

(Please see notes on previous page)

Application Date.....

NEW STANDING ORDER MANDATE

Please print your name, address and telephone number, and complete other parts as appropriate.

YOUR BANK:.....

BRANCH:.....

Name:

ADDRESS of BANK:

Address.....

.....

NAME OF ACCOUNT TO BE DEBITED

Postcode.....

.....

Telephone:

ACCOUNT NUMBER SORT CODE

Home email:

Please pay to **Barclays Bank plc, Radlett Branch**, Sort Code **20-91-79**, for the credit of the **RED HOUSE PATIENTS GROUP**,

I am a UK taxpayer and wish the Group to treat all my subscriptions/ donations paid since 6th April 2005 and all future subscriptions/donations as Gift Aid.

A/C No. 50874264,
on the day of
.....(month),
20.....(year),
the sum of £.....

giftaid it

NAME.....

(.....)

PLEASE SIGN.....

(Amount in words)
and continue to make a similar payment on the same day EACH YEAR until further notice in writing and charge such payments to the debit of my account.

DATE:

PLEASE SIGN.....

HOW TO PAY

1 BANK STANDING ORDER:

This is our **preferred** method – please complete all of the sections on this page; then send the whole page to the Membership Secretary.

DATE:.....

2 DIRECT PAYMENTS:

Please complete the sections above and send with your remittance, cheques payable to the **Red House Patients Group**, to the Membership Secretary.

Christine O'Donoghue
Membership Secretary RHPG,
Oak Cottage,
Watling Street,
RADLETT,
Hertfordshire. WD7 7HL

THE RED HOUSE
RAG

THE NEWSLETTER OF THE RED HOUSE PATIENTS' GROUP
Issue 4—AUTUMN 2009



MEET THE DOCTORS



Dr. Peter Sweeney—Partner

Having initially trained at St Mary's Hospital Medical School, now part of Imperial College, qualifying in 1986, I joined The Red House Surgery in 1991. Prior to entering General Practice, I worked for 2 years in Anaesthesia and Intensive Care Medicine. Since 1995 I have been involved in the training of GP Registrars in their final year before entering General Practice. The practice has 3 yearly inspections to ensure that high standards are maintained suitable for GP training. We are one of few practices that hold weekly educational meetings in house for all clinicians—this provides a forum for case discussion and policy decisions as well as maintaining evidence-based practice. Over the last few years I have worked for Saracens Premiership Rugby Football Club as a doctor and have developed an interest in sports injuries. I am married to Ingrid and have a son Toby aged 14 and a daughter Annelies aged 16.

Dr. Sweeney writes... SPORTS INJURIES

In recent years, increasing numbers of people of all ages have been heeding their health professionals' advice to get active for all the health benefits exercise has to offer. But for some people-particularly those who overdo or who don't properly train or warm up-these benefits can come at a price-sports injuries. Sports injuries can be minimised by taking sensible precautions.



Fluid Replacement

Avoid heat stress and poor performance by adequate fluid replacement during your sport or activity. Don't wait to feel thirsty as thirst is a poor indicator of fluid needs. Although water replaces fluids, sports drinks (containing 4-8% carbohydrate and small amounts of electrolytes) provide additional energy from carbohydrates, as well as salts (electrolytes) which aid the rehydration process.

Warm Up

Warm up should begin with low intensity activity such as brisk walking or jogging and gradually build up. Warm up is important to increase the heat throughout the body and to reduce the risk of tearing or straining muscles by increasing their suppleness.

When to Stretch

Stretching should be performed once the muscles have been warmed as stretching of cold muscles is less effective. Stretching increases flexibility and maintains muscle balance on either side of a joint.

Cool Down

Cooling down helps remove the muscles' waste products and reduces muscle soreness and stiffness. Cooling down can be achieved by a 2-3 minute light jog or brisk walk immediately after activity. In addition muscle stretching after exercise assists recovery.

SUBSCRIPTION REMINDER

Please note: as the Group's year runs from 1st October to 30th September, subscriptions for the current year became due on 1st October 2009

Our Annual Subscription is £3.00, although higher amounts are always welcome. In the interests of efficiency and simplicity, for us and for you, we ask you to consider making regular annual payments by **Standing Order**.

Whether you pay by standing order or cheque, the Group can benefit from HM Revenue & Customs' Gift Aid scheme. Please sign and date the relevant declaration. *See the notes below about Gift Aid.*

GIFT AID

Please sign and date in the relevant section overleaf to enable the Group to claim back the tax on your subscriptions/donations.

