

# NEWSLETTER

from the Patient Participation Group

## CHAIRMAN'S THOUGHTS

It is very satisfying to see the practice looking so good both inside and out. The planters outside the surgery have been colourful throughout the year and I am pleased to report that there has been negligible damage to the planting. One patient attempted a citizen's arrest of one of our PPG gardeners thinking that they were stealing the plants, so they seem to be well protected and appreciated! Thank you to all who have tended the garden and kept everywhere looking so pleasant. I hope you enjoy this latest edition of our newsletter.

David Lloyd.

## DO YOU LOOK AFTER SOMEONE WHO CANNOT MANAGE WITHOUT YOU?

This could be a family member, friend or neighbour who, because of disability, illness or frailty, cannot manage on their own. If so you are a CARER and you are entitled to support for yourself. CarersMK can help carers by providing:

- training to help you with your caring role
- somebody to talk to in confidence
- opportunities to meet other carers
- access to events and relaxation therapies



Contact us: Telephone 01908 231703  
Email: [mail@carersmiltonkeynes.org](mailto:mail@carersmiltonkeynes.org)  
Website: [www.carersmiltonkeynes.org](http://www.carersmiltonkeynes.org)

## RED HOUSE CHAMPION'S PROJECT

### Well do you? Are you? Would you?

These are the questions that the posters in the waiting rooms ask! Have you spotted them amongst all the other ones?

They ask if you are over 60, sometimes lonely and would like to meet other people.

There is no doubt that feelings of isolation and loneliness are endured by an increasing number of people, especially those over 60. There is evidence to show that these feelings can lead to depression, lack of a feeling of wellbeing and the development of poor mental and physical health.

In an attempt to help patients at Red House, I am happy to work with anyone who contacts me (leaflets with contact details are available at reception in the surgery) to find a way of introducing them to some of the social events which are available in the area covered by the surgery.

There is sound research evidence to support the fact that social interaction is one of the best ways of keeping the brain working to its maximum as we mature!

Please contact me if you think I can help. Ask at Reception.  
Jan Lloyd - MK Older Persons' Champion

## PATIENT PARTICIPATION GROUP (PPG)

### Meeting Dates - August to December 2014



Each month the PPG meets to discuss issues regarding the Red House Surgery and at alternate meetings we try to invite along guest speakers to discuss health related issues or general topics of interest. All patients are welcome to attend any of the meetings which start at 6.15pm and are held in the upstairs waiting area. Meeting dates for the rest of this year are:-

Tuesday	12 <sup>th</sup> August 2014
Wednesday	10 <sup>th</sup> September 2014
Monday	13 <sup>th</sup> October 2014
Tuesday	11 <sup>th</sup> November 2014
Wednesday	10 <sup>th</sup> December 2014

## Flu Clinic Raffles

Thanks to everyone who took part in the two very successful raffles that were held at the surgery during the Saturday flu jab days last autumn. The PPG is very grateful to the providers of raffle prizes and the purchasers of tickets. Look out for this year's flu clinic dates which will be displayed in the main reception and on the website. Don't forget to come along and enjoy a friendly welcome from PPG members and take part in our fundraising raffle which supports the production on this newsletter along with other projects delivered by the PPG.

## BOOKCASES

A big THANK YOU to all who have either donated or bought books from the Surgery.

The bookcases, containing Children's books and a selection of Adult Fiction and Autobiographical books, continue to be well supported. The money raised helps us to fund the Newsletters that the PPG produces.



If you have some books at home that you are thinking of passing on please consider the Red House as a worthy recipient as we are always grateful to receive good quality books to sell.

## Patient Congress



It is almost a year since I was voted by the PPG to represent Red House Surgery patient's views at Congress. The intention was to have all 27 practices in Milton Keynes represented so

that the Clinical Commissioning Group would have an active resource to assist them when deciding which services were needed most for the local community.

It has taken some months but there is a new Chairman and some very motivated members and everyone is keen to be more active. As part of my role I brought information from Congress regarding the 111 service, the referral system and the adult hearing service to our meetings and fed back concerns raised by our PPG. This channel of communication is vital to ensure you hear about impending changes to NHS services early and can feedback about the impact they have at ground level.

Healthwatch MK, the independent consumer champion for health and social care, made up of individuals and community care groups has recently undergone a change of management board and is very interested in working more closely with Congress to give more strength to the patient's voice.

Congress is currently working on plans to help other GP practices develop an effective PPG and also develop a New Members Pack explaining the role of a PPG representative. We also have members attending the Public Forums entitled Shaping MK Health and will be bringing back information from these.

