



THE RED HOUSE RAG

THE NEWSLETTER OF THE RED HOUSE PATIENTS GROUP
Issue 8 Spring 2012

AUTOBIOGRAPHY OF DR. WILL BAGG

I graduated from University College London in 2001 and completed medical and surgical house jobs at Chase Farm hospital and Hillingdon hospital.

I then entered a medical rotation training in various subspecialties at the Queen Elizabeth 2nd Hospital in Welwyn Garden City and The Royal Free hospital London followed by a further period of cardiology training at the London Chest hospital.

After completing our membership examinations for the Royal College of Physicians in 2004, my future wife Violaine and I travelled firstly to Mackay in northern Queensland, where I worked in the intensive care unit. Here, time away from work was spent sailing around the Whitsunday islands and diving on the great barrier reef.

We then travelled to Hamilton on the North Island of New Zealand where I worked for a year as a Cardiology registrar while my wife undertook a period of lab based research.

In 2006 we took the difficult decision to return to the UK to be closer to friends and family and both decided to enter General Practice training. I then went onto further hospital posts, in paediatrics at the Queen Elizabeth hospital in Woolwich, followed by completion of my GP training at the Red House group of practices in 2007, after which I was fortunate enough to be offered my existing post as a salaried GP.

I currently work at all three surgeries in Radlett, Shenley and Park street and sit on the board of the newly formed Red House clinical commissioning group as the salaried GP representative. We have recently moved from Crouch End London to the local area.

When not working, my interests include Travel, History, Cooking, Diving, Running and Carpentry.



EVERY TIME I GET MY TABLETS

Every time I get my tablets they seem to be different; that is when the doctors are not changing the name of them!”.

We do understand the frustration and do our best to help but there are very good reasons for this. To appreciate them you have to understand how the cost of medicines vary and this is often dictated by two important factors. The first is generic availability, the second is due to the games that companies play.

The generic issue is quite simple. The developer of a drug will have patent protection for their creation for 20 years and once that patent expires anyone who meets strict quality standards can manufacture it. A good example is the blood pressure drug Losartans. This was £12 a pack 18 months ago and now cost 99p a pack. As a result it makes sense for all our patients who are on a “sartans” type drug to switch to Losartans as the savings amounts to tens of thousands of pounds. In May the statin Atorvastatin will become generic. Its price is £26 a pack rather than 93p for the generic simvastatin. You can imagine the savings that this will realise if the generic price is similar! The second issue is games that the Pharmaceutical companies play. Here is an example. A tablet of 60mg of a drug is £50 a month; three tablets of 20mg works out £3 a month. So taking three tablets rather than one saves £47 a month! Or pricing is set so every dose of the drug is the same price. So 100mg is £60 a month but if you take a 25mg and a 75mg each tablet is £60 a month so the NHS has to pay £120 a month for the same dose of the same tablets. Even more simple is the example where the same drug and dose is £30/month if you have a

capsule and £19/month if you have a tablet. As you can imagine it is a lot of work to ensure that these simple measures are instituted and money saved and we really need to save the money for a very good reason

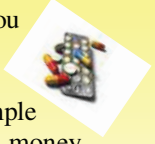
There are some amazing advances that the pharmaceutical industry makes. A new drug to replace warfarin in some conditions and avoid the risks and endless blood tests that go with it. A treatment for heart attacks that promises to increase survival and reduce complications, new treatments for autoimmune diseases which though extremely effective can cost thousands of pounds a dose.

We want to adopt those advances that are proven to be effective (and not just Daily Mail hype), and to do this as soon as we can. If we have a prescribing budget that is under spent thanks to the savings we have made through the measures discussed in the first part of this article then we have resources available to introduce these advances to our patients even though the NHS budgetary authorities may try and restrict this.

So if you find that your tablets are changing, if your capsules become tablets if we write to you suggesting a change, we are doing this to ensure that when new and effective treatments are introduced we have the resources to make sure that you benefit from them at the earliest opportunity.