Notes on Gift Aid:

Under the Gift Aid scheme, Charities can recover the basic rate tax paid by members

For example, your donation of £10 would be matched with a further £2.50 from

Central Government.

To contribute under Gift Aid you must be liable to UK Income tax in the appropriate

Tax Year with taxable income (above the nil-rate band) at least equal to your

donation to the Group.

You can cancel this declaration at any time by notifying the Group [see back page].

If, in the future, your circumstances change and you no longer fulfil condition (b) above, you should cancel your declaration.

If you pay tax at the higher rate you can also claim further tax relief in respect of charitable donations on your Self Assessment tax return.

EXISTING MEMBERS

To ensure our records are up-to-date please complete the Gift Aid declaration and return to the Membership Secretary.

DATA PROTECTION

Any information you give to us will be held securely and in accordance with the rules on data protection. We will treat personal details as private & confidential & safeguard them. We will not disclose them to anyone unconnected with the Red House Patients' Group unless you have consented to their release.



Thank you for your help and support. Please notify the Membership Secretary if you change your name or address. Details overleaf.

DATES FOR YOUR DIARY

THE ANNUAL GENERAL MEETING OF
THE RED HOUSE PATIENTS GROUP
WILL BE HELD ON

WEDNESDAY, 21ST OCTOBER 2009 AT 7.45pm
IN CHRIST CHURCH VISION HALL, WATLING STREET, RADLETT

Mr Ken Spooner, Practice Manager— Red House Group of Practices will update on Practice matters, followed by Dr. Tony Davies, Medical Director of Herts. Urgent Care, which runs the Out of Hours Service.

THE NEXT MEETING WILL BE ON
WEDNESDAY 2ND DECEMBER AT 7.45pm

IN CHRIST CHURCH VISION HALL
Dr. Maria Robeiro, Medical Director of the Peace Hospice, together with Stuart Nagler, Chair of the Trustees will address an Open Meeting

All our meetings start at 7.45 with coffee being available from 7.30pm.
We look forward to seeing you all there.

**BIGGEST COFFEE MORNING
MACMILLAN CANCER SUPPORT
FRIDAY, 25TH SEPTEMBER AT 10.30AM
AT CHRIST CHURCH VISION HALL.**

Donations of Bric' a brac, books, cakes for the bargain stall would be appreciated. Please drop them off at the Church Office. Every penny makes a difference—whatever you are doing—take a few minutes to make a difference!

DOCTOR'S ORDERS OUT OF HOURS

One of the major changes in general Practice has been in out of hours care. Since April 2004 regulations were changed so that care from 18:30-08:00 was no longer the responsibility of the practice, (indeed there were even financial penalties and compliance difficulties were we to have wanted to maintain responsibility) but of the local PCT and this means that they are responsible for the provision of all out of hours care.

Of course they do not do it themselves but sub-contract it and at present the contract is with **Hertfordshire Urgent Care (HUC)** and this is who you speak to when you ring the out of hours service.

They have proven to be a well run, efficient organisation who offer surgery consultations and home visits as appropriate but, most importantly, maintain excellent communications with us at the practice. In fact we will get an electronic message with full detail of what has happened overnight so that we know about it even before some of you ring to tell us!

In addition we can alert HUC to special circumstances - such as when someone is being nursed for late stage cancer or is at particular risk and this will ensure a rapid and easy response to any out of hours requests.

Also should we feel that a patient might deteriorate overnight we will often try and give a print out so that HUC will have some idea of the problem that is arising. The doctors who work for HUC include many colleagues from the area who are full

time GPs themselves and this gives us a feeling of reassurance.

So though we no longer provide out of hours care we are inconstant communication and work with HUC even though we have no responsibility for them.

Dr M Ingram

Message from Ken Spooner—Practice Manager - The Red House Group of Practices.

From August 2009 the surgery will be offering a Saturday morning surgery from 8am to 11am for **PRE-BOOKED appointments only - not for urgent matters** they must be referred to out of hours.

We will also be offering **pre-booked appointments** on Mondays from 6pm to 8-30pm on the same basis. We will be making amendments to the early morning surgeries. (see pages 7-8)

The Monday commuter surgery run by Dr Ingram at Gateways will be moved to the Red House on Wednesdays.

Dr Gold's Monday commuter surgery will move to Wednesday at the Red House.

Dr Sweeney and Dr Fitzgerald will both do a commuter surgery every Thursday. Commuter surgeries will start at 7am now.

These changes reflect the requirements on us to offer extended hours in line with Dept. of Health guidance.

