

# NEWSLETTER

*from the Patient Participation Group*

## CHAIRMAN'S NOTES

Welcome to our latest Newsletter.

The PPG is a group of patients working closely with the surgery to promote the best possible healthcare for patients. To ensure that we are well informed we share information with other PPGs and NHS organisations.

The previous Healthcare Review has now been overtaken by the NHS Sustainability and Transformation Plan (STP) which involves Luton and Dunstable, Milton Keynes and Bedford hospitals. This will potentially impact on health services provided to you or your family, so I urge you to please take the opportunity to express your views when consultation on this starts.

Our year has been busy and we have enjoyed some really interesting talks covering topics like Autism; Blood Bikers and Carers MK, these are a few examples but we have someone come to talk to us approximately every two months. Our book sales continue to be successful and we appreciate people bringing them in to sell and also for those who buy them. Thank you to our members who look after the flower beds at the front of the surgery – a great show!

Our group consists of members ranging in different age groups, skills and interests - all volunteers. We are always interested in looking for new members so please feel free to come along (details on our notice board).

## FLU CLINICS

This year the flu clinics will be held on Saturday 8th October and Saturday 29th of October.

The PPG will be selling raffle tickets on both dates so please remember to bring some money with you for a chance to win a prize

Any donations of prizes would be gratefully accepted, please bring the item to the surgery before the above dates.

## SHINGLES ROUTINE

Registered patients aged 70 years at any point between 1 September 2013 and 1 September 2016 which includes patients with a date of birth range of 2.9.1942 – 1.9.1946.

## SHINGLES CATCH-UP

Registered patients aged 78 or 79 on 1 September 2016 includes patients with date of birth range 2.9.1936 – 1.9.1938.

Any individual who reaches their 80th birthday is no longer eligible for the vaccination due to the reducing efficacy of the vaccine as age increases.

## National Association for Patient Participation (N.A.P.P.) Awareness Week – 6th-11th June 2016

Our Red House Surgery Patient Participation Group (PPG) decided that we would participate in this with the aim of making patients aware of our group and what we do.

We had a table manned by two of our members on a rota basis. These members spoke to patients and gave out information sheets and posters designed by members on both the PPG work and other interesting schemes and answered questions raised. Interested patients were given the opportunity to enrol in either the 'on-line group' or the group that wish to attend meetings.

As a result over 100 patients enrolled and each were given a free raffle ticket. Pictured below is a photograph of Barbara Banta, the winner of our raffle. Congratulations Barbara.



## PPG - NEW EMAIL CONTACT [redhouseppg@gmail.com](mailto:redhouseppg@gmail.com)

The PPG are keen to recruit new members to the PPG on-line group. By sending an email to [redhouseppg@gmail.com](mailto:redhouseppg@gmail.com) you will receive information about the PPG, the meetings and speaker events that are organised and to which you are very welcome to attend.

If you have anything you wish the PPG to raise on your behalf please feel free to email the PPG who would be delighted to hear from you.

Please do **NOT** use this email address for any medical matters, these must go direct to the surgery.



## Dr Adam Staten

My name is Adam Staten and I have joined the Surgery as a full-time GP, following in the footsteps of my father who joined the practice in 1985.

I grew up in MK and went to school locally before attending Cambridge University followed by training at Guy's, King's and St Thomas' school of medicine. I then spent some time in the Royal Army Medical Corps before finalising my GP training.

I am delighted to be returning back to MK with my wife and two young daughters, who keep me very busy. When time allows I like to go to the gym, play classical guitar and read historical novels. I am not adverse to watching the rugby with a pint either!

I look forward to now working at the practice which has obviously been a big part of my family's life.

## CQC VISIT - JUNE 2016

The Care Quality Commission are inspecting all GP surgeries and so we knew that our turn would arrive. However, there was some anxiety when we received notice of our proposed visit.

We tried to keep calm and level headed and spent some time ensuring that evidence of all our good work was available for inspection. When in June the team of three inspectors arrived we were ready and had a very busy but beneficial day. The team who consisted of a CQC Inspector, GP and Practice Manager from outside the area were supportive and acknowledged all the hard work undertaken by the whole practice team and the support given by the Patient Participation Group (PPG).

The CQC ratings are on a four-point scale – Outstanding, Good, Requires Improvement or Inadequate. We were delighted to be awarded a “good” rating in all areas and an outstanding in our caring of people in vulnerable circumstances. If you wish to know more about the CQC you can visit their website on [www.cqc.org.uk](http://www.cqc.org.uk)

## Dementia Friends

Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia.

Dementia touches the lives of millions of people across the UK. Dementia Friends was launched to tackle the stigma and lack of understanding that means many people with the condition experience loneliness and social exclusion. We need to create more communities and businesses that are dementia friendly so that people affected by dementia feel understood and included.

Whether you attend a face-to-face Information Session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about Dementia Friends to visiting someone you know living with dementia, every action counts. Let's help achieve One Million Dementia Friends nationally by creating 4000 Dementia Friends locally.

