

NEWSLETTER *from the Patient Participation Group*

GRAHAM PERRY - NEW CHAIR FOR OUR PATIENT PARTICIPATION GROUP



A new Chair of the Patient Participation Group was elected in January, taking over from Tony Mabbott and previously Carolyn McIver who did sterling work for the PPG.

Graham has been a patient of the practice for 27 years. He worked for many years as an Engineering Instructor in Bletchley Park, taking early retirement from BT two years ago. We asked Graham,

“What are the biggest challenges in this new role?”

“It is both a challenging and difficult time to take on this particular role. With the imminent changes in structure of the Health Service and the birth of the new GP consortia – two in Milton Keynes there is a lot to do. Patient Participation will be key to ensuring that the GP Management team is both business like and patient focused.

“What can you bring to the party?”

“I have a long background in customer service and I believe this will help me enormously in ensuring that

we track the “patient pathway” and provide processes that will help both our own practice as well as providing some important input that enables the new consortium to develop appropriately”.

“What are your priorities?”

“The first thing I want to get a grasp of is the difficult task of talking to the whole of our Patient Population. It is particularly easy to get the attention of those who visit the surgery regularly, but what about the wider, fitter population who visit the doctors once in a blue moon! The Group has already come up with some good ideas in this area and I am particularly proud of both the practice newsletter and web site. Only the other day I was showing a neighbour how to order repeat prescriptions on line.”

“What happens next?”

A big thank you to Bhervi Patel who spoke at our last meeting on the “changing role of a pharmacist”. Our next meeting Tuesday 8th March @ 6.15pm will be business as usual as we have important stuff to discuss but the following meeting Tuesday 12th April @ 6.15pm will include a slot from Fay Grech-Marguerat, a Macmillan Information and Support Nurse from MK Hospital.

PATIENT PARTICIPATION GROUP'S FUNDRAISING

This group is self-funding.

Over the last year, the efforts of the PPG fundraising, has enabled us to raise funds to help with the publication and printing of future newsletters. A member of the PPG kindly donated his labour, skill and spare materials to make a bookcase to house the second hand books which are sold to raise funds. This was so successful, he kindly donated his time to make a second bookcase and the PPG paid for the materials from the funds raised. These mobile bookshelves have made a great improvement to keeping the books more visible and tidy. Two members of the PPG have kindly taken on the task of replenishing and organising the bookcases and City Print has donated bookmarks to publicise the work of the PPG.

The PPG are hoping to hold a series of health related events for all patients with key speakers to alternate PPG meetings and in doing so we may need to assist in out-of-pocket expenses. We recently held an event involving our local Pharmacist from Cox and Robinson who gave an excellent talk on the changing role of the pharmacy. The group will decide on future fundraising events and how best to use the funds raised. If you are interested in being involved in any way please make contact with a member of the group or practice staff, or alternatively put a suggestion in our box situated on the wall next to the PPG notice board on the ground floor.

PPG RAFFLES

The PPG have held two very successful raffles at the Saturday Flu Vaccination Clinics and raised a fantastic £685.30. A big THANK YOU to everyone, who supported these events, by purchasing or selling tickets and for donating prizes.

Start Walking

With spring just around the corner (hopefully!) now is the time to start thinking of fresh air and exercise. Grab a friend, find a walking buddy and begin NOW! Whether it is just around your local area or if you feel adventurous join one of several groups locally.

The Parks Trust, an independent charity that care for Milton Keynes parks and green spaces offer regular events and activities for all ages throughout the year. For further information and to get you started visit www.reactivebucks.org/mk or alternatively contact Kirsty Heath (Everyday Activity Co-ordinator) on **01908 254456** or email Kirsty.heath@milton-keynes.gov.uk

It's a great way to kick off those winter blues, keeps you fit and healthy, you can make new friends, catch up with some old ones and ITS FREE! Go on give it a go.

A FUN AFTERNOON

Midsummer Madness Event, Leon Park organised by Bletchley and Fenny Stratford Town Council

This was one of the Patient Participation Group's (PPG's) fundraising events held during 2010 where we had 2 stalls, one selling new and nearly new items and the other cakes, all kindly donated by patients, doctors and surgery staff. The day prior to the event a few of the PPG members spent some time pricing the items. On the day, PPG members manned the stalls and by the end of the afternoon, most items had been sold. The stalls were positioned in a large marquee with other stallholders. It was a glorious sunny day and there were many other activities throughout the Leon Park which added to the enjoyment of the general public and we raised £197.64. It is planned to have similar stalls at this year's event in 2011 and any donations and offers of help will be most welcome.

