



A great turn-out from patients etc was a significant contribution to the outstanding success of the evening.



Dr S Hughes presentation to Gill Hiscox in recognition of 20 years excellent service with the practice



Catherine Bishop (Dementia Support Worker) from Alzheimer's Society



Hilary Tuohy from Age UK



Jay Chandarana and Keith MacBrayne from Diabetes UK



Sally Petre from Carers in Bedfordshire

Thank you to the organisations that supported the evening by having stands - Age UK, , Alzheimers Society, Carers in Bedfordshire and Diabetes UK.



Speaker: Alison Lawrie-Skea, Acting Operational Lead, Memory Clinics, Bedfordshire, with Specialist Dementia Nurse Claire.

Health Evening 26 September 2019 Dementia in the Family ? Recognition and Actions

Alison gave an over view of the role of the memory clinic and covered areas such as what they look for when diagnosing dementia, why they diagnose. Medication and top tips.

The memory clinic team will explore an individuals life story and will listen to family members – observations, concerns, expectations. They will consider the more recent social and medical history.

In order to diagnose dementia they need a 6 month history that shows a progressive change to memory and functional ability eg shopping, finances, memory, communication, moods, behaviour etc. If there has been a rapid decline they need to rule out physical causes such as urine infections.

The term dementia iis an umbrella. . Many causes for the symptoms are Alzheimer's disease, vascular dementia. Parkinson's disease, alcohol etc.

Dementia Diagnosis benefits include – avoiding crisis situations, access to help and support, access to treatment. Receiving explanations for symptoms that have been worrying,

planning for the future, maximising quality of life and independence, helping to avoid unnecessary hospital admissions, personalised support and care planning, annual dementia reviews.

Luton and Dunstable and Bedford Hospitals have a 'butterfly scheme' whereby patients that require extra support e.g. choosing from a menu – then a butterfly sticker is put above the bed. If you think this is the case with a relative of yours and there is no butterfly then tell them.

The aim of medications is to slow down progression, to give a better quality of life for longer, improvement in cognition and behaviour.

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The Surgery
 Hexton Road
 Barton-Le-Clay
 MK45 4TA
 T: 01582 528 700



www.bartongroupsurgeries.co.uk

Health Centre
 Gooseberry Hill
 Luton
 LU3 2LB
 T: 01582 528 721

Dementia Nurse Top Tips

- ◆ **Knowing the person – helps. What they enjoy or don't enjoy.**
- ◆ **Boost wellbeing - activity that makes the person feel useful, valued and important**
- ◆ **Try to accept their reality**
- ◆ **Emotional memory**
- ◆ **Stay calm**
- ◆ **Use memory loss to 'start again'**
- ◆ **Maintain good physical health**
- ◆ **Out of sight is (often) out of mind**
- ◆ **Try not to be offended if you are referred to as mum, brother etc**
- ◆ **Use exercise, diversion, distraction**
- ◆ **Don't keep breaking bad news if you don't have to – parents RIP, diagnosis, "I told you that"**

Committee member Sheila Mason spoke as a carer for her 90 year old husband who was in the audience. Some of her advice included:-

- ◆ **Go to carers groups**
- ◆ **Socialise**
- ◆ **Go out with loved ones - as important as medication**
- ◆ **As a carer apply for attendance allowance. Age UK can help. If turned down keep reapplying it's not means tested**
- ◆ **Carers grant - is means tested**
- ◆ **Find out about the Herbert Protocol which helps find people who wander off. The surgery has leaflets.**
- ◆ **Join a carers singing group. There is one in Dunstable and Biggleswade**
- ◆ **Contact carers in Bedfordshire - carers discount booklet**
- ◆ **Investigate trackers/door alarms**



L to R:- Dr Kate Randall, Dr Avanti Sulakshana, Dr Anu Narayanan, Dr Simon Hughes, Dr Chandra Gurrum, Gill Hiscox, Gareth Jones (Chair of Bargoose)



