, (usually via the internet); or
- It might be where members meet face to face at regular intervals, or
- Combination of the two.

The Red House Surgery PPG meets at the surgery every month. Meetings usually start at 6.15 and end by 7.30pm.

Patient Congress is formed by representatives of the PPGs and meets monthly. The main role of Patient Congress is to pull together information from the various surgeries and pass information to the CCG or from the CCG to the surgeries. New ideas or initiatives tried successfully at one surgery will be shared, or problems experienced by one can be raised and hopefully resolved. We do try to share good/best practice.

The NHS is very keen to promote the notion that it is responsive to patient and public needs. To achieve this, it needs to consult on the majority of matters of health before making changes. Major changes are normally introduced following a program of work which involves a number of smaller projects. Those programs are managed by Program Boards. Patient Congress has representatives on each of the main Program Boards and their role is to promote the needs of patients and the public. In this way Congress members can be kept informed about changes being planned within the local NHS, and can pass that information to their respective PPGs.

Patient Congress also forms a pool of informed concerned members of the public who are prepared to devote time and effort, working with the CCG and other local NHS professionals to improve the quality of healthcare in this area.

**Stephen Bates**

## COMPUTER ASSISTANCE

Stephen Bates is a member of the PPG and is prepared to help any person who is having difficulty on their computer with the on-line services offered at Red House such as booking appointments, repeat prescriptions etc. If you feel you would like help please leave your contact details with a member of the reception/admin team and these will be passed on to Steve who will make contact directly with you to arrange a time to meet at the surgery for a lesson! The PPG are also in the process of producing guidelines to help patients with using the on-line services.

## THE ROLE OF THE PRIMARY CARE PHARMACIST

Many of us are used to visiting the pharmacy to have our prescriptions dispensed and seek health advice. Some of you may have come across a pharmacist if you have been in hospital, but did you know pharmacists have many other roles within the health service? The sector I work in is known as Primary Care Pharmacy. I am employed by NHS Milton Keynes Clinical Commissioning Group to support GP practices within the south locality of Milton Keynes, in areas related to medicines and prescribing.

Medicines play a crucial role in maintaining health, preventing illness, managing chronic conditions and treating disease. However, patients often need help to take their medicines to get the most benefit. My role incorporates a wide variety of responsibilities that ultimately should enable patients to take their medicines safely and effectively, while ensuring the NHS drugs budget is used to best effect for our patients locally. This can involve providing training on safe, efficient processes for handling medicines and prescriptions, advising GPs on complex medication queries and directly supporting patients and their carers that may be struggling with their medicines.

Pharmacists train for 5 years to become the experts in medicines and considering that medicines remain the most common intervention made by the NHS, pharmacists have a great deal to offer patients. Some pharmacists have undertaken extra training and are able to prescribe and run patient clinics. With an aging population and increasingly complicated medication regimes, we hope to see more pharmacists in these sorts of roles, working with the wider health and social care team for the benefit of individual patients.

**Sonal Mehta**, *Neighbourhood Pharmacist (South)*

## RED HOUSE SURGERY WORDSEARCH

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

AMBULANCE	APPOINTMENTS	CHEMIST
DOCTOR	HOUSE	MEDICINE
NURSE	PATIENTS	RECEPTIONIST
RED	SURGERY	TABLETS

**red**  **ouse**  
S U R G E R Y

### SURGERY ADDRESS:

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

**EMERGENCIES TAKE PRIORITY AT ALL TIMES**

## CROHN'S AND COLITIS UK Milton Keynes & Bedford Group



IBD stands for Inflammatory Bowel Disease. The two most common forms are Crohn's Disease (often just called Crohn's) and Ulcerative Colitis (UC). In both UC and

Crohn's parts of the digestive system (the gut), which includes the intestines or 'bowels' become sore and inflamed.

