

On the Ridge... (No.13)

Winter 2012 / 2013



Newsletter from the Ridgeway Surgery Patient Group



Best of Health Day.

What a terrific day we had this year for our Healthy Living Event. The weather was very kind to us. The sun shone on our St John's Ambulance and our London Ambulance Service tent too.

Refreshments were taken in the sunshine and inside the visiting physio and our Specialist Dieticians gave help and advice to patients.

Our first flu clinic for pre-booked appointments ran well alongside our health information, alcohol abuse, Diabetes UK, Harrow Link & HAD.

See page 3 for more photos of the day.

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RSPG Events for your diary 2013

Dr Ken Walton

Long standing partner at the Ridgeway will give us a talk
at 7.30pm at the surgery

Wednesday, January 30th 2013

' Diabetes and how to avoid it '

All patients are welcome

Please reserve your seat at rspatientgroup@hotmail.com

Or leave your name and contact no. at reception in an envelope marked RSPG

Refreshments will be served

Ridgeway Surgery Patient Group

Open Meeting & AGM

Thursday, March 21st 2012 at 7.30pm

Some new faces...We shall be saying goodbye to some long standing committee members at this AGM and hello to some new faces. The Patient Group first met in November 2006 and Joyce and Sarah, Chair and Vice Chair respectively, were both members before the first year was over. Both are standing down from those posts in March so we are looking for some new members to join the others on the committee. Could it be you?

Heartstart Course

London Ambulance Service in association with The British Heart Foundation

Monday, 11th February 2013 at 7.30 pm

Come to this FREE 2½ hour session at the Ridgeway Surgery run by First Responders—people trained to attend emergency calls received by the ambulance service and provide care until the ambulance arrives.

The course is only open to 12 patients...over 18 years, and able to get down on the floor and practice CPR

If you are interested, please send us an email to
rspatientgroup@hotmail.com

Or leave your name and contact number with reception in an envelope marked **RSPG—Heartstart**

WE WILL CONFIRM YOUR PLACE TO YOU



Best of Health Day, 6th October, 2012

Healthy Eating

Community based Specialist Dieticians offered information and advice on exercise and diet. →



A London Ambulance Paramedic gave demonstrations all morning in the car park.



St John's Ambulance Team manned an ambulance (see above)



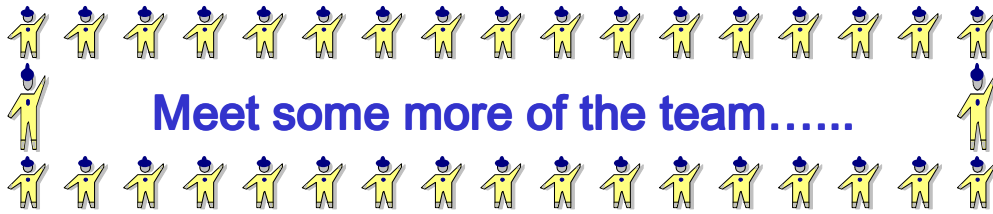
Some RSPG members & Health Professionals after the clear up (see below)



Healthy Body

Doctors gave general advice on healthy lifestyles, checked weight and blood pressure in short consultations. Above, patients listen to Dr Lloyd's presentation.





Meet some more of the team.....

Dawn Perkins— Receptionist

I began working in Reception at Alexandra Avenue and continue to be based there one day each week whilst spending the rest of my time at the Ridgeway.

In the past I was a student midwife so continuing to be in a health setting appealed to me.

I live locally and outside of work I enjoy socialising often with work colleagues as well as with other friends.



Pauline Devlin - Phlebotomist

I began working at the Ridgeway 8 years ago having previously worked in Northwick Park Hospital and in the Clementine Churchill Hospital so I found that I recognised quite a few of the patients when I began work here. I enjoy being part of a team and I am here every weekday morning. On Saturday mornings I can be found at Alexandra Avenue. I take blood, do ECGs, some dressings and 'chaperone' patients where necessary. I also work at the Denham Unit as part of the team rehabilitating patients who are not yet sufficiently independent to return home.

