



# NEWSLETTER

*from the Patient Participation Group*

## FROM THE CHAIRMAN

Hi everyone – welcome to the latest edition of the Red House Surgery newsletter.

The past nine months have been very interesting from a PPG point of view with many successes including the popularity of our new themed meetings and success of the various fund-raising initiatives we have undertaken.

More recently the flu clinics commenced in gorgeous weather which meant that every one turned up in short sleeved clothing making proceedings particularly effective.

The NHS reforms that intend to put the Health service back into the hands of the GP's and patients have taken an interesting route with lots of effort being put into forming two GP consortia groups for MK, only to be told that this was inappropriate.

Talks are now taking place to form just one group – to be known as a Clinical Commissioning Group (CCG) that will serve the whole of MK. I personally believe this is for the best as it will avoid a “post code lottery” that would have inevitably prevailed with MK being split in two.

Our role in the new world will be to provide patient feedback on both the topics that we feel should be looked at and actions that could be taken to improve identified areas.

To this end the surgery is compiling a “Patient Reference Group” where patients can be contacted by email to seek their views and participate in surveys.

Anyone wishing to be part of this group should visit the surgery website at [www.redhousesurgery.co.uk](http://www.redhousesurgery.co.uk) and click on the virtual patient reference group button. This will take you to the “complete our survey” link. Alternatively please give your email details to a member of staff.

If you wish to know more about the PPG please take a look at our notice board in the down stairs waiting area, visit the surgery website or speak to a member of the practice. Alternatively you may contact me personally by email at [graham.c.perry@sky.com](mailto:graham.c.perry@sky.com)

Graham Perry, PPG Chair

## INVITATION TO JOIN THE RED HOUSE SURGERY VIRTUAL PATIENT REFERENCE GROUP (v-PRG)

The practice is keen to develop a system that will allow us to consult patients to seek their views about the ways in which the surgery develops. Patient Participation Group members have been actively involved in setting this up. We would like as many patients to join and support us. You will not be expected to attend meetings, instead we want to consult and engage with you using email.

To get this started we would like as many patients as are interested to join us by completing a short questionnaire that is available on line – simply go to the practice website address [www.redhousesurgery.co.uk](http://www.redhousesurgery.co.uk) click the virtual patient reference group button which will take you directly to the “complete our survey” link.

The link will take you to a series of questions to register your interest and to fill in a few details about yourself. The practice will then from time to time send you an email keeping you updated on future developments. You may also be invited to take part in short surveys to seek your views and opinions.

Your views are important to us and will help shape the future of the Red House Surgery.

## GUEST SPEAKERS AT PATIENT PARTICIPATION GROUP MEETINGS

The introduction of guest speakers at PPG meetings covering a range of health matters has proved very popular. We have enjoyed informative and interesting talks from Bhervi Patel, Community Pharmacist, Fay Grech-Marguerat, Macmillan Cancer Support, Ann Lark and Lyn Davis from Age UK, Anna Kent, Clinical Nurse in Neurology and a poignant and personal story of leukaemia from Hazel Staten.

On December the 13<sup>th</sup> we look forward to welcoming Gill Priest, Engagement and Membership Manager from Milton Keynes Foundation Trust Hospital along with Julie Goodman, Patient Experience Manager.

Bucks Vision, MK Diabetes, The Samaritans and Action on Hearing Loss are amongst many suggestions for future meetings. Please come along and support us. Everyone is welcome. Look out for all of the details on the PPG notice board on the ground floor or on the website [www.redhousesurgery.co.uk](http://www.redhousesurgery.co.uk)

## COMINGS AND GOINGS

The surgery team has not changed over the last few months but our community staff have had a few changes to their teams. Mandy Penfold and Steve Bilham have joined the health visitor team and Jan Curtis, lead Nurse has joined the District Nursing team.

## PHYSIOTHERAPY NEWS



We are very pleased to have been awarded a new physiotherapy provider contract from Milton Keynes Primary Care Trust, commencing from October 2011.

This was achieved with the help and support of **our PPG and patients at the Red House Surgery**. We will have three physiotherapists working at Red House from November 2011. Joining Belinda Wetherell are Catherine Paolucci and Jason Gibb, formerly working at the Red Cross Physiotherapy Department in Bletchley.

The physiotherapists are all very experienced in treating musculo-skeletal problems and are happy to see patients referred by our GPs.

If patients are severely immobile due to pain or disability and cannot physically manage the journey to the surgery, we are also now able to offer home visits. (This does not apply if you simply have transport problems.)

