



NEWSLETTER

from the Patient Participation Group

CHAIRMAN'S MESSAGE

As Christmas and the New Year approach, it is my privilege as Chairman of the PPG to send the best wishes of all of our members to the Doctors and all of the staff who make this such a great surgery. In particular our thanks and best wishes go to Dr Goodman who is retiring.

Our thanks to you all and we hope that you get to enjoy some time off at Christmas and that you all have a happy and prosperous new year.

David Lloyd

Midsummer Madness

Another successful midsummer brought the madness out in some of our PPG members running a "unwanted gifts stall" at the Bletchley and Fenny Stratford Town Council's "Midsummer Madness" afternoon held in Leon Park on Sunday 24 June. The sun shone on us throughout the day and we gratefully made £215. The day's events included watching the antics of the ferrets etc and eating hamburgers, cakes and ice cream. A good time was had by all and a big THANK YOU to those who supported us with their time and contributions.



PPG BOOKCASE

The books that are sold for PPG funds are very popular. There is a good selection of both Adult and Children's books for sale. The bookcases are in the downstairs and upstairs waiting areas.

Thank you to those of you who have given books to us, they are much appreciated. 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 of good quality books for our bookcases. Please speak to one of the reception staff.

Happy reading.

THE RED HOUSE RAFFLES

Not only did the surgery prevent hundreds of people from catching flu this winter by holding flu clinics on the 30th September and 3rd November, it also helped raise funds for the printing of the next Newsletter by holding Red House Raffles on both days. Our thanks go to everyone who kindly gave their time on those days and who provided the raffle prizes. For the many lucky winners, a double benefit for having attended the flu clinics!

Walking Group - Red House Rovers

Our monthly walking group with qualified walk leaders is proving very popular. We meet at various locations including the surgery and Dobbies Garden Centre. Our walks start at 2pm for approximately a 1 hour walk at a comfortable pace around Bletchley, Fenny Stratford and Water Eaton. Interesting discoveries have been made and places explored, including Mount Farm Lake, The Community Orchard and Caldecotte Lake – who knew of the sheep statue in Fenny?

More walk leaders are needed so different levels of walks can be offered. Free, one day training in Milton Keynes is available. Contact Vicki Clark for information 01908 253229, www.walkingforhealth.org.uk

Walks end with light refreshments – bring some change. Meet new people, make new friends – fun, free and friendly. Come and join us.

See PPG notice board or www.redhousesurgery.co.uk or Vicki Clarke 01908 253229 for future dates and meeting places.

NEXT WALKS:

- Thursday, 22nd November 2012
 - Tuesday, 11 December 2012
 - Tuesday, 22nd January 2013
 - Wednesday, 20th February, 2013
 - Thursday, 21 March, 2013
- All start times 2.00 pm



Don't forget

Treasurer's article

Since the Patient Participation Group started we have been grateful for the support offered to us when we set about the task of raising funds. This was done mainly through book sales, the purchase of raffle tickets during Flu Clinics and the Midsummer Madness event in Leon Park. The funds raised have enabled us to publish the Red House newsletters, have a book case made for the upstairs waiting area and to give the speakers at our 'themed' PPG meetings a small token of appreciation.

Please continue to support us. Thank you.

FLU VACCINATION BOOK YOUR APPOINTMENT

If you are 65 years or over or in one of the "at risk" groups please do remember to book your flu vaccination. If you have any queries as to whether you are eligible please speak to a member of the team.



PROFILE

Dr Peter Robinson is the newest addition to the Red House practice team. Originally from Liverpool, Peter graduated from Cambridge medical school after spending 2 months on elective in Canada doing emergency medicine and neurology. He went on to work in hospitals around East Anglia, in Peterborough, Ipswich and Cambridge. For the last 3 years he has worked locally in GP surgeries and in Milton Keynes Hospital. Peter's experience includes A&E, paediatrics, orthopaedics, colorectal surgery, stroke and neurology, care of the elderly, diabetes and endocrinology, haematology, oncology and urology. He plans to develop his interests in musculoskeletal medicine including joint injections, community paediatrics, diabetes and training future GPs.



Peter is a long suffering Liverpool FC fan and travels back to Merseyside whenever he can to watch them, which is unfortunately not often enough. He is yet to see them win a game this year.