TIBBS DEMENTIA FOUNDATION

Tel:01234 210993 or 07970 666711

Email: contact @tibbsdementia.co.uk - Website: tibbsdementia.co.uk

Registered Charity No 1166596 - Office: 5Lansdowne Road, Road, Bedford, MK40 2BY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
COGNITIVE STIMULATION ACTIVITY 10.45 – 12.30 St Andrew's Church People with early-stage dementia Please contact us to join this group	SWIMMING 11.00 – 12.00 Kempston Pool Hillgrounds Road, Kempston MK42 8SZ All with dementia &/or their Carers	COGNITIVE STIMULATION (CST) 14-week course 10.30 – 12.15 Flitwick Library People with early-stage dementia Please contact us to join this course	MUSIC 4 MEMORY 10.00 – 11.45 Oakley Village Hall Church Lane, Oakley MK43 7RI All with dementia &/or their Carers	MUSIC 4 MEMORY 10.00 – 11.45 Queens Park Community Centre 52 Marlborough Road, Bedford MK40 4LF
ENCOMPASS 10.45 – 12.30 St Andrew's Church Kimbolton Road, Bedford MK40 2NG Carers of people with early-stage dementia	INDOOR BOWLS 12.30 – 1.45 Kempston Park Indoor Bowls Club 290 Hillgrounds Road, Kempston MK42 8UB	ENCOMPASS 10.30 – 12.15 Flitwick Library 15 Coniston Road, Flitwick MK45 1QL Carers of people with early-stage dementia	ENCOMPASS fortnightly 10.00 – 11.45 Oakley Village Hall Church Lane, Oakley MK43 7RI Carers of people with dementia	1-2-1 COUNSELLING DROP-IN 10.00 – 11.45 Queens Park Community Centre, 52 Marlborough Road, Bedford MK40 4LF Carer of a person with dementia - free
WALKING FOOTBALL 11.30 – 1.00 Bedford Athletics Stadium Barkers Lane, Bedford MK41 9SB All with dementia &/or their Carers	All with dementia &/or their Carers	SUPPORT 4 MEMORY 6-week course 10.45 – 1.15 Venue to be confirmed Carers &/or People with early dementia Please contact us to join our next course	ACTIVITEA 1 11.00 – 12.45 St Andrew's Church Kimbolton Road, Bedford MK40 2NG People with mid-stage dementia	WALKING GROUP fortnightly 2.15 – 4.00 (Mar – Oct) Bedford Park (meet Pavilion Café) All with dementia &/or their Carers
COGNITIVE STIMULATION (CST) 14-week course 2.00 – 3.45 St Andrew's Church People with early-stage dementia Please contact us to join this course	KEMPSTON DROP-IN 2.00-4.00 (including optional) fortnightly ARMCHAIR YOGA or fortnightly WELLBEING 4 CARERS	CLEAR VOICES 1 & 2 2.00 – 3.30 Dame Alice Court 19 Newnham Street, Bedford MK40 3NR People with early to mid-stage dementia	ENCOMPASS 11.00 – 12.45 St Andrew's Church Kimbolton Road, Bedford MK40 2NG Carers of people with mid-stage dementia	ACTIVITEA 2 fortnightly 2.15 – 3.30 St Andrew's Church Kimbolton Road, Bedford, MK40 2NG People with later-stage dementia
ENCOMPASS 2.30 – 3.34 St Andrew's Church Kimbolton Road, Bedford MK40 2NG	Kempston East Methodist Church Hall Foster Road, Kempston MK42 8DA	MUSIC 4 MEMORY 2.30 – 4.00 (small group) Potton Community Centre Brook End, Potton SG19 2QS All with dementia &/or their Carers	ALLOTMENT GROUP 10.30 – 12.15 149 Mile Road, Bedford MK40 9UP	fortnightly ENCOMPASS 2.15 – 3.30 St Andrew's Church Kimbolton Road, Bedford MK40 2NG
MUSIC 4 MEMORY 2.30 – 4.00 Charter House 1b Kimbolton Road, Bedford MK40 2PU			MUSIC 4 MEMORY 2.00 – 3.45 (small group) Parish Room, All Saints' Church Westbourne Road, Bedford MK40 4LD All with dementia &/or their Carers	CST + ENCOMPASS Weekly 2.30 – 4.00 St Andrew's Church People with early-stage dementia
CHALLENGERS 4 MEMORY	Other one-off physical activities & events	Various Dates, Times & Locations	All with dementia &/or their Carers	All with dementia &/or their Carers
SELF-SUPPORT SOCIAL GROUPS	Meet monthly – contact us for more details.	Various Dates, Times & Locations	All with dementia &/or their Carers	All with dementia &/or their Carers
1-2-1 COUNSELLING	Also available as a free drop-in during ActiviTea 2 / Encompass on Fridays, or arranged on request in own home	Carer of a person with dementia	Carer of a person with dementia	Carer of a person with dementia
MOVING FORWARDS	Free course of 8 x 1.5hr (once every 3 weeks) group sessions	10.30 – 12.00 Dame Alice Court	Former Carer of a person with dementia	Former Carer of a person with dementia
MUSIC 4 MEMORY – REFLECTIONS	Course of 8 x 1.5hr weekly group sessions	Various Dates, Times & Locations	People with later-stage dementia	People with later-stage dementia
MUSIC 4 MEMORY – AT HOME	Course of 10 x 1hr weekly sessions in own home	Day/Time/Cost agreed on request	People with dementia with/without	People with dementia with/without