We hope you agree with this philosophy and are willing to bear with us

Dr M Ingram



CHAIRMAN'S REPORT- February 2012

The Red House Clinical Commissioning Group has been in operation for some months, and has held two Board meetings, with a further four arranged. Rob Reith and I from the RHPG committee will represent patients on the Board until there is an election later in the year. If you are interested in standing as a patient representative, please give your details to a member of staff.



We started our year at the AGM in October when the Practice Manager, Ken Spooner, updated us on Practice matters, and Dr. Colin Johnston, Medical Director of the West Herts Hospital Trust gave us the hospital perspective.

Our talks continue with Dr. Paul Hart, Consultant in Pain Control on February 29th. He will be followed by Mrs. Mandy Ruston, Consultant Urologist, on April 25th, and we finish with Mr. Neil Davies, Consultant Orthopaedic Surgeon, on May 23rd. All talks take place on Wednesdays at 7.45pm at the Vision Hall, Christ Church, Watling Street, Radlett.

Everyone is welcome, and we make a small charge of £1 to non-members of the Red House Patients Group.

To become a member, please contact our Membership Secretary, (details on page 12) and she will enrol you for £3/year for a family.

You will see that at the back of this newsletter we have included a short questionnaire. We would like to have your views, so please fill one in.

Gill Balen Chairman

MISSED APPOINTMENTS!!! JANUARY 2012

As you see below, these are the numbers of patients who did not arrive for the appointments they had made in January with their doctors. It means that other patients were unable to use those slots, and is a waste of valuable time.

Red House - 49

Park Street - 34

Gateways - 49

If you are unable to keep an appointment please advise the surgery as soon as possible. Thank you

HEALTH e CARD



The simple and secure way to have your medical record with you at all times. Available to patients at Red House Group Surgeries.

Initially your Health eCard will be sent to your home with only your name and date of birth entered on the Card. You then come to the Surgery and after a brief security check, your eCard will be linked to your personal medical record; this is then downloaded and your Health eCard will hold a copy of your Medical Record.

Once the data is on the Card, you can read it on any PC, anywhere.

How secure is it? – Very secure; it is encrypted and pass phrase protected.only someone you allow can read your information. When you first receive your Health eCard you decide on and create your pass phrase. (This is required to open up the Card to see the full data.)

People have opted for a Health eCard for a number of reasons:

With a Health eCard you will feel more secure

Knowing that if you are suddenly unwell and on your own, critical information about your condition will be available.

There is an Emergency access area

In case of emergency you have the choice that certain information can be available without entering the pass phrase.

Sharing Information

It will enable you to discuss your consultations with members of your family.

If you are taking medication regularly

You will have the details of your medication with you at all times.

Travel

You will feel better knowing that important medical information is in your wallet.

Allergies

Anyone treating you should know if you have any allergies.

How do I get one? – You purchase your Health eCard from Health eSystems Ltd, who have developed and installed the system.

You can order it on their website www.healthecard.co.uk ; call 0208 206 3500 or fill in an application form at the Practice. Health eSystems Ltd have no access to your Medical Records, only the details you complete on your application form.

HEARING TEST AND HEARING AID CLINIC

At long last we have now got this new service up and running. This innovative facility opened at the beginning of February and it now means that anyone who needs a hearing test or hearing aids fitted will no longer have to go to the hospital, they can have it done in the surgery. The clinic is being held fortnightly on Saturday mornings at the Red House Surgery and is, of course, available to all our patients whether they are seen at our Radlett, Gateways or Park Street surgeries. You will still need to see your GP before you can access this service to make sure that there are no other conditions that need an alternative treatment.

The clinic will offer

- Hearing Tests and Assessments
- Hearing Aid Fitting
- Hearing Aid Repairs
- Hearing Aid Battery Fitting

Though our aim is to see any patient referred into this service within two weeks, at the moment we have a backlog of patients to try and clear which we are doing by holding additional clinics on Monday evenings.