A Moment to Shine



I was one of the lucky 7,500 'ordinary' people selected as an Olympic torchbearer partly in recognition of my voluntary fundraising for Leukaemia & Lymphoma Research.

A week before my part in the relay I was told I would start in Bletchley Park. I believe this decision was just serendipity. Many years ago I had been a volunteer at Bletchley Park and it seemed so fitting that I was able to celebrate my own personal triumph against leukaemia with a place so dear to my heart that had also struggled for survival.

After weeks of torrential rain the sun shone on my day. The cheering, smiling crowds lined the streets as we torchbearers were driven in a mini bus to our designated place. When my turn came to torch bear I was handed a torch and alighted the bus into a wall of noisy happiness. It was magical and very surreal.

My moment to shine has turned into many wonderful moments. Since the relay I have taken my torch to numerous clubs, offices, shops, pubs, schools and nurseries to give as many people as possible the opportunity to have a share in my experience. Whether you love or hate sport I will always remember the London Olympics of 2012 as a time of joyful togetherness.



Polio and Polio Eradication

Polio was still about in the Industrial Nations in the fifties and sixties, but with few exceptions now virtually eradicated in the Western World. However Polio still exists in other parts of the world.

Why it matters. Every child deserves the right to walk, run, and play without the fear of paralysis. It is still a disease that robs children of that right in other parts of the world. It is transmitted via contaminated water and food supplies, enters through a child's mouth, then multiplies in the throat and intestines. In a matter of hours, the polio virus can enter the brain and spinal cord, destroying the cells that enables muscles to contract and causing paralysis. In 5% to 10% of cases the child dies. Polio is completely preventable as the virus cannot live long outside the human body. Proper immunization of children can not only prevent the disease, but eradicate it by stopping transmission of the virus. Although polio currently circulates in only a few countries, it is a highly infectious disease and spreads rapidly.

How we achieve it. The Global Polio Eradication Initiative (GPEI) is committed to achieving a polio free world. Rotary is a spearheading partner in the (GPEI), along with the World Health Organization, UNICEF, and the U.S. Centers for Disease Control and Prevention. The Bill and Melinda Gates Foundation also has a priority for the eradication of Polio.

Where are we today. Through the work of the GPEI, more than seven million people who would otherwise have been paralysed, are walking, because they have been immunized against polio.

John Neale

Make 2013 Your Lucky Year

As the New Year approaches you may be considering your RESOLUTIONS.

Make 2013 the year you STOP SMOKING. You are 4 times more likely to succeed with the support of a qualified Stop Smoking Advisor.

Gail the Stop Smoking Advisor here at Red House has seven years experience of enabling quits. She is available on Tuesday and Friday mornings. (Alternative appointments times are available)

Make 2013 your year - ask reception about booking your first stop smoking appointment.





NEW COMPUTER - SystemOne

GETTING THE BEST FROM YOUR MEDICINE

We would like to thank all our patients for their consideration and support whilst we have changed our computer system. We feel that due to this support and the commitment of the practice team this change has gone very smoothly. We are the first of many practices in MK who are changing to this new clinical system which we feel offers many advantages for our patients.

On-line Patient Reference Group & Survey

We are still very keen for more of our patients to join our on-line reference group to help us improve. Our PPG has been busy preparing a second questionnaire which will be on-line shortly but needs more in-pat from the patient population to make the most of comments and suggestions.

Please write to groups@redhouse.co.uk or email to this very address. Either go to www.redhousesurgery.co.uk or alternatively complete a form at the surgery and we will email you a link.

COMINGS & GOINGS

We are sad to announce that after 23 years at the surgery, **Dr Janet Goodman** will be retiring from General Practice at the end of the year. We are sure you will want to join us in wishing her a long, happy and healthy retirement. **Dr Muhsin** will be increasing to full-time hours and we look forward to welcoming back **Dr Williams** in the early part of 2013 following the birth of her baby boy in Sept.

We welcome **Wendy** and **Nicki** to our reception team and **Oliver** to our admin team.

The District Nurse and Health Visitor teams have again had some changes and we welcome **Trica Clementson** and **Mags Ndro** and say farewell to **Mandy Penfold** and **Steve Bilham** of the HV team. **Joanne Burgess** is our new lead District Nurse following **Jan Curtis'** decision to have a break from nursing.

The Department of Health estimated in August 2011 that around **300 million pounds** are lost every year in the NHS due to medicine wastage, of which about half is avoidable. A further 500 million is wasted because patients are not taking their medicines properly and are not getting the full benefits.

