

# NEWSLETTER

*from the Patient Participation Group*

## Welcome

To the second edition of the Red House Surgery Newsletter produced by the Patient Participation Group (PPG) with support from practice staff. Allow me to introduce myself, my name is Carolyn McIver and I was appointed chairperson of the PPG at the November 09 meeting along with Tony Mabbott as vice chairperson.

Since the formation of the PPG back in May 09 the group has grown in strength and numbers thanks to Jane Hanlon, practice manager, a small core group of patients and the support of the practice doctors and staff. The PPG provides patients with an opportunity to raise issues and proposals on the delivery of healthcare at the Red House. The result of previous discussions has led to the successful production of the Newsletter and the proposed introduction of a new electronic self check-in system.

Previous PPG meetings have been well attended and have proved to be both positive and informative. The aim of the PPG is to be inclusive and representative of the patient population so that we represent as far as we are able the views of all patients. With this in mind we are actively seeking young people 16+ who have an interest in healthcare or who are possibly looking at a career in health to get involved. We are also seeking mums to be, people whose first language is not English and people with a disability.

If you are unable to attend future meetings, that shouldn't stop you from raising issues or making suggestions about your healthcare. There is a suggestion/comments box in the downstairs waiting area next to the PPG notice board or you can contact me direct on 01908 644140 or email me at: c-mciver@sky.com

For more information contact Jane Hanlon Practice Manager on 01908 375111.

## Patient Participation Group Meeting

Thank you to everyone who attended the Patient Participation Group meetings on the 12<sup>th</sup> January 2010 and 9<sup>th</sup> March, both were very positive and proactive meetings.

Thanks to Mr John Needham Chairman of LINK:MK who gave a short, informative presentation on the organisation and some of the possible benefits to the Patient Participation Group. If you are interested in becoming a member of LINK:MK log onto the website to find out more about news, events and information about health and social care in Milton Keynes.

[www.miltonkeyneslink.co.uk](http://www.miltonkeyneslink.co.uk)

The next PPG meeting will be held on 11<sup>th</sup> May 2010 at 6pm. Everyone is welcome to attend. For seating purposes please let Jane Hanlon the Practice Manager know if you are planning to attend.

Telephone 01908 375111

## THE OAK BOOKCASE

We continue to sell second hand books to raise funds for the Red House Patient Participation Group

We welcome your donations of books (preferably paperbacks/novels) and DVDs only to sell. If you wish to donate these items please deliver them to the surgery or speak to a member of the reception staff.

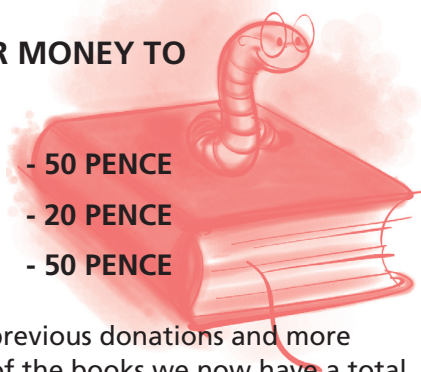
Proceeds from the sale of these items will be used for the benefit of the Patient Participation Group and the practice population. If you have any queries please speak to Sandra Oak or a member of the reception staff.

### PLEASE HAND YOUR MONEY TO RECEPTION

ADULT BOOKS	- 50 PENCE
CHILDRENS BOOKS	- 20 PENCE
DVD's	- 50 PENCE

**Monies raised:** From previous donations and more recently from the sales of the books we now have a total of **£592.72**. Thank you to all those who have both donated and purchased books and DVD's etc.

*Thank you for your support*



# Organ Donation: Making the Unusual, Usual

Milton Keynes Foundation Trust is supporting a national campaign to increase the number of organ donors in the UK. The donation rate in the UK is one of the lowest in Western Europe; the current campaign seeks to increase the number of donors by 50% over the next five years. In reality this means 1 extra donor per hospital per year. At the moment there are ten thousand people on the organ donor waiting list. Everyday three people die whilst waiting for an organ transplant; the majority of these are waiting for kidney transplants.

The Milton Keynes campaign was launched at the "Medicine for

Members" meeting held in January 2010. Talks were given by Dr Peter Reed, Clinical Lead for Organ Donation and Amanda Small, Donor Co-ordinator. Both emphasised the sensitivity with which organ donations are handled, reassuring us that principles such as confidentiality were of paramount importance and that under no circumstances were organ donations performed without the full consent of the deceased family (a legal requirement in the UK). We were also privileged to meet John McCafferty, the longest surviving recipient of a donor heart in the UK. John, who lives in Newport Pagnell, was only expected to

survive for 5 years after his transplant in 1982, yet he has defied the odds thanks to the generosity of one person.

