

NEWSLETTER

Issue No. 12

CHAIRMAN'S INTRODUCTION

Welcome to our Patient Participation Group and Surgery Newsletter. The PPG works with the surgery to improve services for patients. Any of our patients can join the PPG and help us to influence healthcare. We have members from all walks of life so if you care about health, yours or others, do think about joining us either for meetings or via the online membership. We are keen to attract new members so we are representative of our population.

This newsletter has a variety of articles which give a flavour of what we are involved with.

We look forward to hearing from you or attendance at our meetings.

If you would like more information about the PPG, please do ask at Reception or contact us via our email address – redhouseppg@gmail.com

Steve Bates, PPG Chair

FLU clinic

On the 29th September the Surgery held its first flu clinic of this year.

The PPG held a raffle during this clinic and raised **£400.00**.

The first prize was a hamper and this was won by **BLUE** ticket number **352**.



Thank you to all the patients who purchased raffle tickets or gave us donations to help raise funds towards producing our Newsletter and items of equipment. We also appreciated speaking to patients and if you think you would like to join the Patient Participation Group please give us a try. We welcome new members and look forward to meeting you.

We will be holding a further Saturday Flu Clinic on **3rd November**, please contact reception to book your appointment.

PPG Awareness week

Each year the National Association of Patient Participation (NAPP) has a PPG Awareness Week. It is normally in June and our PPG uses the opportunity to promote ourselves and to invite new members.

In June this year we set ourselves up in the surgery reception with our PPG Banner. We had two members present throughout each day, Monday to Friday and we approached as many patients as we could.

We were:

a. Trying to recruit new members, particularly some younger patients

b. Tell people about what the PPG does to promote good and improved health for patients of this surgery, things like the Red House Rovers Walking Group.

c. Tell patients about the online system for making appointments; requesting repeat prescriptions; and downloading a brief medical history summary. We pointed out that we have produced a very clear booklet which describes how to use the online system, aimed at anyone who is apprehensive about using the internet.

We did increase our membership with 30 new members which was satisfying but better still was the amount of interest patients showed in what we try to do. We recognise that the PPG is not for everyone but no one need be shy of coming to our meetings as they will be made welcome.

Everything the PPG does is in support of the surgery and its patients. The surgery is very supportive of the PPG and we are grateful for their encouragement for everything that we do.



ACTIVINSIGHT BANDS

Following a suggestion from a member of our PPG, contact was made with Activinsights who are a world leader in delivering lifestyle insights and behavioural data analysis for healthcare professionals. They have recently won the Queens award for enterprise in the International trade category.

Red House is very proud to be the first practice in the country to work with Activinsights. Currently 10 members of staff are wearing the bands which look similar to a "fitbit" but without the watch.

The band is designed to intelligently detect and measure up to 10 basic activities with estimates of steps, movement and energy expenditure.

The data is downloaded fortnightly to build a picture and hopefully assist the clinician in assisting with various measurements regarding activity and sleep and how lifestyle may be impacting your health.

We hope in the future to be able to use these bands, loaning them to patients to wear and to then monitor any changes following advice offered by one of our clinicians.



Cancer & Beyond

With survival rates at an all-time high, the national cancer patient survey has revealed the best results in its history with almost 70,000 patients rating their overall care 9 out of 10.

The latest statistics are clear – the number of people living beyond cancer is at a record high and we now know that the vast majority of people with cancer also feel positive about the care they receive.

Your surgery is running a Cancer and Beyond project which gives patients information about all available services and things that can help them, plus the chance to talk to others who have suffered and survived. Information about meetings can be found at the surgery or on the website.

PPG meetings for 2019

These start at 6.15 pm

Monday	14th January, 2019
Tuesday	12th February, 2019
Tuesday	12th March, 2019
Monday	8th April, 2019
Tuesday	7th May, 2019
Tuesday	11th June, 2019
Monday	8th July, 2019
Tuesday	13th August, 2019
Tuesday	10th September, 2019
Monday	7th October, 2019
Tuesday	12th November, 2019
Tuesday	10th December, 2019

We are a friendly bunch who are welcoming and keen for new members and willing to meet anyone for a chat beforehand if they are anxious about coming along.



FRIDA ASLAM – Lead Diabetic Nurse

We are delighted to have **Frida** back at Red House to look after our diabetic patients and be our lead diabetic nurse.

Frida is well known to our patients as she previously worked as a Practice Nurse with us.

Now only seeing diabetic patients **Frida** will be working 3 days per week alongside our diabetic lead GP, **Dr Huda Muhsin** and with support from two practice nurses **Becky** and **Sarah** who have recently completed their Warwick Certificate in diabetes care.