For the period 8 October - 8 November lost appointments when patients **DID NOT ATTEND**



Missing an appointment is a double edged sword - when the Doctor, Nurse etc activates the bell for the next patient they then wait for them to arrive. Some patients are not as quick as others so they make allowances and double check. When it is obvious the person has not turned up they can then move on. Therefore the time wasted is a lot more than just the appointment time. The Surgery staff try to give the best service possible and the carpet is constantly being pulled from under them by this inconsiderate attitude.
- Editor

CHANGES TO THE PHLEBOTOMY BOOKING SERVICE AT ARNDALE HOUSE

The L&D phlebotomy service are pleased to announce that from the 26th November 2019, patients will be able to book their Arndale House phlebotomy service appointments both online and via a 24 hour automated appointment booking line. To access the online service a brief registration process is required. These facilities are for patients to book their appointments swiftly and receive confirmation immediately, saving them time and effort. Please see the attached patient information leaflet for further details.

In addition to offering pre-bookable phlebotomy appointments, the service will continue to provide a walk in facility (Monday 8.30am-4pm and Tuesday to Friday 10am-4pm)

Please note, booked appointment patients will take priority.

Leaflets explaining above in more detail will be available soon at the Surgery

Online Ordering of Medication



Did you know you can order your medication using the SystmOne login that you already have for booking appointments.

This system allows you to see your repeat medication on the same system that the Doctor uses. All you need to do is tick the items you want to order when they are due. No need to write or type out lists of medications.

If the item you want isn't on the screen, you can still put in a request using this system or add any additional notes you may wish your GP to see.

If you have a login but are unsure how to use the system for ordering medication, speak to Dispensary or Reception.

If you don't have a login yet, and would like one, please speak to Reception and they can set up a password for you.

The benefit of ordering on line is that YOU the patient are in control and there is less room for error.

Please remember that we need a minimum of 2 working days for any prescription requests to be processed

Thank you



Health Evening - Questions and Answers

How difficult is it for the Practice to recruit staff currently? Not just GP's but other staff. Is this liable to cause patient problems?

Dr Hughes – It is difficult for all practices throughout the country. We are very lucky. New GP's don't want partnerships and tend to work as locums. It is also very difficult to recruit nurses. We tick a lot of boxes particularly as we are a training Practice. There is a national shortfall of 6,000 GP's in Practices.

What are the things that patients can do to help the practice improve services

Gill Hiscox – There are a number of things that could help. Make sure you cancel appointments. An average of 30 hours GP time is lost every month because patients do not attend their appointments. Join the PPG. Look after your neighbours. Don't be abusive to the reception staff. They ask the questions they do in order to direct you to the best person to see you.

Patients are said to be nervous about the supply of drugs after the 31 October. Should they attempt to stockpile drugs before then?

Dr Hughes – No. On the NHS website there is detailed information about this.

Loneliness is said to be a major cause of depression among mainly older people. Are the doctors able to suggest means of easing this problem?

Dr Randall – We are able to signpost patients to the right support. There are befriending services and Age UK is a great support. We hope to have a Social Prescriber in post soon and they will help patients get the right support.

Is the flu vaccination programme going ahead with adequate supplies of vaccine? What is the position with shingles vaccine?