There is a regular agenda item for feedback relating to Patient Congress and MK Clinical Commissioning Group at our monthly PPG meetings. Anyone can come along and will be welcomed enthusiastically.

**Victoria Shiner - Congress Representative**

**Victoria has now moved on and we are lucky to have Steve Bates as our Congress representative.**

## RED HOUSE ROVERS WALKING GROUP

Despite all the wet weather over the winter months the Red House Rovers group escaped the rain and enjoyed dry walks (though not underfoot), reaching our coffee shop destination on one occasion 5 minutes before the heavens opened. An autumn walk around Simpson was most enjoyable, much helped by a lot of local information from two of our walkers. Our December walk ended at Dobbies for more chat and coffee and complimentary mince pies thanks to Dobbies. The March walk was an explore of Loughton, unfortunately the church was not open so we were unable to see the splendid stained glass windows.

The number of regular walkers continues to grow. We have two new trained walk leaders; my thanks to Alan and Pat. It is hoped we will be able to organise two walks a month soon. More help means more walks. We would be delighted to hear from anyone interested in future free walk leader training, simply call Vicki Clark on 01908 253299.

### Red House Rovers Walking Group Dates, 2014

DATE	LOCATION
Tuesday, 12 August	Dobbies Garden Centre
Wednesday, 27th August	Nut and Squirrel Pub Westcroft (by Morrisons)
Thursday, 9th September	To be confirmed
Thursday, 25th September	Meet at the Surgery
Wednesday, 8th October	To be confirmed
Tuesday, 21st October	To be confirmed
Thursday, 6th November	To be confirmed

All walks are from 2.00pm - 3.00pm  
Contact Vicki Clark on 01908 253299



## 2014 Patient Survey

During the last six months we have completed our third patient survey. This has been undertaken as part of a NHS scheme to ensure that patients' views are fed back to every surgery. The survey last year (2012-13) led to two recommendations; first that the front door was difficult for some patients to open and that there was widespread support for a system to make appointments on line. The surgery responded to both of these recommendations. The current year's survey has looked at how well we think the Red House Surgery website works. There has been some concern that it is too complicated, a bit cluttered and that there are problems with the system timing us out before we have finished our business. The survey confirmed that there is mild dissatisfaction with the website, and work is now in hand with the Web Master Service to get our website as user friendly as possible. Full details of the Patient Survey are available on the existing Red House Website.

David Lloyd



## The Safety Centre – Hazard Alley

The Safety Centre – Hazard Alley was recently visited by the Patients Participation Group who enjoyed an evening tour highlighting how the Centre delivers safety messages to primary school children in a unique and memorable way.

The Centre is a charity which welcomes over 18,000 children a year to its life-like town which is housed inside a 10,000 sq ft warehouse on the Kiln Farm industrial estate. Children enjoy a “hands on” experience learning how to safely cross roads, what to do in an emergency such as a house fire as well as many more

important life skills. Children visit from as far a field as London and Coventry as there is not another Centre like this nearby and the experience cannot be replicated in the classroom. One child recently commented “it makes learning about safety fun”.

Volunteers are trained to show the children around on a two hour tour. Anybody interested in becoming a guide should ring 01908 263009 and ask for Val Williams.

The Centre holds Open Days every year and in this its 20<sup>th</sup> Anniversary year, they are planning something special. It will be held on Sunday, 27 July 2014. Go to [www.safetycentre.co.uk](http://www.safetycentre.co.uk) for more information.

## Abdominal Aortic Aneurysm Screening

The NHS is inviting all men aged 65 and over for this very simple screening which can be obtained from our local MK Hospital Urgent Care Centre. It is estimated that 1 in 25 men aged 65-74 in England have an abdominal aortic aneurysm.

### Most at Risk

- You Smoke
- You have high blood pressure
- Your brother, sister, parent has or had an abdominal aneurysm

### Screening

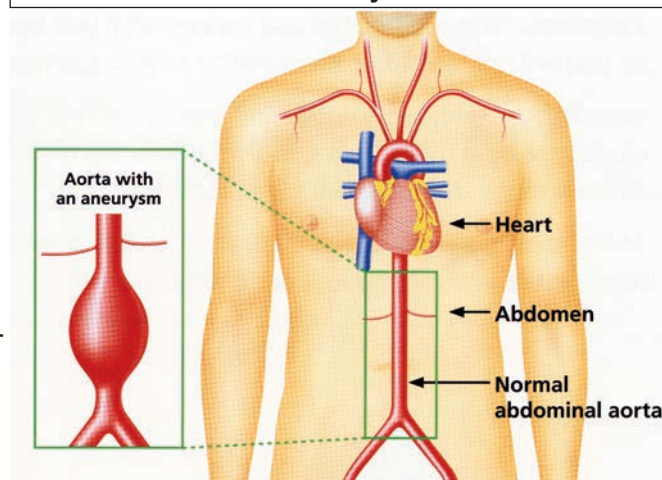
This very simple scan is called an ultrasound scan and would last about 10-15 minutes, a cool jelly is applied to your abdomen and a small scanner is applied over your skin. From this simple test they can measure the width of your aorta on the laptop screen and you will be informed of the reading prior to leaving the care centre. When you book your appointment you will be given a day and time which will be confirmed in writing and sent together with a booklet fully explaining the procedures.