Red House Rovers Walking Group

The surgery has established the 'Walking for Health' walking group known as the Red House Rovers. We meet every Wednesday at 2pm at various locations throughout Milton Keynes.

Walking has been described as the nearest activity to perfect exercise. Some of the benefits of regular brisk walking are as follows.

- The minimum recommendation from doctors to keep your body healthy and prevent illness such as heart disease, cancer, and diabetes is 150 minutes of activity per week. Brisk walking once a week for an hour will contribute 60 minutes to this.
- Walking improves self-perception, mood, and sleep quality. Stress, anxiety, and fatigue are also reduced.
- Regular brisk walking improves the performance of your heart, lungs, and circulation. It can also lower your blood pressure and reduce the risk of strokes.
- In addition to the medical benefits, walking can be great for your social life, you will make new friends, encourage each other, and develop a network of supportive fellows.

To find out more please see Reception, or ring Ian Graham (the walk leader) on 07810 175 219 (Please leave a message if Ian doesn't pick up right away). Details regarding the schedule of walks can be found on the surgery website or the PPG noticeboard. You can also see a lot more information on the Walking for Health web site. Go 'Google' then 'Walking for Health'.



Registration Services: Births, Deaths & Marriages

We are moving →

From the 10th September 2018 the Registration Services team will be operating from brand new offices in Central Milton Keynes.

All birth and death registrations, notices of marriage and civil partnership ceremonies and other registration functions will run from the new location at:

Civic Offices

North Eighth Street (new side entrance)
 1 Saxon Gate East
 Central Milton Keynes
 MK9 3EJ

Tel: 01908 372101

There's also a new enhanced ceremonies room called the Flowers Suite, which seats up to 80 guests and has its own waiting area. There's also a brand new dedicated garden space with a pagoda and plenty of seating – perfect for photos.

Visit www.milton-keynes.gov.uk/registrars for more information about the move and images of the new facilities.

TEA & TIME.....



COFFEE & CONVERSATION



We have started a group whereby anyone can come along to the surgery once a month on a Tuesday lunch-time 12.30-1.30 for a cuppa and a chat.

We hope that this will give people an opportunity to chat together, ask questions from various groups such as Citizen Advice, Age Concern, Health Care professionals etc as well as have an opportunity to perhaps undertake some exercise and have some social time.....

Due to space, places are limited, so please let us know if you want to come along on any of the following dates:

Nov 13th / Dec 11th

We look forward to seeing you and hearing your ideas for this new group.

Raised Flower beds & Car Park

The flowers and shrubs in the raised borders in front of the surgery are planted and cared for by the PPG and they make the surgery a more welcoming place. During the very hot summer members watered the plants regularly through the weeks, ensuring that they survived and looked nice. It will soon be time to replace some of the annuals with more plants, so if you have a few spare cuttings or bulbs, why not donate them?

As well as caring for the raised borders PPG members also tidy the car park, collecting rubbish and removing weeds. Some have even laid tarmac to fill in minor potholes and irregularities in the surface.

Our thanks go to everyone who helps with these jobs.

It takes people with all sorts of varied skills and abilities to make a good PPG, so why not join and show us what you can do!!



Donations for Willen Hospice

We are very grateful to everyone who donates stamps, coins, jewellery & old mobile phones. We collect these items for Willen Hospice, who are very grateful for everyone's generosity as they rely on these items to sell/recycle to help raise necessary funds for the patients they care for.

Thank you and please continue to support Willen Hospice by donating these items.

Knitting for Emily's Star

THANK YOU to everyone who has knitted Bonding Squares, Blankets & Hats for premature babies and Cannula Sleeves. The hard work you have put into knitting these lovely items for a worthy cause is very much appreciated.

Please carry on knitting as your help is needed and Emily's Star welcome and acknowledge the work that goes into making these items. The babies would say Thank You too if they could!!

If anyone wishes to get involved we have patterns at the surgery. Also children with complex needs are in need of 1m x 1m blankets to use while in their wheelchairs – any designs, colours are very much appreciated.

Also the group makes the twiddlemuffs for local homes etc., but which are also for sale to raise funds for the PPG.

If you have any odd balls of wool and embellishments please donate these to the surgery, we are very grateful for all your donations.



SOS Collections

The new rota for collection stations at various locations around the Borough is a massive hit: the cupboard is full to overflowing! Huge thanks go to the staff at the Red House Surgery and all the patients who have donated items for women who need to leave their homes in a hurry due to domestic violence etc. Please keep donating as we are still collecting items for this scheme at Red House Surgery.

Collection stations are currently out at churches in Hanslope and Castlethorpe and individual members continue to be presented with carrier bags of donations from friends and family. Long may it continue!

THANK YOU!



STAFF CHANGES

We haven't had too many changes to our team in the last 12 months.