Gill Hiscox – Yes there are adequate supplies for patients. The shingles vaccine can be given at any time in the year. There are some manufactures delays with the pneumococcal vaccine.

How do the doctors view the present arrangements for referrals through MSK?

Dr Gurram – GPs are no longer able to refer straight to the hospitals. The process has been streamlined so that instead of being referred back to the GP for onward referral to somewhere else this is all dealt with by MSK. We are aware of some negative feedback.

Our Doctors are known to be excellent at visiting recently bereaved patients, but in some cases more support is needed over a longer period. What do the doctors suggest?

Dr Randall – we offer a home visit to recently bereaved patients. If bereavement is more significant there are organisations such as Cruise.

Tell me how to get an appointment to see a doctor without a very long wait

Gill Hiscox – There is enormous pressure on appointments – patients are living so much longer and have more complex needs. We never turn anyone away. We drip feed appointments in during the week. You will always get an appointment if you need one which is not the case in many surgeries. This is a National problem and one that won't go away.

What are the biggest improvements the Practice has made during the past year

Dr Sulakshana – keeping afloat with the changes in the NHS. Maintaining the ethos and traditions of the practice. Maintain patient appointments. We are keen to bring services to you – in-house Physiotherapist, Mental Health link worker, Child and Adolescent Mental Health worker... We have two GP's on a fellowship scheme. We are enthusiastic about training doctors.

There have been newspaper articles about withholding money from Practices if they close for half days. Is any of this a worry for the Practice

Dr Narayanan – This doesn't apply to us as we are open 5 full days a week. When one site is closed Wednesday / Friday pm the other one is open and the phones transfer to the open surgery.

What would you like to see change to make you're and the Practice life easier?

Dr Narayanan – Our patient population is good and Practice team are good. Patients could allow more time for dispensary staff. Having a paramedic attached to the Practice would be helpful with home visits.

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There are some hundreds of new houses, and several hundred more being built in Silsoe and Barton. Will the Practice cope with the increase in population, or is increasing demand from older people a problem.

Dr Sulakshana – The practice size is fairly stable. We can only accept as many patients as is allowed per GP and we are not at the limit.

Can you tell us about the three Practices known as Hillton?

Gill Hiscox – There is a 5 year plan for Primary Care which requires Practices to work together. We have joined with Houghton Close Surgery and Greensands Surgery both in Ampthill and we are a Primary Care Network. As a group we provide extended hours, we have a frailty nurse and in the future will have a Social Prescriber.

FALLS - how to cope with a winter menace



Reducing the risk of falls

A fall can have consequences for an older person ranging from a temporary loss of independence to more serious injuries such as hip fractures and sadly enough even death. Fortunately there are some measures which you can take to minimise the risk of falling.

Slippery surfaces due to Ice & Snow:

- ⇒ Make sure that the path to your door is clear of snow and free of any clutter.
- ⇒ If the path is icy, melt down the ice by sprinkling salt over the slippery area or cover the ice with something gritty or non-slippery. Remember, the thicker the ice, the longer it takes to melt. Try to sprinkle salt as soon as possible especially in areas you know are prone to being icy.
- ⇒ Give extra time to get where you need to go in winter weather. Taking your time reduces the risk of falling, especially if you use a walking device.
- ⇒ Dress for the cold weather! If you do happen to fall, it is important to stay as warm as possible while you wait for help to arrive.

Checking your home environment

- ⇒ Make sure that you have good lighting, particularly on the stairs.
- ⇒ Keep a nightlight on or a torch by the bed, in case you need to get up in the night.
- ⇒ Make sure that your stairs and steps are free of clutter.
- ⇒ Handrails on both sides of your stairs make them safer to climb.
- ⇒ Put a non-slip mat in the bath and get a handrail fitted
- ⇒ Put non-slip mats under rugs
- ⇒ Avoid tasks such as cleaning windows or changing a light bulb if they make you feel dizzy or light-headed.
- ⇒ Use a stepladder to reach high places – never stand on a chair. If you can, ask someone to help you.
- ⇒ Pets are wonderful companions, but they can get under your feet. Be aware of where they are when you're moving about.