Outside of work I enjoy socialising, going to the cinema and playing Bingo. Last year I did better at Bingo—you can win a lot of money that way but only if you hit the jackpot!



Dr. Radhika Balu — GP

I was born and raised in Coimbatore, city also called the Manchester of South India in a family of textile entrepreneurs. I graduated in 2002 and trained in Yorkshire and Surrey before joining the Ridgeway Surgery in 2010. I have a special interest in women's health and mental health and am training to be a trainer. I live in Pinner with my husband, a Psychiatrist and a six year old son. I can consult in Tamil and Hindi. In spite of my work at the Ridgeway keeping me very busy, I try to find time for my favourite Bollywood movies, soaps and music.





There are now specific times that you can drop medicines off.

- **Every 2nd and 4th Thursday 2pm—3pm at the Ridgeway**
- **Every 1st and 3rd Tuesday 6.30pm—7pm at Alexandra Avenue Clinic**

If you have any intact, unused prescription drugs that have an expiry date of **at least 15 months**, please pick up a leaflet at reception and check that they are the type of drugs that are needed and then bring them on the specified days . Reception will not be able to accept medicines at any other time. If unsuitable medicines are left, it becomes the surgery's problem to dispose of them, so please be accurate.

Thank you for helping us to support this truly worthwhile project..

There is an Advent Calendar on our centre pages in this issue. This is an InterCare initiative and any money raised should be sent to: -

InterCare, 46 The Halfcroft, Syston, Leicester LE7 1LD
Alternatively, use their Just Giving page: justgiving.com/intercare

Surgery Matters

Monday Emergencies!

Do you know that this is the busiest day of the week? Fridays are usually pressurised too but appointments are often used up for things that can wait such as a bad back, hadn't noticed that a prescription had run out, something you have had for a while and, as you have a day off, you thought that it might be a good idea to pop in and check with the doctor.....

For these sorts of issues please book Tuesdays, Wednesdays or Thursdays when things are quieter.

Did not attend (for an appointment) figures.

These are still very high and efforts are continuing to find ways of reducing these.

Are your contact details up to date?

Please let Reception have your new mobile number if you have changed it or acquired a mobile since joining the surgery. If your address has changed forms for recording your new details are available at Reception.

HAPPY CH THANK YOU

24th

People drink different kinds of drinks at Christmas
Give 10p for each glass of mulled wine or punch you have had.
Total

25th

Families in Africa gather to celebrate Christmas just as we do.
Give 10p for each person round your dinner table today.
Total

1st

Many in Africa don't have clean water.
Give 5p for each tap in your home.
Total

23rd

Many people in Africa make their own decorations for their tree at Christmas.
Give 2p for each one on your tree.
Total

22nd

Most people in Africa love to sing.
How many Carols have you sung so far? Give 10p for each of them.
Total

21st

The postal service is very unreliable.
Give 2p for each card you have received so far.
Total

15th

Few in rural Africa have electricity in their homes.
Give 5p for each socket you have.
Total

16th

We take hot baths and showers for granted, in Malawi this is not always the case. How many people have had a shower or bath in your house today. Give 5p for each one.
Total

14th

Biscuits and chocolate are a novelty in Africa.
Give 2p for each biscuit or chocolate bar you eat today.
Total

11th

People in rural Tanzania own few books. Give 1p for each book on your bookcase/shelves.
Total

13th

Many people in Africa make their own Christmas cards.
Give 2p for each one you have bought so far.
Total

12th

Fresh milk is not easy to obtain in Sierra Leone.
Give 5p for each pint in your fridge.
Total

CHRISTMAS & FROM AFRICA

2nd

Few in Africa can afford new shoes. Give 5p for each pair in your home.
Total

3rd

Glass costs a lot, there are few windows in Zambia. Give 2p for each one in your home.
Total

4th

How many rooms are there in your house? Give 10p for each room you have.
Total

5th

There are very large classes in schools in Ghana. Give 1p for each child in your class.
Total

20th

Mince pies are part of a British Christmas. Give 5p for each one you have eaten so far.
Total

19th

Everyone loves a party. Give 10p for each one you are invited to this Christmas.
Total