Crohn's can affect any part of the digestive system from the mouth to the anus. UC affects the colon (large intestine) and rectum. IBD symptoms vary from person to person – and usually over time. IBD is a chronic (long term) disease and if you have IBD you will probably have periods of good health (remission) and then relapses or 'flare ups' when the symptoms get worse.

The main symptoms are:

- abdominal pain
- diarrhoea (sometimes mixed with blood, especially in Ulcerative Colitis)
- tiredness and fatigue
- loss of appetite
- weight loss
- abscesses and fistulas (in Crohn's)
- swollen joints, mouth ulcers and eye problems

Anyone can develop IBD – and at least 261,000 people are affected by Ulcerative Colitis (146,000) and Crohn's Disease (115,000) in the UK – although recently published data suggest that this could be as many as 620,000. The illnesses can occur at any age, but often begin in younger people aged 10-40.

Crohn's and Colitis UK Milton Keynes and Bedford Group is a local group. Our aim is to:

- provide local support for people suffering from Crohn's and Colitis as well as their families
- fund raise
- help raise awareness of IBD (Inflammatory Bowel Disease)

*We organise regular social events including support coffee mornings which give members a chance to meet other people who are affected by the conditions. We also hold a medical meeting each year to give members the opportunity to hear from health professionals and other relevant people about topics relating to IBD. In addition, we put on events to raise funds for the group and the charity and also to raise awareness of IBD.*

Find out about the Group, its activities and how you can get involved:

Tel: 0845 130 6810

E mail: [mkb@groups.crohnsandcolitis.org.uk](mailto:mkb@groups.crohnsandcolitis.org.uk)

Facebook: Crohn's and Colitis UK Milton Keynes and Bedford Group

Twitter: [@crohnscolitismk](https://twitter.com/crohnscolitismk)

or write to us at:

Milton Keynes & Bedford Group

c/o the Support Services Team

Crohn's & Colitis UK, 4 Beaumont House, Sutton Road  
St Albans, AL1 5HH

## WHAT IS HIGH BLOOD PRESSURE?

High blood pressure, or hypertension increases the risk of heart attacks, strokes, kidney disease and eye damage. It is known as 'silent' killer as it causes few, if any, symptoms.

Blood pressure is a measure of the force of your blood pressing against the walls of your larger blood vessels, or arteries, as it is pumped around the body by your heart.



The level of pressure reflects the amount of blood pumped out by the heart and the amount of resistance by the blood vessels to the flow of the blood (which depends how narrow or wide the blood vessels are). In high blood pressure, also known as

hypertension, the heart must work harder than normal to circulate the blood through high resistance in the vessels, putting strain on both the heart and the arteries.

High blood pressure also causes the arteries around the body to thicken and become weaker and more rigid. In the long term this increases the risk of complications including strokes, kidney disease and eye damage.

Blood pressure changes throughout the day, going up during exercise and down during sleep. It can also be affected by feeling anxious. So high blood pressure is diagnosed only once an above-average reading has been taken on a number of different occasions.

Blood pressure measurements consist of two readings:

- Systolic pressure – the peak force of the blood as the heart beats to pump it around the body
- Diastolic pressure – the pressure of the blood while the heart is relaxed in between beats

Sometimes kits are given to people to further test their blood pressure at home. This generally happens if they feel anxious at the doctors, which would artificially raise their readings.

In over 90% of cases, the cause of high blood pressure is unknown. This is called primary hypertension. In the remaining 10%, it is a result of an underlying problem, such as kidney disease, abnormalities in the blood vessels, adrenal gland tumours or certain drugs and medicines. This is known as secondary hypertension, and the blood pressure usually returns to normal when the underlying issue is treated. You are also at increased risk if you are over 65, are African/Caribbean descent, or have a relative with high blood pressure. The relationship between these factors and high blood pressure is complex and not fully understood.

Lifestyle-factors that increase the risk include drinking too much alcohol and not doing enough exercise. Smoking a cigarette immediately raises blood pressure as the chemicals in cigarette smoke stimulate the arteries to constrict. These chemicals can also damage the lining of the artery walls, causing them to narrow over time and increase blood pressure in a more chronic way.