You can help by doing the following:-

- Only Order what you need
- Check your prescription at the surgery to confirm the items are what you have ordered.
- Check your medicine at the pharmacy before leaving. Once medication leaves the pharmacy, it becomes the property of the patient and when they are brought back, they have to be disposed of.

Speak to your Pharmacist about the correct way to take your medicines to gain the full benefit eg. some tablets are best taken before or after food, with others, a gap of 2 hours or more is best.

Take any unused medicine to the pharmacy for safe disposal!

WORDSEARCH

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

| | | | |
|--------|-------------|-----------|-------------|
| BONE | EARS | MEDICINE | STOMACH |
| BRAIN | EXAMINATION | NURSE | SURGERY |
| COUGH | FLU | RECEPTION | TEMPERATURE |
| DOCTOR | LUNGS | SKELETON | VACCINE |

ACTION ON HEARING LOSS

MILTON KEYNES SENSORY SERVICE

Our Sensory services team in Milton Keynes makes sure that people with a hearing loss, visual impairment or people who are deafblind can live independently, safely and securely in their own home. We do this by:

- carrying out specialist home assessments
- providing alerting equipment such as door bells, smoke alarms, telephone alerters and baby cry alarms
- offering rehabilitation training, including mobility and independent living skills training where appropriate
- communication training, for example, on Braille and Moon (a form of tactile communication for people with visual impairment)
- information on all aspects of sight and hearing loss.

In addition, we have a Community Support Officer who provides support, information and technical advice to hearing aid users, their friends and family, and anyone who is finding it difficult to come to terms with a hearing loss.

CONTACT US: For more information on our services in Milton Keynes, please contact us at:- Action on Hearing Loss Milton Keynes Sensory Service, Ground Floor, Unit C, Witan Court, 320 Witan Gate, Central Milton Keynes, MK9 1EH.

Telephone: 01908 295660 • Textphone: 01908 239996 • Fax: 01908 239995 • Email: milton.keynes@hearingloss.org.uk



CHOLESTEROL AND HOW TO REDUCE IT

Cholesterol is a fatty substance found in the blood. Too much Cholesterol can increase your risk of Coronary Heart Disease. It is commonly caused by eating too much saturated fats e.g. biscuits, pastries etc.

There are two types of Cholesterol – **HDL (high density lipoproteins)** and **LDL (low density lipoproteins)**.

The HDL are the 'good' cholesterol as they remove the 'bad' cholesterol from the bloodstream instead of depositing it in the arteries.

To reduce your cholesterol:-

- Cut right down on saturated fats, trans fats and replace them with monounsaturated fats and polyunsaturated fats
- Reduce the **total** amount of fat you eat
- Eat oily fish regularly as they provide the richest source of polyunsaturated fats known as Omega 3 (see table ABOVE)

| Unsaturated Fats (Monounsaturated fats, Polyunsaturated fats & Omega 3 Fats) | Saturated Fats & Trans fats |
|--|--|
| Olive oil, Rapeseed oil | Butter |
| Avocado | Hard Cheese, Whole Milk |
| Nuts & Seeds (almonds, cashews, peanuts, hazelnut & pistachios – a small handful) | Fatty meat, Lard, Dripping, Cream, Suet, Ghee, Fried foods |
| Oily Fish (e.g. herring, mackerel, sardines, salmon etc) | Cakes, Pastries, Biscuits |

Patient Reminder List

Please consider that time is limited at your appointment so do try to adhere to **ONE** problem per consultation. This will help YOU get the most out of your visit with the Doctor

When waiting to see the Doctor please do think about the following especially if your condition is a new one which you have not discussed before.

Ask yourself;

- What are the main symptoms? If several which troubles you most?
- How long have the symptoms been present?
- Is there anything that makes you feel worse or better?
- What treatments have you tried?
- Are you taking any medication not prescribed by your Doctor (including those provided by the Urgent Care Services)? If so let your Doctor know.



IN CASE OF EMERGENCY

- A useful tip for mobile phone users.

If your mobile phone does not lock itself after use, consider putting an entry into your "Contacts" under the name of ICE. This should be followed by the name and telephone number of the person who you want to be contacted **In Case of Emergency**. This can be accessed by the emergency services etc. Example: ICE David 01908 000000.