The service that I received from this small unit, was second to none and a credit to the NHS.

**For an appointment phone Bedfordshire, Luton and MK Screening Programme. Telephone (01234) 792207**  
**When asked “where did you hear about us” please answer Red House Surgery P.P.G**

(Nigel Vaughan Core Committee member)

Diagram to show a normal aorta and an aorta with an aneurysm



## NAMED GP FOR PATIENTS AGED 75 AND OVER

The Government have advised General Practitioners that from April 2014 we should allocate a named GP for every patient over 75 years.

We shall therefore, be writing to all our patients aged 75+ informing them who their named GP will be. You may find that the GP given to you is not the GP you usually see but this will not affect your care in anyway. The named GP will have overall responsibility for the care and support that the

surgery provides to you and will work with any other health care professionals to ensure that you receive the most appropriate care.

You may continue to see any GP in the practice.

Once you have received your letter, if you have any queries please do contact a member of our secretarial team on telephone number 01908 375111, who will be able to assist you

## TEXT MESSAGING SERVICE

Here at The Red House we are currently working on providing a text messaging service. This service will provide confirmation of your appointment made and will send a reminder text 24 hours before the due appointment.

No details will be given about the appointment just that an appointment has been made at the Red House Surgery.

We hope this will help patients remember their appointment and also allow them to cancel any appointments that are no longer required. To highlight the problem of missed appointments, during a period of two weeks in March Belinda the Physio had eight missed appointments. By cancelling your appointment in advance means that we can offer these much needed appointment to other patients.

**In order for this to work well we will rely on patients keeping us informed of their up-to-date mobile 'phone numbers.**

If you do not want to receive the text messages please inform a member of reception who will mark your records accordingly. You can opt in and out of this service at any time.

## Comings & Goings

The surgery team has once again seen some changes.

In January we were delighted to welcome back Erica Haines to our team of Practice Nurses. Erica is a highly qualified and experienced nurse with a specialist interest in respiratory care.

We have had a few changes in reception with Jane and Jayne both leaving to enjoy some quality time with their families. We are lucky to have Caroline join the team.

Julia has joined us as a Health Care Assistant (HCA) and will soon be joined by Jennifer to complete the nursing team.

Dr Morrison left us in May. Dr Omar is leaving in September to take up a partnership position out of the MK area, we shall miss him.

Vanessa, one of our secretaries, is going back to her roots and will be a great loss to our admin team. We wish you every good wish for the future.

## Shingles Vaccinations

For the attention of all patients aged 70 or 79 - Act before 1st September 2014

You have until the 31st of August 2014 to receive your vaccination against shingles. After this date you will no longer be eligible to receive the vaccination.

If you were aged 70 or 79 on the 1st of September 2013 (last year) and would like to be vaccinated against shingles please contact a member of our reception team on 01908 375111, to make an appointment with one of our Practice Nurses. Thank you.

## PROFILE - Nurse Frida Aslam

I have been working at Red House for eight years now. Amongst my various nursing skills I work closely with the GPs and together we aim to provide specialist care for all of our diabetic patients. My passion for diabetes is attributed to the loss of my father who died from the disease. I was born in Yorkshire and moved south when only 10 years old. I completed my training at the Luton and Dunstable Hospital where I qualified in 1987. After completing another four years there I moved in to the community to further my career. I married and moved to Milton Keynes in 1992 still working in the community and joined the Red House as a Practice Nurse in 2006. Thanks to a very supportive husband and three teenagers, I feel that there is no other career that I would be happier in than nursing.