The PPG are keen to receive good quality, unwanted gifts ready for future fundraising events. Please leave any donations with a member of the reception team.

GETTING TO KNOW YOU - Lucy Marchand GP



When did you decide to study medicine?

There was no one in my immediate family who had studied medicine. I wasn't 100% certain about a career in medicine until the end of my gap year. I had dabbled with the idea of going into veterinary medicine and

almost diverted into acting, auditioning for a couple of drama schools in my gap year and getting my LAMDA gold medal in mime and in acting. Eventually I decided to stay with what I felt was the more steady career option.

Why did you enter general practice?

It took me a couple of years of being in hospital medicine to work out which direction I wanted to take. I enjoyed medicine for the elderly but also liked the variety that A&E often afforded but wanted a little more continuity of care and follow up with people and also wanted to be based in one area rather than having to move round so decided to apply for a place on a GP training scheme and was accepted onto Milton Keynes' rotation with my registrar training year at Hanslope surgery after working at Milton Keynes hospital for 2 years in various posts. After completing the training I joined the Red House team in August 2003 the day after finishing my job at Hanslope!

What are the best parts of the job?

I like the fact that you never know quite what problem

you are going to be asked to solve next - it's nice getting to know patients and hopefully helping both them and their families over the years.

What does your work involve?

I do 8 or 9 surgeries a week with daily home visits. The surgeries usually last just over 3 hours and then telephone calls have to be sorted out. On top of that there are daily rounds of test results, outpatient clinic letters to read, referral letters to dictate and any other admin jobs. There is a weekly doctor's meeting and a monthly meeting of all the staff at which we discuss surgery matters and have a monthly training session. I also have to keep up to date with the constant changes and new developments in medicine; this involves regular reading and attending courses. I also spend hours on educational modules to expand my learning and keep up to date for my yearly appraisal and upcoming revalidation.

Have you any particular areas of interest?

I have an interest in family planning / contraception and have obtained my letters of competence in contraceptive implant and coil fittings. I am also the GP lead for palliative care and the care of the surgery's Warfarin patients.

Is there anything you would like to change?

This question is an interesting one but difficult to answer easily in this newsletter. I think the main thing I would change in brief would be the bureaucracy that we have to fight in order to do our job properly for our patients. (i.e. the politics!)

Free swimming for West Bletchley residents

West Bletchley Council is now funding free swimming for pensioners and the under 16s who live in West Bletchley. For £2, residents can purchase a card that entitles them to unlimited free swimming at Bletchley Leisure Centre.

Swimming is good exercise for people of all ages. It is also an important life skill, as it can literally save your life. Many West Bletchley residents meet up with friends at the swimming pool. Last month there were over 500 free swims in West Bletchley, were you one of them?

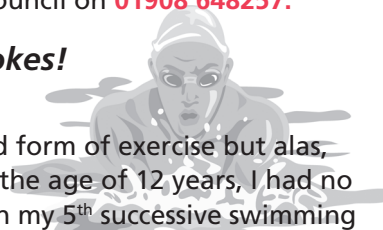
For more information, contact West Bletchley Council on **01908 648257**.

My Story - *At last, I can swim a few strokes!*

If you can't swim, read on.

I have always been told that swimming is a good form of exercise but alas, despite trying to learn to swim on and off since the age of 12 years, I had no success. Now a pensioner, I have just enrolled on my 5th successive swimming course. First I didn't have the courage to take my feet off the bottom of the pool, still rather a problem when trying to swim on my front. Then once my feet were off the ground I panicked and couldn't put them down again, and oh dear, then went under the water. What seemed natural for most people seemed a battle for me. However, thanks to an excellent, patient and encouraging swimming instructor and also encouragement from my family, particularly my grandchildren, I have now swum 2 separate lengths on my back. I am still battling to swim on my front but have managed to swim about half a length. However, I am determined to succeed, albeit rather slowly.

If you can't swim why not join a swimming class. You are never too old!
Angela L.



A DELICIOUS PUDDING (serves 4-6 persons)

INGREDIENTS

6 large croissants
4 eggs
1 pint of milk
Lemon curd
Dried fruit (eg currants, raisins, sultanas)
Ovenproof dish

METHOD: Slice croissants in half. Spread lemon curd on each cut side. Place one layer, lemon curd uppermost, in ovenproof dish. Sprinkle dried fruit on this layer. Place next layer of croissants with lemon curd side face down into dish. Sprinkle more fruit on top. Mix the 4 eggs and milk together and whisk well. Pour this over the croissants and leave to stand for half an hour then put into the centre of a hot oven, 180°C and cook for approximately half an hour. Serve hot with or without cream.