6th

Few in rural Cameroon have electric lights in their homes. Give 2p for each light bulb that you have.
Total

17th

In Rural Africa not everyone has access to newspapers. Give 10p for each paper in your home today.
Total

18th

Sick people in Zambia have to walk a long way to see their doctor. Give 5p per mile to your doctor's surgery.
Total

7th

In Africa few can afford to BUY Christmas presents. Give 10p for each gift you have bought so far.
Total

10th

Many children in Africa have no toys to play with. Give 5p for each board game in your home.
Total

9th

New clothes are very expensive in Malawi. Give 5p for each skirt or pair of trousers you own.
Total

8th

Many homes do not have televisions. Give 10p for each programme that you watch today.
Total



Keeping Safe at Home

Home fire safety visits, and fitting of smoke alarms, are available free to everyone whatever type of property you live in.

Remember you are four times less likely to die from a fire in a home fitted with working smoke alarms.

If you would like a free home fire safety visit, please ring The London Fire Brigade free on 0800 28 44 28 and they will be happy to make an appointment to visit at a convenient time for you.

Local NHS Changes

A public meeting entitled 'The NHS is Changing' was held on 21st November and doctors from General Practice, Northwick Park Hospital and Harrow Public Health Services gave presentations.

General Practice,

There are plans for Harrow GPs to work even more closely with hospital doctors so that patients do not always have to go to hospital to see a specialist. The wider use of Alexandra Avenue Clinic is being considered. Watch this space.

Patients who have complex needs involving several services will have a named coordinator whose job is to ensure that they have all the services necessary.

Northwick Park Hospital (NPH)

NPH Heart & Stroke Centre

This is 1 of 8 such units in the country and the aim is to begin to treat patients within half an hour of arrival at the hospital.

NPH Accident & Emergency developments

Currently 8% of all London A & E patients are treated here and the hospital's catchment area will increase. Late in 2013 it will also develop further from a traditional A & E to include an 'Urgent Care' centre for surgery and urgent complex medical treatment. Additional operating theatres closer to A & E are being built for this purpose.

Public Health

Responsibility and money for Health and Wellbeing moves from the NHS to the Local Authority in April 2013 with priorities for the use of this money being laid down.

ALCOHOL AWARENESS

The consequences of excessive alcohol consumption have been much in the news recently and that is hardly surprising considering that alcohol related deaths are estimated to be at least 33,000 a year. In addition to these unnecessary deaths there are also the devastating effects of alcohol abuse on families and rising numbers of people off work, estimated to be 17 million each year.

Excessive drinking even in the short term can cause weight gain, impaired judgement and anxiety or depression. In the long term there is an increased risk of health problems such as liver disease, heart failure, raised blood pressure, stroke, stomach ulcers and cancer.

The government have set guidelines to help us determine what constitutes a reasonable amount to drink. There is no guaranteed safe level of drinking but by observing the guidelines the risks of harming your health are low. The guidelines specify the maximum number of units of alcohol which can be consumed each day or over the course of a week without having a serious effect on health.

The government guidelines are based on units of alcohol. One unit of alcohol is the equivalent of 10 ml of pure alcohol and is the amount of alcohol the average adult can process within an hour. The number of units in a drink is related to the alcoholic strength and the volume of that drink. A standard glass of wine contains about 2.1 units of alcohol, a gin and tonic contains 1.5 units and a pint of ordinary bitter contains about 2.5 units.

- **Men should not exceed 3-4 units a day**
- **on a regular basis**
- **Women should not exceed 2-3 units a day**
- **on a regular basis**

During the course of a week: -

- **Men should not exceed 21 units a week**
- **Women should not exceed 14 units a week**

Remember that home measures are often much larger than pub ones so for example, if you are pouring yourself a gin and tonic at home this is likely to contain more than 1.5 units.

In addition, this does not mean that it is acceptable to 'binge drink' the weekly allocation at a weekend or on any single day of the week. Also research has shown that it is highly desirable to have days off from drinking so that your body does not become so accustomed to alcohol that you are likely to reverse a tendency towards tolerance.

Information taken from drinkaware.co.uk



Food Safety



With most of us seeing our weekly shopping bills increase over the last few years, we are all looking for ways to get the most out of our shopping budget.