Improving your fitness, strength and balance

Try and keep as fit and active as possible. Keeping active helps you maintain strength, flexibility and energy levels, so you can carry on doing the things you enjoy and stay independent. If you don't usually do any exercise, any amount of activity is better than nothing – even taking regular brisk walks in the garden. Speak to your GP about how you can exercise safely, especially if you have a heart condition, are on medication which can affect your balance or if you don't usually take any exercise.

Eyesight, hearing and balance

Vision and hearing play a vital role in balance. Find out when your next eye check is due - get your eyes checked and your glasses prescription reviewed at least every two years, or every year if you're over 70. Remember NHS eye tests are free once you reach the age of 60. If you are a carer for someone remember to arrange for their regular eye tests.

Looking after your feet

Always report any problems with your feet to your GP or practice nurse. Well-fitting shoes are important - high-sided shoes with low heels and thin soles with a good grip can help if you feel unsteady. If you have arthritis, you may find that trainers or similar, well-cushioned shoes are more comfortable and offer welcome support. Ask your GP for advice. Make sure your slippers have good grip and fasten properly- loose worn out slippers may cause you to trip. Finally, always wear shoes or slippers-don't walk indoors in bare feet, socks or tights.

Managing your medicines

Certain medicines can affect your balance. Let your GP know if you ever feel unsteady after taking medication – you may need to change the dose or look at alternatives. If you take several medicines, your GP should review them regularly in case you no longer need them or the dose needs to be changed.

Osteoporosis

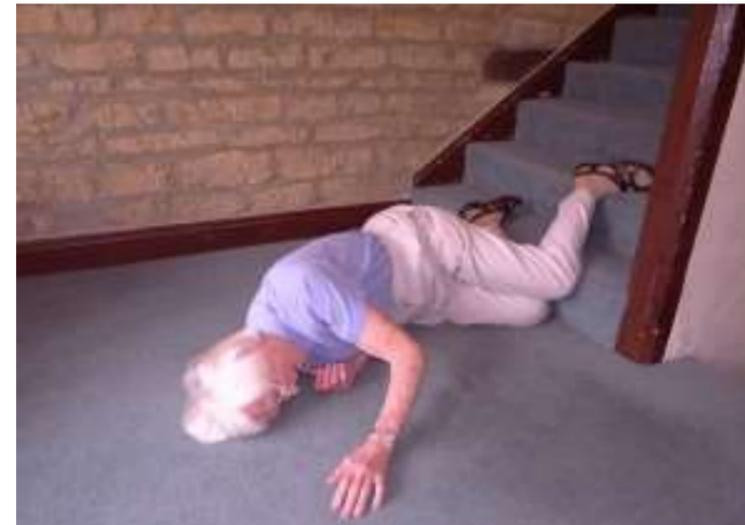
Osteoporosis is a condition which causes bones to become fragile and break more easily. Vitamin D is needed, and sunshine is the major source for most people. Extra vitamin D is recommended for certain groups of the population, including people aged 65 and over. If you think you could be at risk of not getting enough vitamin D, particularly if you are housebound or cover your skin for cultural reasons, raise this with your doctor. Always speak to your GP before starting to take a vitamin D supplement or over-the-counter medicine on a daily basis.

Help from the Surgery

You must tell your GP if you've had a fall or start feeling unsteady, even if you feel fine otherwise. There could be many reasons for this and, equally, many different ways to help you feel confident again.

The main article is by Miriam Coffie, with additions by the Ambulance Service Trust and Carers in Bedfordshire.

SOME GENERAL INFORMATION ON WHAT TO DO IF SOMEONE HAS FALLEN



Approach them calmly and reassuringly, be alert to any dangers to either you or the casualty

Get onto the floor so you are the same level as them, **IT IS BETTER TO BE SAFE THAN SORRY, SO IF YOU ARE IN ANY WAY WORRIED ABOUT THE EXTENT OF THEIR INJURY - DO NOT MOVE THEM - GET PROFESSIONAL HELP AND TRY TO KEEP THEM AS STILL AND CALM AS POSSIBLE UNTIL IT ARRIVES**

If the person is responsive –

Talk to them and try and ascertain how the accident happened and if there

APPOINTMENT ROTA

The appointment rota is agreed at a meeting on the first Monday of the preceding month. It is then manually loaded on the following Tuesday.

The earliest routine appointments will therefore be available for booking from late afternoon on that Tuesday.