CHAIRMAN'S REPORT



On December 2nd Dr. Maria Robeiro, Medical Director of the Peace Hospice, together with Stuart Nagler Chair of Trustees will address an Open Meeting, and they will be followed on **February 3rd 2010** by Cardiologist, Dr. David Hackett on a return visit. On **March 10th**, Dr. Colin Johnston, Diabetologist and newly appointed Medical Director of West Herts. Hospital Trust, will come and we will have one last meeting on **May 26th** with Neurosurgeon, Mr. James Allibone.

Our meetings take place at the Christ Church Vision Hall, Watling Street.

We have coffee at 7.30pm for a 7.45pm start. The meetings are open to all Red House patients.

Our members, who pay an annual charge of £3 come in free, and non-members are asked to pay £1.

So, if you do the maths you will see it is more economical to join the Group!

Other benefits of membership include a quarterly newsletter, and information on local and Trust matters. The Group also acts as a conduit between doctors and patients.

A membership form can be found at the back of this booklet.

www.communigate.co.uk/london/redhousepatients.

Gill Balen

Red House Patients' Group is a Registered Charity No. 1109702

The Red House Patients Group has had a successful programme of talks this year. From the West Herts. Hospital Trust we heard Mr. John Meyrick-Thomas speak about the change in surgical procedures over the last 30 years, and he was followed by Dr. Alistair King who runs the bowel cancer screening service in West Herts. Professor Graham Ramsay, the Medical Director of WHHT, talked about the improvements that have been made in the Trust and the opening of the Acute Admissions Unit. This was the last of three visits that Graham has made to Radlett. Unfortunately he is leaving for a Chief Executive post in another area. He will be greatly missed.

We start our new programme with the **Annual General Meeting on October 21st** when Ken Spooner, Practice Manager will update us on Practice matters.

We will also hear from Dr. Tony Davies, the Medical Director of Herts. Urgent Care, which runs the Out of Hours Service. (Please see page 3).

AND MORE FEET.....

people with Diabetes to prevent problems and help when ulcers and sores form.

Those with Arthritis can benefit from Podiatric input as can those with ingrown toe nails. Orthoses and insoles help support the foot when the arches collapse or sports put a lot of pressure on the foot.

I enjoy helping people to understand how their feet work and help to alleviate painful conditions of the foot as well as improve walking and function during sports for example.



3) Look at your feet daily, make sure they are clean and have no blisters, rubs or sores. Apply a moisturiser daily to keep the skin soft and supple.

4) Let your feet breath, don't keep them hidden away in shoes. Change your socks during the day if they get hot and sweaty. Use a foot anti per spirant or anti fungal to prevent fungi thriving in the heat.

5) Make sure your shoes are the similar shape to your foot. So many problems are caused because the shoes put too much pressure on the joints of the foot.

6) Seek advice – know your limitations – don't just put corn plasters on everything. The feet are a long way down, if you are not sure what you are doing then see a Podiatrist for an expert opinion and treatment.

Here are my tips for healthy feet -

1) Smooth away rough skin with a file or emery board. Follow the contour of the foot and be gentle. This is often best when the feet are dry. If the skin is particularly thick or cracked then a visit to the Podiatrist will transform them to tip top condition.

2) Cut and file your nails to the shape of the toe. Almond oil is nourishing to the nails. Always fully remove nail varnish before re-applying and never poke around the nails.



FEET...FEET....FEET

What's the difference between a Podiatrist and Chiropodist? Are my feet the worst you have ever seen? Where can I get decent shoes? Why on earth did you become a Podiatrist? –

These are all questions I am asked on a daily basis. One of the great aspects of Podiatry is that there is time to talk about your foot problems, general health issues and anything else.



My name is Michael Abrahams and I have been looking after the community's feet in Radlett for nearly 8 years. During that time I have seen all sorts of conditions from minor foot problems to infections. Some people I see once and others attend regularly. Podiatry covers the whole spectrum of age groups and ailments. That's what makes it so interesting – I never know what the day will bring.

Typically, I begin at 9am. Corns, callous, nail problems are all common complaints. I leave a few gaps throughout the day and people will often call during the morning to see if I can see them later in the day. I'll have someone who can't reach their nails to cut them.

Next a diabetic patient attending for an annual check-up. Sometimes I'll zip over to someone who is housebound locally to

attend to their feet and then come back to the clinic.

I'll see someone to treat a fungal nail infection using a new PinPointe FootLaser.

Being the first Podiatrist to use this technique is exciting and it is wonderful to be able to treat this condition without oral medication.