**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**

# Test Your Knowledge on Cardiovascular Awareness!

## Question

1. Is One Tablespoonful of salt the recommended daily amount?

Yes  No

2. Do You think that this is a healthy artery?



Yes  No

3. Does Exercise help reduce your Cholesterol ?

Yes  No

4. Is Soya good for my heart?

Yes  No

5. Is it healthy to have a waist measurement of 35 inches (for women) and 40 inches for (men)?



## Answers

1. No - The recommended daily amount of salt is 6g which is about **One Teaspoonful!** Too much salt can increase the risk of developing high blood pressure, which is a risk factor for Coronary Heart Disease.
2. No, the artery shows a build up of fat. If a bit of the fatty material (atheroma) breaks off and lodges in your heart, it can cause a heart attack. If it lodges in your brain, it can cause a stroke.
3. Yes, exercise helps reduce your cholesterol as well as helping to lower your blood pressure. Adults should aim to do 30 minutes of moderate physical activity at least 5 days of the week. The 30 minutes can be done all in one go, or in bouts of at least 10 minutes a time.
4. Yes, Soya is good for the heart. Soya is a source of fibre. Eating a high fibre diet helps to reduce the amount of cholesterol that is absorbed from your intestine into the bloodstream, thus reducing your cholesterol. Soya products eg. Soya milk, soya yoghurts, tofu, miso contain lots of vitamins and minerals and they are high in polyunsaturated fats (the good fats) and low in saturated fats.
5. Your health is at risk if you have a waist measurement of 32 inches (or more) for women or 37 inches for men. Carrying too much fat around the middle has a greater risk of developing coronary heart disease, high blood pressure and diabetes.

**Bhervi Patel**  
Pharmacist at Cox & Robinson Chemists Ltd

## Safety Rules for Cyclists

Cycling can be great fun and is certainly good exercise but with so much traffic on the roads today remember that cyclists are vulnerable. To help keep you safe, here are a few simple safety rules.

1. Check that the bike is safe, in particular is everything as it should be with nothing hanging loose. Are the brakes working correctly?
2. Wear a proper cycling helmet on every trip. Make sure it is correctly adjusted for size and the strap is done up while riding. Remember, not wearing a helmet may affect any compensation for head injuries received in a collision.
3. Ensure that your clothes are not so loose that they can catch in the chain or wheel, or obscure lights.
4. Wear a fluorescent and/or reflective item of clothing so that other road users will see you.
5. Always display correct lights when it is dark – white light to the front, red light to the rear.
6. Use cycle tracks or redways whenever possible but do not ride on pavements. Where routes are shared with pedestrians, be prepared to slow down or stop to avoid sudden movement, especially by children or dogs. Ringing your bell in plenty of time can allow pedestrians to prepare for you to pass them safely, but many will be listening to their music so may not hear. Make allowance for this.
7. Ride close (but not too close) to the kerb. Do not ride more than two abreast, but ride single file on narrow roads or when traffic is busy.
8. Keep both hands on the handlebars, (except when giving hand signals) and both feet on the pedals to ensure you have control of the bicycle. When turning at a junction be very careful. Check for traffic in front and behind you. Give clear signals so that traffic is in no doubt what you intend to do, but remember, signals do not give you right of way. Only turn when you are sure that you can do so safely, and without causing problems for other road users.
9. Do not carry passengers on your bike unless it has suitable seating and footrests. Only carry a passenger small enough to safely use the seat and footrests.
10. Do not carry anything heavy or large which will affect your balance or your ability to control your bike.
11. Cyclists must comply with all road signs. This includes traffic lights, road junction signs, level crossing signals, etc. etc.
12. Be careful when passing parked vehicles. Someone in a vehicle could open their door and knock you off your cycle.
13. Be careful and courteous to other road users.



## THE FUTURE OF GP SERVICES IN MILTON KEYNES

Your views are needed

Our Health Care Commissioners have now given outline details of their three options for the future of GP services here. Their three options are:

- To close all existing surgeries and build ONE mega GP surgery in the grounds of the hospital
- To close all existing surgeries and set up 5 or 6 very large super surgeries scattered across the City. We have no idea where our 'local' super surgery might be built
- Details of this third option are not at all clear, they may suggest keeping things much the same as they are, but with some small or failing surgeries finding ways of working jointly.

Our Red House Doctors and PPG members are very concerned about these proposals: options one and two appear to be designed to destroy GP services as we know them and the third option is so vague we do not know what is intended.

The Doctors at this Surgery and the PPG members have already written to the Care Commissioners to express our concern about plans one and two. Apparently proposals similar to options one and two have been proposed in other areas of England, but patient pressure has been enough to prevent the destruction of GP services.

Please consider writing to the Commissioners and to our MP to tell them what you think.

The addresses you need to write to are:

Dr Nicola Smith NHS Milton  
Keynes CCG  
Sherwood Place  
Sherwood Drive  
Bletchley  
MK3 6RT  
miltonkeynes.ccg@nhs.net

and Mr Ian Stewart MP  
House of Commons  
London  
SW1A 0AA  
iain.stewart.mp  
@parliament.uk