# The Importance of Mental Wellbeing



## What do Katie Price, David Beckham and Charles Dickens all have in common?

They have all suffered from mental health issues.

Katie Price felt 'angry and overwhelmed' after the birth of her first son and feared her depression would recur following the birth of subsequent children.

Charles Dickens is reported to have experienced bouts of depression every time he began to write a new book – but had periods of elation and mania when he completed one.

David Beckham suffers from obsessive compulsive disorder (OCD) – and has talked of his addiction to rearranging hotel rooms and obsession with lining up cans of soft drink in pairs.

One in four of us will suffer from mental ill-health at some point in our lives. Just like physical health, our mental health can fluctuate. Just like our bodies, our minds sometimes need a little bit of help to get better too.

If you're experiencing low mood; disrupted sleeping patterns; a change in appetite; or an increase in worry, stress, anxiety or panic – please don't ignore the signs. Just like physical illness, the longer you leave it, the worse it could become.

### There is help

At Talk for Change we offer talking therapy workshops which can help you to feel better about life. Talking therapy works by teaching you tricks and tips to reframe your way of thinking. You can also meet other people experiencing exactly what you are feeling. Visit our website at: [www.talkforchange.org.uk](http://www.talkforchange.org.uk), call us on 01908 228830 (option 4), email us via: [support@talkforchange.org.uk](mailto:support@talkforchange.org.uk) or speak to your GP.

You don't even need to make a GP appointment - just sign up at our website, answer a few questions and we'll give you a call back within 48-working-hours. We'll get the right talking therapy help for you at: [www.talkforchange.org.uk](http://www.talkforchange.org.uk)

Talk for Change – Helping you feel better about life.



**NEPTS:** The Non-Emergency Patient Transport Service (NEPTS) is a service which provides non-urgent transport for people in certain circumstances within the NHS. All NEPTS operational staff are clinically trained in First Aid up to 'First Person on Scene' (Intermediate) level. This means they will be fully qualified to manage a medical emergency until arrival of paramedic support if required. All staff involved in booking appointments will also be fully trained to an appropriate level for their roles.

## Who is Eligible?

Those who have a clinically stated medical need that prevents them using private or public transport, and

- If your medical condition is such that you require the skills and support of NEPTS staff during or after your journey, and/or it would be detrimental to your condition or recovery to travel by other means
- Your medical condition affects your mobility to such an extent that you would be unable to access healthcare, and/or, it would be detrimental to your condition or recovery to travel by other means

Plus – You may also travel if you are the recognized parent or guardian of a child being transported.

## Journeys that NEPTS provide

Taking you:

- To or from outpatient and clinic appointments at hospitals, treatment centres and health centres
- To hospital for a planned admission and home when discharged
- To renal dialysis
- Between two hospitals, treatment centres or health centres
- Home to Milton Keynes from other hospitals around the country

## How do I make a booking?

Bookings can be made direct by calling the NEPTS Call Centre on 0300 100 0024. Your GP or other healthcare professional may also take a booking. The Call Centre will assess each request against the eligibility criteria and if accepted, confirm the booking. They can also change bookings if your needs change.

Further information can be found on the South Central Ambulance Service website, searching 'NEPTS'.

**Stephen Bates**

## Comings & Goings

The surgery team has once again seen some changes.

We have had a few changes in reception and wish those who have moved on good luck. We are lucky to have Monica, Vicki and Tasha join the team.

Dr Kabir has moved overseas - we were extremely sad to see him go. Dr Alabi our locum GP has now finished his time with us and Dr Iwuagwu and Dr Yuvaraj are working as locums for us while we recruit for new GPs. We hope to have some update on this very shortly.

Catherine and Claire both very experienced staff join our admin team. We are lucky to have a wealth of knowledge and experience in this team.