Rising shopping bills have led to some people ignoring basic food safety advice in a bid to save money and make their meals go further. Over the Christmas and New Year period many of us are tempted to buy larger amounts of food "just in case" and this often results in leftovers. It is important to know how we can use these safely and so not fall victim to food poisoning.

- **Food with a "use by" date goes off quite quickly. It can be dangerous to eat after this date.**
- **Food with a "best before" date is longer-lasting. It should be safe to eat but may not be at its best quality after this date.**

So how can we tell if leftover food is safe to eat? Perhaps we are tempted just to give our food a sniff to see if we think it is "off" but food bugs like E. Coli and salmonella don't cause food to smell off, even when they may have grown to dangerous levels. So food could look and smell fine but still be harmful.

A food label's "use by" date is the most important guide to whether food is still safe to eat.

Safety tips

Earlier this year, to mark Food Safety Week the FSA drew up a list of tips on storing leftovers safely to help your food budget go further.

Plan ahead

- Don't just make a shopping list – plan your meals too.
- Check what's in your fridge before shopping so you eat food you've already got before its "use by" date.

When you're shopping

- Check "use by" dates when buying food to make sure you'll use it in time. · Be careful with special offers such as "3 for 2". You might end up with too much food to eat before its "use by" date.
- Before taking advantage of special offers, check whether you can freeze the extra pack or cook double the amount and freeze some to use later.

Love leftovers

- Don't throw out your leftovers: they can be tomorrow's lunch.
- Cool leftovers as quickly as possible, ideally within 90 minutes (splitting into smaller portions can help). Then cover and refrigerate.
- Use leftovers within two days and reheat till steaming hot.
- Don't reheat leftovers more than once.

The fridge and freezer

You may be able to freeze food up until its "use by" date.

- Check the packaging to see if it's suitable for freezing.
- Freeze your leftovers. Wait until they've cooled before you put them in the freezer.
- Always defrost leftovers completely, either in the fridge or in the microwave.
- Cook the food within 24 hours of defrosting until steaming hot and do not refreeze.
- Make sure your fridge temperature is below 5C.

"Making the most of the food we buy is increasingly important to us all but we are still unnecessarily wasting 20% of it."

Food is there to be eaten, so let's enjoy our leftovers and do it safely



Information taken from NHS choices, Food Safety

Useful numbers & websites

Cold Weather Advice:

www.nhs.uk/livewell/winterhealth

Keeping warm at home and when going out

Met Office Cold Weather Advice:

www.metoffice.gov.uk/weather/uk/advice/snow

Travelling when snow/severe weather is forecast

Calm Service (Campaign Against Living Miserably):

www.thecalmzone.net

Service targets young men at risk of suicide but also listens to anyone in need of help and support

Alcoholics Anonymous:

www.alcoholics-anonymous.org.uk

National Helpline plus information on local groups

Tel:0845 769 7555

Mind in Harrow:

Tel: 020 8426 0929

1st Floor,132-134 College Road, Harrow

Works for a better quality of life for Harrow people experiencing mental Health problems

Please cut out and keep the details below near your telephone for easy and speedy access

NHS DIRECT 0845 4647

Out of hours GP Service
Harmoni—0300 130 3017

The Ridgeway Surgery

71 Imperial Drive

North Harrow HA2 7DU

Tel:020 8427 2470

Mon-Fri 8.00am-6.30pm

www.ridgeway-surgery.co.uk

**Alexandra Ave Centre
Ridgeway@Alex (branch surgery)
Alexandra Avenue
South Harrow, HA2 9DX
Tel: 020 8966 6300**

Sat-Sun: Walk-in Urgent problems only

Doctor 8am-4pm Last patient 3.30pm

Nurses 8am-3pm Appointments for Ridgeway patients only

Mon-Fri: Appointments for Ridgeway Patients only

(No Walk-in)

Doctors 8am – 8pm Last patient—7.20pm

Nurses 8am—3pm

What's on your mind? Send us a letter via Reception

Or email us at rspatientgroup@hotmail.com

Ridgeway Surgery Patient Group