We can all make a difference, in "making the unusual, usual" the message was clear; carry a donor card. Discuss your wishes with your family as your decision can help to save lives.

For further details on registering as an organ donor visit:

<http://www.organdonation.nhs.uk>  
or call the 24 hour Organ Donor line  
0300 123 23 23

Monica Catelinet

## GETTING TO KNOW YOU - Janet Goodman GP

### When did you decide to study medicine?

My mother qualified as a doctor in 1948 and worked in child health when I was at school. My teachers assumed I would study medicine but initially I said 'no'. I went to university to study natural sciences but decided then that I would much rather do medicine and switched courses after 2 years.

### Why did you enter general practice?

I was initially interested in paediatrics (child health) and then spent some time looking after cancer patients before deciding that general practice would suit me best. I felt it would give me the opportunity to deal with many different aspects of medicine.

### What are the best parts of the job?

I enjoy the variety, meeting people of all ages and from differing backgrounds. I am hopefully able to help people at difficult times and improve their health.

### What does your work involve?

I do 5 surgeries a week with some home visits spread over 3 days. The surgeries usually last 2½ to 3 hours



and then telephone calls may take ½ hour or more. In addition there are results and incoming letters to read, letters to dictate and other administrative matters. We have a doctor's meeting once a week and a meeting of all the staff about once a month. I also have to keep up to date with the many changes and new developments in medicine; this involves regular reading and attending courses.

### Have you any particular areas of interest?

I have over the years developed an interest in family planning and contraception, and do the occasional evening session at the family planning clinic. I have always enjoyed sport and play tennis on a regular basis. As a consequence I have done some postgraduate courses in sports medicine, although not to examination level.

### Is there anything you would like to change?

I think in general there are too many changes made for political reasons without any evidence that they will be of benefit. I would like to see us all improve our lifestyle and hence our quality of life.



## A message from your Stop Smoking Advisor

I am delighted to have joined the Red House Surgery as your dedicated Stop Smoking Advisor. I am currently available on a Monday morning 9.30-11.30am and Tuesday evening 4.00-6.00pm. Evidence shows you are four times more likely to succeed in your quit by using the services of a qualified advisor. Ask your GP or reception for more details. I look forward to working with you.

**Gail Flack - Stop Smoking Advisor**

## Pharmaceutical Advisors Information

Many people take medicines and the cost can soon mount up. Have you thought about buying a Prescription Prepayment Certificate (PPC)? You may find it cheaper if you need to pay for more than four prescription items in three months or 14 prescription items in 12 months. You can only buy a PPC for your own prescriptions. There are four ways you can buy a prescription pre-payment certificate (PPC):



**ONLINE:** complete and submit a PCC application form on the NHS Business Services Authority website <https://www.ppa.org.uk/ppa/ppcdd/patient.do> and pay by debit or credit card.

**BY POST:** pick up an application form (FP95) from any GP surgery or pharmacy. Send the completed form with your cheque, postal order, credit card or debit card details to the address shown on the form.

**BY PHONE:** order your PPC by calling their telephone advice and order line on 0845 850 0030, and pay by debit or credit card.

**AT A REGISTERED PHARMACY:** you can buy a PPC at a registered pharmacy using the FP95 application form (see above). Check with your pharmacist whether they're registered. You don't need to complete payment details on the form, as you can pay the pharmacy direct.

Your PPC will be valid from the date you buy it, unless you ask for a different start date. The start date can be up to one month earlier or one month later than the date you buy the PPC. If you're buying a 12 month PPC, you can pay over 10 months using a direct debit payment scheme. This will help you to spread the cost. If you have to pay for a prescription before your PPC arrives, you can claim a refund of this charge later but make sure you ask your pharmacist to give you an NHS receipt (FP57) so that you can claim a refund.

## Specialist Respiratory Nurse

**Erica Haines** is delighted to have recently re-joined the Red House Team as Specialist Respiratory Nurse one session per week.

Erica is here one afternoon each week to help patients with Asthma, COPD or other lung problems. A typical consultation includes assessment of your symptoms, lung function testing, medication adjustments and help with breathing techniques, sputum clearance or energy conservation.

One of the commonest and most easily remedied problems with patients is not being able to use their inhalers effectively which means they suffer with unnecessary breathlessness, cough, wheeze or repeated chest infections. By simply showing patients how to use their inhaled therapy properly means symptoms very often improve.