You can become a Dementia Friend by either watching a short 5 minute video online at <https://www.dementiafriends.org.uk/> or by attending a more in depth 40 minute course.

“When requesting your dementia friends booklet please use your place of work postcode, if you don't live in Milton Keynes as this will help us reach our target of 4000 dementia friends target locally.”

## Jade Croucher

I joined the Red house surgery team in May as a Healthcare assistant. Before working here my experience was at Milton Keynes hospital where I worked on the Trauma orthopaedic ward and this is where my passion for working and caring for people in a health care environment really came alive.

Coming to a general practice was like stepping into a new world but I have been truly welcomed with open arms by the supportive staff in the practice as well as the patients who are just as passionate about the Red house.

Meeting new and interesting people all day as part of my work has to be my favourite thing and I take great pride in ensuring that the care I give is personal and of high standard and I hope you feel the same too!

I have always been taught by my family that happiness in a job is essential and this is exactly how I feel at Red House.



# A new way to get your medicines and appliances

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.



## What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

## Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

## How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).
- your dispensing GP practice (if you are eligible).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

## Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

## Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients), your pharmacy or GP practice.

## Accessible Information Standard

From 1st April 2016 all organisations that provide NHS or adult social care must follow the Accessible Information Standard by law.

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need.

The Standard tells organisations how to make information accessible to the following people:

- ◆ Patients
- ◆ Service Users
- ◆ Their carers and parents

This includes making sure that people get information in different formats if they need it, such as:

- ◆ Large print
- ◆ Braille
- ◆ Easy Read
- ◆ Via email

To enable us to follow the Accessible Information Standard we will:

- ◆ Ask people if they have any information or communication needs and find out how to meet their needs
- ◆ Record those needs in a set way
- ◆ Highlight a person's medical record so it is clear that their information or communication needs and clearly explain how those needs should be met
- ◆ Share information about a person's needs with other NHS and adult social care providers, when we have consent or permission to do so
- ◆ Make sure that people get information in an accessible way and communication support if they need it.

## RED HOUSE ROVERS



Walking is recognized as being a very good but generally easy form of exercise. It requires no special equipment and can be done almost anywhere and at any time. However, sharing the experience with others can enhance the pleasure and benefits, which explains the popularity of rambling.

The PPG has enjoyed the Red House Rovers for some years but now we are looking for a new leader as our current one can no longer lead the group. We would be looking for someone who enjoys walking and is prepared to organise walks on a regular basis. This would involve planning walks, checking that the route is suitable for all age groups and be there from start to finish.

To lead a group does involve a level of responsibility and Milton Keynes Parks Trust run free courses. If anyone is interested please contact the PPG at [redhouseppg@gmail.com](mailto:redhouseppg@gmail.com)

## Visits to Milton Keynes Recycling Factory

Between April and June 2016 sixteen members of the PPG made a visit to Milton Keynes Recycling Factory. Everyone enjoyed the excellent talk given by Sarah Spicer on why recycling is so important both for the environment and to try to reduce the cost of landfill to the Council and ultimately to us Council tax payers.

Milton Keynes Council is one of the most energetic and advanced in the UK in dealing with this problem. At the moment only the pink sack waste is able to be recycled along with garden and food waste in the green bins. Towards the end of the year 2016 a new waste control factory will be opened to sort and dispose of 95% of MK black bag waste. This should be a self-energizing unit and should reduce the MK landfill bill dramatically. Ultimately it is hoped that waste can be taken from adjoining Councils which should generate revenue. There will also be a large saving on waste vehicle mileage and fuel costs, as currently they have to go to Newton Longville Landfill with a fuel consumption of 5 miles a gallon. With this great reduction in mileage there should also be a reduction in maintenance costs.

After the talk and video we were given hard hats and ear protection then taken into the factory area to see the sorting process in operation.

All who attended agreed that these visits were very informative and that they did not realise how much attention the Council is giving to the waste disposal problem and that they will all try to assist in spreading the word.

**Gordon Lovell**

## CARERS MK

Carers MK is a charity who supports carers from the age of 8 upwards and the service is free. They provide information, advice and guidance. They also have a great network where they can provide 1-1 emotional support, counselling, support

groups, emergency planning, training & workshops and priority bookings for therapies and activities.

### DEFINITION OF A CARER:

It is hard to know if someone is a carer, sometimes people do not even know that they are a carer themselves.

**ARE YOU THAT PERSON?** Do you provide unpaid care, for a friend or family member who due to illness, disability, a mental health problem, frailty or an addiction - that could not manage without that support – **PLEASE TELL US.**

It is important that we know you are a carer so we can support you in every way we can!

Benefits – There are countless benefits of registering with Carers MK & if you are a registered carer, you will be entitled to a free flu vaccination.

You can either obtain more information on Carers MK by checking out the notice board in reception or by contacting Carers MK directly on 01908 231703. Alternatively, please ask at reception and they can provide you with a form to complete.