School has finished now and there will typically be some children with verrucas or flat feet for review.

As the evening approaches, a few commuters looking to have the hard skin removed then a runner with painful knees whom I'll assess for foot supports. As the sun comes down I'll make my way home knowing I've made people's feet more comfortable and I am satisfied that I have made a difference.

As for the worst feet - a few of my patients have had nails an inch thick and full of yellow crumbly fungus, others have had such bad ingrown nails that the shard of nail nearly poked out the end of the toe.

How about the patient with over 30 verrucas? There is a treatment in the literature where you 'sell' your verrucas – any takers?

A Podiatrist is the new term for a Chiropodist. It reflects a greater scope of practice than you would think. Yes, we deal with thick nails, verrucas, corns and callouses but we also look towards prevention.

We look at why problems occur and how to prevent them. The way you walk, the shape of your feet and general health can all impact on the feet. Podiatrists work with

A Day at the Circus: juggling balls down at the local surgery!

Ever wondered what the connection might be between circus skills and manning the reception area down at your local GP's surgery?



Well, recently I was very privileged to have the opportunity of finding out. As members of the Red House Patients' Group committee, we were invited to go into the surgery to 'shadow the receptionists' so that we could see for ourselves what a truly professional juggling act it really is!

Scribbling down notes in my diary at the end of the morning was like writing an extended shopping list – it was endless – from checking in patients for their appointments, making new appointments, using check 'n' book with patients needing hospital visits, handing over repeat prescriptions, e-mailing practitioners with queries, dealing with general enquiries, preparing forms and documents for patients, up-dating patient records, sorting out rejected referrals, answering the 'hyperactive' telephone....I could go on forever!

At the same time, several staff members beaver away backstage, ploughing through mounds of paperwork – it's a real industry! I was completely baffled, but they all seemed to know exactly what needed to be done!

Interestingly, the image that came to mind was that of a mother after her second child has been born and is noisily demanding a feed whilst the older one is about to topple off a chair, while the phone is ringing (another cold call?!) and the plumber has already rung the doorbell for the second time!

So, next time you're drumming your fingertips rhythmically on the counter whilst glancing furiously at the second hand of your watch, spare a kind thought for the often hard-pressed, sometimes slightly stressed receptionists who are desperately trying to juggle all the balls and not drop a single one! Try a sympathetic smile instead of an impatient frown! It makes such a difference!



(Many thanks to all the staff down at the Red House surgery who made us feel so welcome and keep up the good work!)

Rachel Pearce Red House PPG Member

SURGERY OPENING TIMES

SURGERY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
RED HOUSE COMMUTER SURGERY	8.30am–1.30pm 2.00pm–6.00pm Pre-booked only 6.00pm—8.30pm,	8.30am-1.30pm 2.00pm-6.00pm	7.00am-1.30pm 2.00pm-6.00pm 7am start	7.00am-1.30pm 2.00pm-6.00pm 7am start	8.30am-1.30pm 2.00pm-6.00pm	PRE-BOOKED ONLY 8.00am - 11.00am
GATEWAYS	7.30am-6.00pm	7.30am-6.00pm	8.30am-6.00pm	8.30am-6.00pm	8.30am-6.00pm	
PARK STREET	9.00am-1.00pm 3.30pm-6.00pm	9.00am-1.00pm 3.30pm-6.00pm	9.00am-1.00pm 3.30pm-6.00pm	9.00am-1.00pm 3.30pm-6.00pm	9.00am-1.00pm 3.30pm-6.00pm	
CLINICS						
SMOKING CESSATION RED HOUSE	5pm—7pm					
TRAVEL RED HOUSE	5pm—7pm					
PHLEBOTOMY RED HOUSE		9.00am-11.45am	7.30am-8.45am 2.00pm-3.25pm	7.30am-8.45am 2.00pm-3.25pm		
GATEWAYS	7.30am-8.45am	7.30am-8.45am 9.30am-11.30am				
PARK STREET	11am-12noon			11.20am-12.20pm		
WELL WOMAN	RUN AT RED HOUSE AND GATEWAY SURGERIES. PLEASE CONTACT SURGERY FOR DETAILS					

You can now book appointments, order your prescription, send a message to your doctor using our website www.theredhousegroup.com.

Contact Numbers **Red House** Tel Number 01923 855606 Fax No 01923 853577

Gateways Tel Number 01923 857146 Fax No 01923 857145

Park Street Tel Number 01727 876076 Fax No 01727 874322

Emergency number **Herts Urgent Care (HUC) telephone number 03000 333 333**