Frida Aslam – returns to work with us as our diabetic lead nurse and Julie Petzing has moved on to undertake an educational teaching role.

Rosie Failla – specialist minor illness nurse joins the team bringing with her a wealth of experience. Please see her profile which gives more details about the role she undertakes.

Alex Mihut joined our team earlier in the year working both within the admin office and as part of our HCA team.

Dr Thiyagi Goonewardene is with us while she completes her GP training. Dr S Salman has finished working for us as a salaried GP although still undertakes some locum sessions for us along with a few other doctors when the need arises.

We are delighted to have such a team and appreciate the support that our patients offer us particularly during very busy times.

TRAINING PRACTICE FOR GPs

Following a year of training and surgery inspections **Dr Adam Staten** was approved by the local deanery to become a GP Trainer working at Red House.

This means that doctors who want to work in General Practice are able to spend time working here to gain experience of working in a GP Surgery.

Our first Trainee, **Dr Thiyagi Goonewardene** joined us in August and will be working with us until the beginning of February.

We hope to then have a new GP Trainee to work alongside our existing team of GPs.

We are delighted that we have been granted approval to be a training practice and also that we have had such a great first Trainee.

Rosie Failla – Minor Illness Nurse

My synopsis:

I began in the health service as a Health Care Assistant over 30 years ago in Paediatrics at the Luton & Dunstable Hospital - alongside my life as a busy mum of two young children. After many years of devoted service, and encouragement from my team, I was persuaded to undertake university nurse training.

Since qualifying in 2001, I have been gaining further knowledge and experience in lots of different areas, and am able to treat both adults and children with minor illness symptoms. I have worked in walk-in-centres, out of hours urgent care centres, and more recently, a GP surgery.

Patients were at first a little reluctant to be seen by a Minor Illness nurse for their ailments, but soon realised I could deal with their problems effectively. I am not a practice nurse – in fact my role is very different. Taking some of the workload from your doctors for your coughs, colds, infections etc, allows the doctors more time to concentrate on those of you who require more specialist care, and you will find that my examinations are just as thorough.

I look forward to meeting you in the near future, and feel privileged to be joining such a great surgery and team!

Rosie

Below is a little more information about the types of conditions I deal with

To help signpost patients to the most appropriate appointment the GPs are requesting that staff make enquiries from patients about the reason for the appointment so that I can see the minor illness cases and the GPs can see patients with complex needs and long term or chronic conditions.

IF YOU HAVE ANY OF THE FOLLOWING CONDITIONS PLEASE ASK FOR AN APPOINTMENT WITH ROSIE

Cold & Flu symptoms	Skin Rashes	Fever	Chicken Pox	Sinusitis
Bites & Stings	Tonsillitis	Burns	Earache	Eczema
Chest Infections	Dermatitis	Urine infections	Psoriasis	Asthma Attacks
Boils	Eye Infections	Nose bleeds	Diarrhoea/Sickness	Thrush symptoms
Emergency contraception				



Medical Detection Dogs

Six times a year, the members of the PPG have a speaker at the start of the meeting, who will speak and answer questions for about 30 minutes. A wide variety of talks have been enjoyed and suggestions for other speakers are always welcome.

None has been enjoyed more than the one we had in June about Medical Detection Dogs. I would hazard a guess that this was not only because the content of the talk was fascinating and amazing, but that we also had two young dogs in the surgery. The dogs, Olive and Poppy, brought along three human members of the organisation, led by Tom Borland!

We were told that the fully trained dogs can detect minute changes in odour associated with many cancers, Type 1 diabetes, Addison's disease, Postural Orthostatic Tachycardia Syndrome and a number of other diseases. They detect these changes from urine, faeces, breath and swabs.

When a dog is working it wears a red scarf so that it knows that it is working. Dogs attend the centre at Great Horwood up to four days a week and work for up to 20 minutes at a time. They love the activity which they regard as a great game. Dogs are not housed at the centre but live normal lives with voluntary fosterers in a family home.

The only thing restricting the increase in the number of dogs and the medical research to support their life-saving work is funding. They do not get any Government funding but we supported them with a £50 donation.

Jan Lloyd
Speaker Finder for the PPG



Healthy Pee Chart!

1

2

3

1-3 HYDRATED

These colourations 1 - 3, show that you are fully hydrated. However if you have reached level 3 (pale yellow) you are beginning to show the signs of dehydration, and should up your water intake.

4

5

6

7

8

4-8 DE-HYDRATED

Level 4 (a darker yellow than level 3), indicates that you have started the dehydration process and need to drink more water. From level 5 upwards to level 8, you are in fact dehydrated. Whilst not critical at level 5, more water is necessary to prevent symptoms worsening.