This is another new service being provided in the community in response to the requests we have had through the Red House Patients Group and shows the commitment we have as a Practice to providing our patients with an ever expanding list of relevant locally based services.

ATTENDING ACCIDENT AND EMERGENCY

Each month on average over 300 of our patients attend the Accident and Emergency Services at either Watford or Barnet Hospitals. Each one of these attendances costs the Practice an average of **£100**. Of course a large proportion of these are from accidents and emergencies and are entirely appropriate but some are clearly not.

For example

Getting repeat medication

Minor illnesses and injuries that could wait to be dealt with by your GP

Minor procedures such as stitch removal and dressing changes.

If you have a problem out of hours then a good first port of call is the out of hours service on 0300 333333. This service is staffed entirely by our colleague GPs from Hertfordshire practices and offers a high quality service. They will probably want you to attend one of their centres - the nearest being in Borehamwood, but will visit if medically necessary.

Clearly if there is an emergency then calling an ambulance or going to A&E is appropriate but if you are not sure the call handlers on 0300 333333 can help with advice.

If there is a problem during surgery hours ring us. If we feel it is a potentially serious issue we may ask you to dial 999 and call an ambulance but most of the time we will try and fit you into an urgent appointment or add you on to the end of surgery. We will also try and advise you how best to manage the situation.

OF COURSE serious emergencies need an ambulance or A&E but for the rest it might well be worth saving time, effort waiting and NHS cost by calling us during surgery hours or **0300 333333 (Herts Urgent Care** when the surgery is shut)

SURGERY OPENING TIMES

SURGERY	MONDAY	TUESDAY
RED HOUSE	7.30am–1.30pm 2.00pm–6.00pm	8.30am–1.30pm 2.00pm–6.00pm
COMMUTER SURGERY	Pre-booked only 6.00pm—8.30pm,	
GATEWAYS	7.30am–6.00pm	7.30am–6.00pm
PARK STREET	9.00am–1.30pm 2.00pm–6.00pm	9.00am–1.30pm 2.00pm–6.00pm
CLINICS		
SMOKING CESSATION RED HOUSE	5pm—7pm	
TRAVEL RED HOUSE	5pm—7pm	
PHLEBOTOMY RED HOUSE		9.00am–11.45am
GATEWAYS	7.30am–8.45am	7.30am–8.45am 9.30am–11.30am
PARK STREET	11am–12noon	
WELL WOMAN	RUN AT RED HOUSE AND GATEWAY SURGERIES.	

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

Emergency number Herts Urgent Care (HUC)

Telephone Number 03000 333 333

Emergency Mental Health Helpline 01438 843322

SURGERY OPENING TIMES

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
7.30am-1.30pm 2.00pm-6.00pm 7am start	7.30am-1.30pm 2.00pm-6.00pm 7am start	8.30am-1.30pm 2.00pm-6.00pm	Pre-booked only 8.00am - 11.00am
8.30am-6.00pm	8.30am-6.00pm	8.30am-6.00pm	
9.00am-1.30pm 2.00pm-6.00pm	9.00am-1.30pm 2.00pm-6.00pm	9.00am-1.30pm 2.00pm-6.00pm	
7.30am-8.45am 2.00pm-3.25pm	7.30am-8.45am 2.00pm-3.25pm		
	11.20am-12.20pm		
WELL WOMAN	PLEASE CONTACT SURGERY FOR DETAILS		

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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

Local people influencing local decisions in Hertfordshire's health and social care services

Hertfordshire LINK is made up of local people, organisations and community groups. We work together to improve local health and social care services.

What is a LINK?

We provide a channel for people to express their views on local health and social care services and encourage you to get involved. If there is room for improvement, we will campaign for it to happen.