ENJOY!

COMINGS and GOINGS

Dr Rhiannon Williams joins us from the 1st of February 2011. Dr Williams will be working part-time for us and we hope she will enjoy working at Red House.

Dr Elcey Varkey left the practice in October 2010 and we thank her for all she did for the practice and wish her well for the future.

Dr Mohammed Akhtar will be leaving Red House at the end of February 2011 to take up a partnership position in Northamptonshire. We thank him for all he has contributed to Red House and wish him every success at his new practice.

Dr Omar Abdalwhab will be joining the team in April and will be known as Dr Omar.

Dr Omar lives and has worked locally in Milton Keynes for some time and so knows the area well.

He is an experienced GP and we hope that he will be happy at Red House.

Sadie Keppel: Sadie joined us briefly but missed her life on the community and so decided to return to the community nurse team, luckily still attached to Red House.

Receptionist Changes: There have been a few changes in reception and we would like to welcome to our reception team the following:

Jane Stanley – receptionist/phlebotomist
Chloe Murgatroyd – receptionist/phlebotomist
Gail Flack – receptionist
Jan Jackson - receptionist

We wish these new team members success and thank you for being patient patients whilst they have

been learning how things work here at Red House.

Health Visitor Team: More changes to the HV team have occurred and we welcome Tricia Clementson HV and Celia Eccles Admin Assistant to the team.

District Nurse Team: Helen, Maxine, Adediran and Justine have all moved surgeries and we wish them well at their new practices and we welcome Claire, Melissa, Jayne to the practice.

Doreen Inggall who has been employed by the MK PCT but worked at the practice for many years has decided to retire. We know that the many patients she has helped over the years will join us in thanking her for all she has done for them and the practice and we wish her every happiness for the future.

How a chat with a Pharmacist will help YOU!!!

Did you know that :-

- Certain antibiotics will not work if taken with iron or some multivitamin supplements.
- Food can also affect the way some tablets work eg. Some antibiotics are best taken on an empty stomach whereas anti – inflammatories like Ibuprofen are best taken with food to prevent stomach upsets
- The effect of tablets for the thyroid gland, is reduced by Calcium or Iron, which is present in many supplements.
- Some tablets for lowering cholesterol are affected when some types of antibiotic are taken, resulting in undesirable effects
- Most people do not use their asthma inhaler properly

A chat with your pharmacist will ensure that you take your medicines at the right time and in the right way. This will ensure that they work effectively. You can also use this time to ask about any medicines related problems.

You may run short of one medicine whilst you still have plenty of stock of other medicines. Your pharmacist can help you sort that out, to avoid waste whilst making things easier for you.

This is a free NHS sponsored service. Please take advantage of it and **help you to help yourself**

Bhervi Patel,
Pharmacist at Cox & Robinson Chemist

Travel Vaccinations

If you are travelling abroad and think you may need travel vaccinations, you should have these at least TWO to FOUR WEEKS before travelling. However, we advise patients to book an appointment as soon as they have a travel date, as appointments are booked up very quickly.

Vaccinations such as Yellow Fever or Meningitis ACWY can be given at the surgery but this is a private service and will incur a fee.

Test Results

Please don't forget to contact the surgery within two weeks to check the results of any tests you have had. Please make contact after 11am whenever possible

Change of Address/Telephone Number

Have you moved or changed your telephone number recently? If we have to cancel your appointment at short notice due to unforeseen circumstances we shall make every endeavour to contact you. Recent experience has shown that we do not always have the correct details for our patients.

FLU VACCINATION REMINDER

If you would like to receive a FREE text message to your mobile 'phone reminding you that it is time to book for your flu vaccination please register for this service by visiting www.pfizer Vaccines.co.uk and follow the SMS registration link. You will receive annual text messages reminding you when to book your next flu jab appointment.

If you have any difficulty with this please speak to a member of the reception team who will be happy to help you.

red  **HOUSE**
SURGERY

SURGERY ADDRESS:

241 Queensway, Bletchley, Milton Keynes MK2 2EH
Telephone: 01908 375111 • Fax: 01908 370977
www.redhousesurgery.co.uk

Surgery Hours: The surgery opening hours are Monday-Friday 8.30am to 6pm

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. 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.

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