## SELF CARE

We are working with the MK Clinical Commissioning Group to try and promote self care. This means having a well stocked medicine cupboard at home especially now that winter is approaching and the possibility of sore throats, coughs and colds increases. We are also promoting the Community Pharmacist who are trained to provide excellent care for many minor illnesses and ailments that you and your family may experience. Many items that can be bought over the counter from the pharmacy are cheaper than the cost of a prescription and obviously this is better for your purse and also the NHS drugs budget.

Next time you are not sure how to treat your symptoms it may be quicker, easier and cheaper to visit your local pharmacist – if they feel it necessary they will always advise you to contact your GP for further advice.

However, many people who do not have to pay for their prescriptions will ask for a prescription for these items rather than buying them. We understand why families on a tight budget would want to do this. Unfortunately, the NHS also has a budget and cannot afford to continue to supply all medications this way. Although some of the items may be available through the local pharmacy minor ailments service (MK Pharmacy First), for patients who do not pay prescription charges.

See [www.mkpharmacyfirst.co.uk](http://www.mkpharmacyfirst.co.uk) for more information

Medicines are the most common treatment provided on the NHS when patients are unwell, however we must ensure that the limited NHS budget is spent to best effect. We hope that you will support us and ask that you do not request your GP prescribe something that is readily available over the counter (OTC). This will enable us to spend money in areas where self-care is not possible. If you would like further information on how to stay healthy and care for yourself and your family then please visit the following website:

<http://www.selfcareforum.org/resources/patient-portal/>

## COLD WEATHER AND YOUR LUNGS TOP TIPS

- Make sure you keep warm by wearing **layers of clothing** when it's cold – thermal underwear can be very useful, along with woollen tights and socks and make sure you have a blanket or shawl to hand
- Wear **warm nightclothes** during very cold weather
- Try and stay as **active as possible** to generate heat – get up, move around and try to do some **exercise**
- The recommended temperature in the living room is 21°C (70°F) and 18°C (64°F) in the bedroom.
- Keep your home **well ventilated** – Air quality inside the home becomes more important in winter as most of us spend more time inside
- **Check the weather** before going out and elderly patients are advised to stay indoors as much as possible and keep warm
- If you have a bronchodilator (blue inhaler/ventolin), use it half an hour before going outside
- Make sure you **carry your medication** with you at all times as cold air can tighten the airways in lung disease patients making it harder to breathe
- Try to **breathe through your nose** instead of your mouth as this will help warm the air
- **Protect your lungs** by wearing a hood or scarf that covers your nose and mouth
- It is wise for patients with chronic lung conditions such as COPD or severe asthma to have the **seasonal flu vaccination**
- Drink plenty of fluids to keep hydrated



## NHS choices

### Health Apps Library

**We are working to upgrade the Health Apps Library, which was launched as a pilot site in 2013 to review and recommend apps against a defined set of criteria.**

The National Information Board is currently using the Health Apps Library to consider how a wider endorsement model for patient-focused health apps could be put in place.

For more information, please consult the project roadmap on the National Information Board website.

You can find interactive tools, apps and podcasts to help you manage your health and care in the NHS Choices tools library.

We also provide advice if you would like help choosing a health and fitness tracker.

For more information please click on the link below to take you to the web page:-  
<http://apps.nhs.uk/>

# Wordsearch

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

ASSEMBLY	BOOKS	CHAIRS
CLASSROOM	DESKS	HOMEWORK
LESSONS	PENCIL	PLAYGROUND
RULER	SCHOOL	TEACHER

**WOOL WANTED** - Do you have any Wool that you no longer require - If so.....

**PLEASE** let us have it, as staff and patients are making items for good causes.



If you knit or crochet and would like to get involved please ask at reception for patterns.

# COMINGS & GOINGS

**Dr Sophie Ellis** – We say a sad farewell to Dr Ellis who has worked at the practice for three years and now moves on to become a partner at Newport Pagnell Medical Centre.

We wish Dr Ellis all the very best for the future and thank her for all her hard work at Red House.

**Jade Croucher** is our new full-time Health Care Assistant and comes with a wealth of experience. Jade has completed her Care Certificate and is qualified to undertake many procedures including blood samples. We are delighted that Jade has joined our team.

**Tasha** one of our receptionists is now a fully qualified phlebotomists – well done Tasha.

**Dr Amina Rahman** and **Dr Samarin Salman** both joined us at the start of this year. Dr Rahman works two days per week and Dr Salman three days per week. We are delighted that these two ladies have joined the Red House team.

**Dr Adam Staten** joins the practice as a full-time GP. You will gather from the name that he is son of our Senior Partner Dr Paul Staten. We are very pleased that young Dr Staten has joined the team.

**Liz Davies** joins us as one of our Medical Secretaries. Liz has worked in the NHS previously and comes with a wealth of experience and looks forward to speaking with patients who may require her help.

**Chris Brazier** joins our admin team and we are sure that her experience and skills will be well used within the practice.

We once again have a few changes in reception and a couple of staff have moved on. We welcome **Caroline** to the reception team.

**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)

**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**