This system was first thought of by a member of an Ambulance Crew and is an effective way for the person you have identified to be contacted in an emergency.



Sylvia Ellwood

redhouse
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 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. 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.

EMERGENCIES TAKE PRIORITY AT ALL TIMES

Hand Washing

Julie Uglow – Practice Development Nurse
Milton Keynes Community Health Services Infection Prevention Team



“Hand Hygiene is the most effective way that we know of, to prevent the spread of infection from one person to another”

We have known the importance of this for hundreds of years but it is still as important now as it ever was, especially in a healthcare environment.

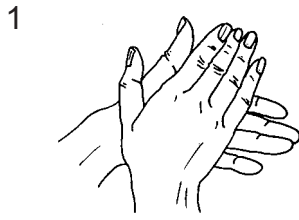
There are two main reasons why hand hygiene is so important within healthcare

- 1) People who are not well, for whatever reason, may have poor immunity and so are very vulnerable to infections.
- 2) Health Care Workers (HCW) move rapidly from one patient to another and therefore very easily carry germs or infections with them. Most of these germs are carried on their hands and this is why HCW's need to decontaminate their hands much more frequently than other people.

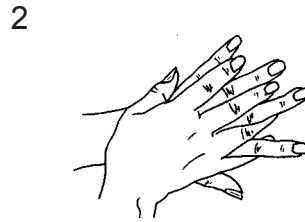
We talk about hand hygiene as this can include washing with soap and water, or using alcohol hand sanitiser. We use alcohol hand sanitiser within healthcare environments because it is much quicker than washing and in most situations it is equally as effective as soap and water.



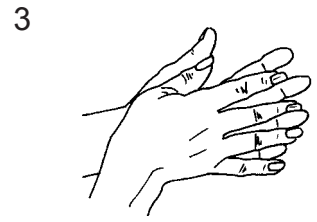
Whether using alcohol hand sanitiser or soap and water for hand hygiene it is important that the soap or the alcohol touch all parts of the hand and wrist and this is why we recommend the technique shown below.



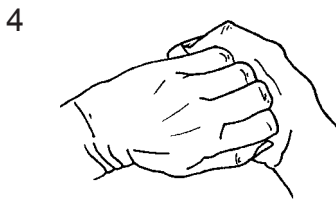
Palm to palm



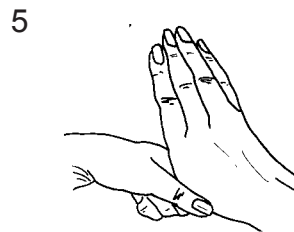
Rub backs of both hands



Palm to palm with fingers interlaced



Backs of fingers (interlocked) & nails



Thumbs and wrists



Rub both palms with fingertips

It is important for everyone to wash their hands, especially before preparing or eating a meal, and after using the toilet. If you are visiting someone who is not well, or is in a hospital or care home you can also help them by making sure you wash your hands.

If you are receiving care or nursing in your own home you can help by providing the carer or nurse with liquid soap (sharing bars of soap can cause cross infection so is not recommended for HCW's – if you don't usually buy liquid soap washing-up liquid is good enough) and with kitchen roll to dry their hands. A hand-towel is fine as long as no one else uses it and it is laundered frequently and regularly. Even if the nurse or carer wears gloves for some parts of your care, they must still decontaminate their hands when they remove their gloves.

Some people these days like to use one of the many hand sanitising products which you can buy on the high street. Most of these contain anti-bacterial agents, so it is still important to wash your hands after using the toilet and also to remember that many of the germs which make us ill (eg flu, coughs and colds, diarrhoea) are caused by viruses, so are not killed by these products. These products can sometime lure us into a false sense of security. Washing your hands with soap and water then drying them thoroughly will physically remove the germs.

If you would like more information about any of the things discussed above your HCW should be able to help, or you can contact the Milton Keynes Community Health Services, Infection Prevention Control team on 01908 243576.

Colds and flu

Don't forget, if you do have a cold or flu, always use a tissue and cover your nose when you sneeze, and when you are finished with the tissue, dispose of it and wash your hands thoroughly. In other words:

- Catch it** – Germs spread easily.
Always carry tissues and use them to catch your cough or sneeze.
- Bin it** – Germs can live for several hours on tissues.
Dispose of your tissue as soon as possible.
- Kill it** – Hands can transfer germs to every surface you touch.
Clean your hands as soon as you can.