The team are available to offer help and advice over the telephone, leave us a message and we will call you back if we are dealing with a patient or unable to take your call immediately. We are extremely pleased to continue working at the Red House Surgery as the team ethos is very strong here.

Thank you to all whose support and efforts contributed to the successful contract award.

Belinda Wetherell

## Choose Well for Winter

The Red House GPs' encourage all patients to self care at home. This means being prepared for life's little mishaps. Make sure you have a few basic medicine items that are appropriate for the whole family, such as paracetamol; cough medicine; rehydration sachets; plasters; a spray to treat scalding or small burns and a hand sanitiser at home. Indigestion remedies may also be useful for Christmas over indulgences.

Remember your Local Pharmacy, they have a wealth of knowledge and over-the-counter remedies available. Your local pharmacists all now have confidential consulting areas and can advise on symptoms such as diarrhoea, headaches, travel advice and minor infections.

If you need health advice but are unsure which service to use, call **NHS Direct**. They're available 24 hours a day, seven days a week including the Christmas period. You can call them on 0845 4647 or log on to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for confidential advice and reassurance.

**Make sure you've had your seasonal flu jab if you're in an at-risk group – contact your GP practice for more information.**

## PRIDE IN OUR STAFF – Award Winners

Well done to our District Nursing Team who recently won a **Patient Safety Award** as part of the Milton Keynes Community Health Services Staff Awards held in October at Heron's Lodge. Each member of the team plays an important role in the delivery of District Nursing Services to our local patients.

They have developed new ways of working and have a determination to change things around and develop a sense of pride in the team. The hard work has set the foundations for an excellent functioning team. All of the GP's and staff at the Red House are very proud of the hard work and dedication that is shown within the team and support their continued success.





## IN THE DARK ABOUT LARC? (Long Acting Reversible Contraception)

There are four different methods of LARC. Long-acting means that the methods do not rely on you having to remember to take them. They are fitted by a specially trained doctor or nurse.

**Implant:** a small flexible rod which releases progesterone hormone is inserted under the skin on the inner side of the upper arm using local anaesthetic.

**IUS:** a small plastic T-shaped device inserted inside the womb, which releases progesterone hormone

**Injection:** the contraceptive injection contains progesterone preventing the release of the egg each month. There can be a slight delay in the return of normal fertility after stopping.

**IUD:** a small plastic and copper device inserted into the womb.

LARC are long term methods of contraception, lasting between three months and ten years, which are completely reversible and will not affect your fertility in the future.

Remember LARC methods are 99% effective in preventing pregnancy but do not protect against sexually transmitted infections (STIs). Using a condom is the only protection against STIs including HIV.

For more information:  speak to your GP or Practice Nurse

 NHS Choices: [www.nhs.uk/livewell](http://www.nhs.uk/livewell)

## MIDSUMMER MADNESS

SUNDAY 26<sup>TH</sup> JUNE 2011

On a hot day in June the Patients Participation Group joined other stallholders in Leon Park to participate in this years Midsummer Madness event.

We had a good-sized area of tabletop, (thankfully for us inside a Marquee) out of the blazing sun. We had an excellent selection of goods for sale which included new, nearly new, bric-a-brac and cakes.

We also had a "Guess the name of the doll" competition raising £66. The doll was called Angela and was won by a Red House Surgery patient.

The total amount raised through the Midsummer Madness event was £302.

We would like to thank all Red House Surgery patients for their contributions for the sale, to all who helped before, during and after the event, and to all the people who came along and supported us on the day.

The money raised helps to support the production of our newsletters. If you would like to get involved in any fundraising activities or want to know more about the work of the PPG please get in touch with Jane Hanlon, Practice Manager 01908 375111.

SYLVIA J. ELLWOOD.

## FLU VACCINATION

We have been busy vaccinating a large number of our patients, over two thousand patients so far and still counting.....

If you are over 65 years of age or fall into an "at risk" category ie have a chronic heart, liver or kidney condition, diabetes, asthma, lowered immunity due to disease or treatment, cancer or steroid treatment, certain neurological conditions such as multiple sclerosis or are a carer for someone, it is recommended that you are immunised against influenza.

Pictured here is Dr Nigel Bunting receiving his vaccination from Practice Nurse Sylvia Hodkin.



**REMEMBER TO CONTACT THE SURGERY EVERY AUTUMN TO ARRANGE YOUR FLU VACCINATION APPOINTMENT AS WE WILL NOT ROUTINELY WRITE TO PATIENTS TO REMIND THEM.**

## Raffle

Thank you for all who supported the raffles at our two Saturday flu vaccination clinics. We had a variety of prizes donated by patients and staff and PPG members kindly sold tickets and promoted the PPG. The total of the two raffles raised a fantastic £500 and we are extremely grateful to all involved with the event.