It is also very important to treat chest infections or 'flare-ups' of

COPD or Asthma promptly. Erica will discuss with you the possibility of holding standby therapy for the future, with written instructions on what to do and when. If you think you may benefit from this service please make an appointment. Alternatively you can ask for a 'telephone slot' and Erica can return your call during her clinic.

# Lions Club of Bletchley, Milton Keynes



This year the Lions club of Bletchley celebrates 40 years of community service not only in this area but, on a national and international basis. Clubs such as ours always look to local GP surgeries to help promote our fundraising and community service projects.

A recent high profile event, supported for two years running by the Red House surgery, was the Snowdon 500 where Bletchley Lions joined nearly 500 people to climb Mount Snowdon in aid of Prostate Cancer Research. **With the generous help of Red House surgery staff local lions raised over £5,000.** Nationally the event has raised over **£370,000.**

Worldwide Lions Clubs International has always promoted the prevention of blindness. At local level clubs such as Bletchley collect, from opticians and surgeries, used spectacles for free distribution in third world countries. So look out for the new collection box coming now at the Red House. Our thanks to all the doctors and staff at the Red House we are pleased to be part of the ongoing story of our local surgery.

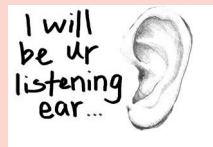
If you would like to know more about Bletchley Lions contact us on **08458339592.**

## SURGERY POD

The surgery has also recently decided to use some NHS funding to purchase a surgery POD. This equipment will be installed in our downstairs waiting area and will offer patients the opportunity to check their blood pressure, height and weight and complete simple health and lifestyle related questions. The multilingual, touch screen is easy to use. The information will be automatically transferred to the patient's medical records and give instruction, if it is felt necessary, should the patient need to make an appointment with a nurse or a doctor.

We hope that this equipment will be installed shortly and we will obviously be offering assistance to our patients to help them use this new facility.

## COUNSELLING SERVICES



**Doreen Inggall** is our resident counsellor employed by the Milton Keynes Primary Care Trust (Adult Mental Health). Doreen is a qualified psychotherapist and works at the Red House Surgery one day a week with its patients. Doreen has met with many patients with a variety of problems. Her role is to try to help people recognise, come to terms with or help solve their problems by working out new ways of thinking and acting to change things for the better. You can access this service through the GP's.

## connexions

Connexions provides free and confidential advice, guidance and support to all 13-19 year olds who feel they need it.

Connexions Personal Advisers (PAs) are based at the Connexions Centre in Central Milton Keynes and in all Milton Keynes Secondary Schools. Connexions PAs also operate on a part time basis from various other locations, such as libraries. If the young person prefers they can access a Connexions PA and a wide range of Connexions services on-line at the Virtual Connexions Centre [www.mysaymk.com](http://www.mysaymk.com)

Connexions PAs are able to provide information and guidance on a wide range of issues such as: relationships, low self-esteem, anger management, learning, training, lifestyle choices, money and housing, to name just a few. They also act as an advocate for a young person or to provide mediation.

A young person can self refer to Connexions. Alternatively, in school, a member of staff may request our support. It is not a mandatory service and is dependent on the young person choosing to participate. At all times the young person is fully involved and their thoughts and opinions are valued. Our main aim is to enable a young person to reach their potential and raise aspirations.

To contact a PA go to the following web address and select Connexions from the left hand toolbar.

[www.connexionsmk.co.uk](http://www.connexionsmk.co.uk)

## Shirley is a Award Winner

Health Visiting Assistant **Shirley Phillips** is based here at The Red House Surgery. Shirley's role involves working in the local community, doing home visits, facilitating groups and offering support at the baby clinics. Some of the highlights to Shirley's role includes work as a breastfeeding counsellor and as an infant massage instructor, running massage courses for targeted clients.

Shirley was recently nominated for a 'People's Choice Award: Dignity in Care' by a client who attends the New Parents Group and the Breastfeeding Group. The client felt that Shirley should be recognised for the important support these groups give to new mothers. As a new mum to the area, The New Parent Group helped her gain an understanding of her baby's needs through a range of speakers each week. It also

helped to increase her confidence, meet other mums and build her own support network of friends. Shirley is the one member of staff that the clients see regularly, she facilitates two groups a week and attends clinic weekly so provides valuable continuity of care.

Shirley added, 'Although I won the award I feel that it belongs to the groups I facilitate as it is the other mums that attend that help other parents to gain in confidence, offer understanding and support and share in their journey as a new parent.

I feel very privileged to be a part of that and some parents that meet at the groups still remain friends five years later and I think this is a true testament to the value that these groups provide'.