Hertfordshire LINK has statutory powers to monitor these services on your behalf. As a member, you can be involved in monitoring your local services. In this way, members of the community can make a contribution to developing their local services.

Ways of getting involved...

Hertfordshire LINK is working in partnership with the Centre for Voluntary Services (CVS) across the County to hold a Conversation Café in every district. This allows the community to voice their views on areas working well and areas requiring improvement within Health and Social Care services. Ring us to find out when your nearest event is taking place.

GPs across Hertfordshire are setting up Patient Reference Groups. To find out if your surgery has one, please visit www.hertfordshirelink.org.uk and click on Patient Reference Groups.

There are local health interest groups in Watford and Three Rivers, Dacorum, St Albans and Harpenden, Hertsmere and Stevenage. These groups aim to improve health and social care outcomes in their localities. Contact us to find out more.

Hertfordshire LINK has groups that focus on specific issues for Older People, Mental Health and Learning Disabilities, Physical and Sensory Disabilities and Children, Families and Young People. Come along to see what we do.

Contact us:

For information call Chantal or Nuray in the Support Team on 01707 275978 or email: chantal.weedon@shaw-trust.org.uk or Nuray.ercan@shaw-trust.org.uk

Join us today!

contact Chantal in the Support Team on 01707 275978 who can send you a membership leaflet or visit our website www.hertfordshirelink.org.uk and click on

“become a member”



RED HOUSE PATIENTS GROUP

CALLING ALL RED HOUSE PATIENTS!!

***ARE YOU AWARE THAT THERE IS A PATIENTS
GROUP FOR THE RED HOUSE GROUP OF
SURGERIES?***

This is what it does

***ACTS AS A LIAISON BETWEEN PATIENTS AND
DOCTORS, AND IS INVOLVED WITH THE CLINICAL
COMMISSIONING GROUP BOARD.***

***ARRANGES VARIOUS TALKS LOCALLY DURING THE
YEAR ON A RANGE OF MEDICAL CONDITIONS—
MOST OF THE SPEAKERS ARE CONSULTANTS IN
THEIR SPECIALIST FIELD.***

***IF THERE IS A MEDICAL CONDITION OR TOPIC THAT
YOU WOULD BE INTERESTED IN PLEASE CONTACT
US BY EITHER COMPLETING THIS FORM AND
POPPING IT INTO THE BOX AT ONE OF THE
SURGERIES (MARKED Red House PPG) or email
committee@redhousepatients.com
www.redhousepatients.com***

REPLY FORM



YES, I WOULD LIKE TO KNOW MORE ABOUT THE RED HOUSE PATIENTS GROUP

AND AM PARTICULARLY INTERESTED IN

.....

.....

MY CONTACT DETAILS ARE:- PLEASE PRINT CLEARLY

Name

Address

Tel No

Email

If you would like to join the Red House Patients Group please complete the form in the copy of the Rag Newsletter a send it to
The Membership Secretary
11 Athlone Close
Radlett, Herts.
WD7 7JF

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 2011

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 personal information. and email Details overleaf.

SUBSCRIPTION & GIFT AID 2011/12
£3 per annum per family

Application Date.....

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

Name:

Address.....

.....

.....

Postcode.....

Telephone:

Home email:

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.

giftaid it

NAME.....

PLEASE SIGN.....

DATE:

HOW TO PAY £3 PER FAMILY

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.

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.

NEW STANDING ORDER MANDATE

YOUR BANK:.....

BRANCH:

ADDRESS of BANK:

.....

.....

NAME OF ACCOUNT TO BE DEBITED.

.....

.....

ACCOUNT NUMBER SORT CODE

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

A/C No. 50874264,

on the day of(month),

20.....(year),

the sum of £.....

(.....)

(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.

PLEASE SIGN

DATE:.....

Christine O’Donoghue
Membership Secretary RHPG,
11 Athlone Close
Radlett
Herts.
WD7 7JF
email: committee@redhousepatients.com
www.redhousepatients.com