## SURGERY CAR PARK

As you are all no doubt aware there are times when our car park is extremely busy. To help with this problem we have rented some land from our neighbours in order to increase the number of parking spaces available to our staff and patients.

Respectfully, we must please request that **you only use the car park when visiting the surgery or the neighbouring pharmacy.** We are aware that people do leave their car here whilst visiting the local banks, shops, dentists etc. We appreciate that it may be difficult to park in some areas of Bletchley, but this leads to our patients arriving late for their appointments because of an inability to find a parking space. This can cause distress to our patients and affects the day to day smooth running of the practice. Thank you for your consideration.

## FATLESS MINCEMEAT

This recipe makes about 7lb of mincemeat and is much better made early and allowed to stand before using.

2lb (900g) Eating apples, peeled, cored & chopped

1lb (450g) Seedless raisins

1lb (450g) Sultanas

½ lb (225g) Currants

½ lb (225g) Mixed Peel

4oz (110g) Soft Brown Sugar

Juice & rind of one orange

1pint (570ml) Apple juice

Spices – ½ teaspoon of each of the following – allspice, nutmeg & cinnamon

**Method:** Put all ingredients in a large saucepan. Bring to the boil. Simmer for one hour. Allow to cool slightly before putting in jars.

## HEART FRIENDLY RICH CHRISTMAS CAKE

This is as delicious as any fruitcake and none of your friends will believe it is made without fat. Who says you can't have your cake and eat it?

280g (10oz) currants

200g (7oz) sultanas

110g (4oz) raisins

70g (2.5oz) glace cherries

cut into quarters

70g (2.5oz) almonds, chopped

70g (2.5oz) cut mixed peel

Grated rind of 1 lemon

30ml (2tbsp) brandy

200g (7oz) plain wholemeal flour

1 tsp ground mixed spice

Half tsp grated nutmeg

60g (2oz) ground almonds

175g (6oz) soft brown sugar

175g (6oz) prune puree

- see details below

15ml (1tbsp) black treacle

8 egg whites or dried equivalent

**Prune Puree** – To prepare 280g (10oz) prune puree, blend 225g (8oz) of ready-to-eat prunes with 90ml (6tbsp) water to form a smooth paste in a food processor or blender. Replace fat in a traditional recipe with an equal weight of prune puree.

Mix the dried fruit, cherries, almonds, peel, lemon rind and brandy in a bowl. This may be left to stand, covered, overnight. Sift the flour, spice and nutmeg into another bowl and add the ground almonds. Replace any bran sifted from the flour.

Line a 20cm (8inch) round or 18cm (7inch) square tin with greaseproof paper and wipe the paper with rapeseed oil. Mix the sugar and prune puree together in a large mixing bowl and beat in the treacle. Add the egg whites in stages, beating thoroughly after each addition. Fold in the flour mixture and the prepared fruit alternately, bit by bit, beating well until all the ingredients are well mixed.

Transfer the mixture into the prepared tin. Smooth the top with the back of a wetted metal spoon and bake the cake at 150 degrees C (300 degrees F, gas 2) for 3 hours or until firm to the touch and cooked through.

To test if the cake is cooked thoroughly, insert a clean metal skewer into the middle; if the skewer comes out free of any sticky mixture the cake is cooked. If there are distinct smears of mixture on the skewer, put the cake back in the oven and test it again after about 15 minutes. Leave to cool in the tin for about 1 hour, then turn it out onto a wire rack to cool completely.

## The Oak Bookcase

Our books sales continue to help raise funds for our PPG. Thanks go to all of you who generously donate and those who purchase them. Please continue to support the scheme which helps to offset the cost of publishing the newsletter and our group expenses.

**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:** The surgery opening hours are Monday-Friday 8.30am to 6pm 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:** Appointments to see a doctor can be made by calling or telephoning the surgery on **01908 375111**.

The majority of our appointments are booked on the day of the request with only a few bookable in advance.

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.

In the case of an emergency outside surgery hours please telephone the surgery on **01908 375111** which will divert you to the out of hours service. If the surgery is closed for any other reason a message will give details of how to contact a doctor in an emergency. You may also telephone NHS direct on **0845 4647**, this service is available 24 hours a day and a nurse can give you advice over the telephone.

**EMERGENCIES TAKE PRIORITY AT ALL TIMES**