## HEALTHY CHOCOLATE & BANANA TRIFLE

### INGREDIENTS

A chocolate swiss roll or any chocolate cake

2 bananas

1 200mg carton of half fat crème fresh

A small amount of high cocoa content plain chocolate

4 tablespoons of rose water

1 tablespoon of Fundador – Spanish brandy

**METHOD:** Cut up cake and place in the bottom of a bowl. Mix the rose water and Fundador together and spoon over the cake. Chop up the bananas and put on top of the cake. Top off with the crème fresh and grate some of the chocolate on the top

I use Fundador because I find it has a good almost coffee flavour. However, you can use sherry or ordinary brandy.

The only fattening features of this desert is the chocolate cake and chocolate topping, you could just sprinkle cocoa power on the top if you wished.

*Sylvia Ellwood*

## COMINGS and GOINGS

**Dr Huda Muhsin** has now returned from maternity leave

**Dr Elcey Varkey** joined the practice as a salaried GP with effect from September 2009 following Dr Ewan's retirement.

**Trish Cooper:** Trish has worked as a District Nurse attached to the Red House but has decided to have a change of career and we are delighted that she has joined Sylvia and Frida in our Practice Nurse team.

**Sadie Keppel:** Sadie has been attached to the practice working as a Health Care Assistant with the District Nurse team and she has also joined the Red House team and will undertake HCA and phlebotomy duties.

### Admin Team:

**Lilian Watson** is enjoying her baby and has decided not to return from her maternity leave.

**Vanessa Toombs** has moved from her receptionist position to the admin team and we hope that she will enjoy the change.

### Receptionist Changes:

There have been a couple of changes in reception with Helen moving to pastures new. We are in the process of recruiting additional receptionists, please bear with us whilst new staff are getting to know the surgery procedures and our patients.

### Health Visitor Team:

**Sue Mew** has left the team and is working as a haemoglobinopathy counsellor. **Geeta Munn** also left the team to study as a Health Visitor. We now have some new members to welcome; **Jasso Sedden** is our new Health Visitor and **Kimberley Matthews** a registered nurse.

### District Nurse Team:

With Trish and Sadie moving to the practice nurse team there have been a number of changes to the District Nurse team. **Debbie Harper** is now the DN in charge at Red House and any problems can be directed to her or the practice.

# The Red House Team

## DOCTORS

Dr Paul Staten  
Dr Nigel Fagan  
Dr Janet Goodman  
Dr Nigel Bunting  
Dr Lucy Marchand  
Dr Huda Muhsin  
Dr Elcey Varkey  
Dr Moh'd Akhtar

## RECEPTION TEAM

Sandra Whitefoot  
Margaret Catlow  
Barbara McCarthy  
Jayne Lewis  
Angela Durham  
Sandra Oak  
Jenny Noble

## PRACTICE NURSES

Sylvia Hodkin  
Frida Aslam  
Trish Cooper

## HCA/PHLEBOTOMISTS

Sadie Keppel  
Angela Durham

## ADMIN TEAM

Jane Hanlon  
Karen Ross  
Penny Lavallin  
Penny Stentiford  
Vanessa Toombs

## PHYSIOTHERAPIST

Belinda Wetherell

## COUNSELLOR

Doreen Inggall

## MIDWIFE

Jo De Caux

## HEALTH VISITOR TEAM

Teresa Donovan  
Sheila Darms  
Shirley Phillips  
Jasso Sedden  
Kimberley Matthews

## DISTRICT NURSE TEAM

Debbie Harper  
Maxine Jackaman  
Adediran Folasade  
Helen Babatunde  
Debbie Perry  
Justine Turner

## ONLINE AT RED HOUSE SURGERY:

Please do be aware that our surgery website [www.redhousesurgery.co.uk](http://www.redhousesurgery.co.uk) is full of helpful information, advice and support for all our patients. What's more you can also order your repeat prescription and tell us of a change to your address using the website. Although in its infancy we are working hard to try and keep the information up to date and useful for all, so please take a look and of course if you have any suggestions on how we might improve the website further, please do let us know.

## AUTOMATIC CHECK-IN

After consultation with the PPG the practice has decided to purchase an automatic check-in system. We hope that this will assist patients by allowing them to register their arrival. Installation is due to take place at the end of April and so we hope patients will be able to use this new equipment from the beginning of May.

This system is not replacing any staff but offers a quick check-in with reduced queuing times for those who do not need to speak to our reception team, any other enquiries will need to be directed to the team in the usual way.

The system supports multiple languages, is user friendly, quick and easy to use and gives directions to specific locations as to where to wait. The check-in station will be sited downstairs near to the front door. There may be patients for whom this is not suitable and they should continue to speak to a member of the reception team.

**red**  **house**  
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:** 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.

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**