At Level 8, you are seriously dehydrated and in need of rapid hydration to increase your electrolytes.

hydratem8.com

The Information provided is general information only, nothing is intended to be advice of any kind and you shall not use any information as if it were advice, nor shall you rely on the information. Drinking insufficient or too much water may have detrimental health effects, (including de-hydration and dilutional hyponatraemia) and you should consult a doctor or medical practitioner if you have any concerns or questions regarding your current or intended levels of water consumption.

Nothing in this disclaimer shall limit liability for death or personal injury resulting from negligence.



Milton Keynes
 University Hospital
 NHS Foundation Trust

What is **PALS** (Patient Advice and Liaison Service)?

The Patient Advice and Liaison Service (**PALS**) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

You can find officers from **PALS** in your local hospital.

Tell us about your care **You can:**

Talk to any member of staff Visit **PALS** in the main entrance Call PALS on 01908 995954

Text (only) **PALS** on 07773577923 Email pals@mkuh.nhs.uk

Alternatively: Complete a friends & family test form, leave feedback at www.NHS.uk, find us on social media Facebook - MK Hospital - Twitter - @MKHospital

The patient advice and liaison service is available Monday to Friday, 9.30am to 4pm, excluding bank holidays. Out of hours, please leave a telephone message and the team will get back to you.

We would like to hear of any: Compliment Comments Concerns Complaints

To celebrate the 70th anniversary of the NHS and to reward staff for their hard work and doing so well in recent patients surveys the surgery threw a BBQ for staff and family where we all enjoyed playing some games, good food and some karaoke!

It was good to have time to socialize and relax away from the surgery on a sunny Sunday afternoon.



Protected Time Dates for 2018/19

The surgery will close at 1.30pm for staff training on the following dates and will not re-open until the following morning.

18th October 2018 21st November 2018 24th January 2019 20th February 2019 21st March 2019

The surgery will also be closing early on Christmas Eve and New Year's eve – please check the website and notices for exact closing times on these two days nearer the time.

Please make sure that you order your repeat prescriptions in good time to cover you over the Christmas break.

Red House Singing Group

Anne and I would like to say a big thank you to Red House Surgery for firstly, coming up with the idea of a singing group at the Practice (stroke of genius!)

This project is a really good example of what can happen when everyone happily gives up their time and skills to enable a project such as this to come to life. We prayed for the start up to be a success and we think that it certainly has been successful so far.

To see people join in with various musical instruments as well as singing – Peter on his guitar and Ian with his shuttle bagpipes just proves what talent people have and makes for a really enjoyable event with added health benefits.

The attendees are all enjoying the Wednesday evening sing along and that, for us, is what it's all about. Proof, if proof is needed, that singing in a group is good for the mind, body and soul.



And on that note (forgive the pun) we'll say that we'll see anyone wanting to join us on a Wednesday evening at 6.30pm when we regroup to charge our batteries up again.

We have our first performance booked at Parkside Medical Centre who are holding a Christmas concert on Thursday 13th December at 7.30pm in support of Age UK charity. Everyone is welcome.

Tickets are available £5 (£7 on the door) from Parkside Medical Centre, MK 375341

Best wishes, Anne & Steve

Wordsearch

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

BEACH	BIKINI	COCKTAILS
FAMILY	FLIGHTS	FUN
HOLIDAY	ICECREAM	LILO
LOUNGER	PASSPORT	RELAXING
SANDCASTLE	SEA	SUITCASE
SUMMER	SUNCREAM	SUNSHINE
SWIMMINGPOOL	TANNING	TICKETS

I'm Fine - Thank You

There is nothing the matter with me, I'm as healthy as I can be

I have arthritis in both my knees and when I talk, I talk with a wheeze.

Sleep is denied me night after night but every morning I find I'm alright

My memory is failing, my head's in a spin but I'm awfully well for the shape I'm in.

How do I know my youth is all spent? Well my "get up and go" has got up and went

But really I don't mind when I think with a grin, of all the grand places my "get up" has been

"Old age is golden" I've heard it said but sometimes I wonder as I get into bed

With my ears in the drawer, my teeth in a cup, my eyes on the table until I wake up

Here, as sleep overtakes me, I say to myself, "is there anything else I could lay on the shelf"

When I was young my slippers were red, I could kick my heels up over my head

When I was older my slippers were blue but I could still dance the whole night through

Now I am old my slippers are black, I walk to the store and puff my way back

I get up each morning and dust off my wits and pick up the paper and read the "o" bits

If my name is still missing I know I'm not dead, so I have a good breakfast and face what's ahead

ANON

red  **ouse**
 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

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. The website provides useful information, advice and support to all of our patients. Also giving details of how to register for Online services where you can make an appointment, order a repeat prescription etc. 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