

Note from the Editor

A little late this month as I'm trying my best to get BOPAG set up for the enhanced GDPR regulations that take effect in May. Whether you receive this newsletter by email or post, you will have an additional privacy notice which advises you that you need to proactively let me know if you wish to continue to receive the newsletter in the future. If you forget, don't worry, I will remind you again in May. After that, I will sadly have to take you off our circulation until I hear from you. Nothing personal, I'm just doing what the new regulations are telling me to do! I know that many of you involved with groups are also grappling with GDPR, I feel your pain and if there is anything we can do to help, please get in touch. You can read more about what GDPR means below.

We had a fascinating talk in March by Audiologist Kevin Jeffery from Help in Hearing. Our ears tend to get neglected in terms of regular check ups but it is so important as hearing loss is gradual. You can read more on page 5.

If you fancy an unusual outing (once Spring finally arrives), you can for a limited time visit the Billingsgate Roman House and Baths with the City of London Guides. It's open on selected dates until November (page 6)

A huge thank you to everyone who has been in touch, I'm delighted that several of you have claimed your refund from your Power of Attorney fees. There is still time to do so if you haven't already got round to it.

As ever, thank you to all my contributors this month and if anyone needs further information on any of the articles and you are not on the internet. Please get in touch, my details are always on the back page

Andy

General Data Protection Regulation (GDPR)

Not the most exciting of topics perhaps but this is important on an individual basis and also if you are involved in a local community group that holds information on its members.

In a nutshell, this is the biggest shake up of rules surrounding Data Protection since 1998 and let's face it, the world was a very different place then. Also, the new regulations which come into force on May 25th will impact every group and organisation regardless of size.

This new EU regulation will dramatically strengthen your right and ability to control your personal information and privacy. The key benefits are:

1. Increased security for your data.

With cybercrime on the rise, GDPR requires data processors and collectors (companies) to be more vigilant about safeguarding personal data against loss, theft and unauthorised access. Also new is the GDPR's mandatory data breach notification rule. If a data breach occurs, it must be reported to the supervisory authority within 72 hours. And if the breach is likely to pose a high

privacy risk for individuals, they must also be informed. (Previously, some companies waited months – or years – to report that a database had been compromised.)

2. Most organisations will need your consent to process and share your data.

Organisations now need your explicit consent before processing your data. Lengthy terms and conditions forms written in legal jargon that require you to check a box marked "I agree" before you can access the site will be stopped. Now, companies will have to supply consent mechanisms that are plainly worded and clear. This means that you proactively must say yes before you are subscribed to for instance an online newsletter.

3. The right to rectify mistakes.

Under the GDPR, you are entitled to have your personal information corrected if it's inaccurate or incomplete. This could be vital if, for example, a financial institution input the wrong information concerning your credit history. Also, if an

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GDPR continued

organisation shares inaccurate or incomplete information with third parties, it must inform these parties about the rectification (whenever possible). It must also inform you about the organisations with which it shared the data.

4. The right to erasure.

Also known as the “right to be forgotten,” this allows you to request that your personal data is removed when you withdraw your consent. The right can be exercised in a number of situations. Some common ones include: if the data was unlawfully obtained; if you object that there’s no legitimate interest for the continued processing of the data; and if the personal data is no longer necessary to achieve its original purpose.

5. Right of Access

Under the GDPR, individuals will have the right to obtain confirmation that their data is being processed; access to their personal data; and other supplementary information such as is the information being shared. This must be a simple process to a named individual in an organisation

6. The right to restrict processing

Individuals have the right to request the restriction or suppression of their personal data. This is not an absolute right and only applies in certain circumstances. When processing is restricted, you are permitted to store the personal data, but not use it. An individual can make a request for restriction verbally or in writing.

7. The right to object

Individuals have the right to object to: processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics.

In future, if you are being pestered by marketing calls etc, you will (from May 25th) be able to explain to the organisation concerned that you wish to exercise your rights under GDPR and away you go.

Impact on Community Groups

As explained at the beginning of this article, every company, charity, community group etc that holds any sort of personal data has to comply with GDPR. So whether it’s Barclays or BOPAG, every organisation has to be ready. Unfortunately there is no ‘one size fits

all’ approach, as what will be required will vary significantly depending on the sort of organisation, the data collected etc. On-line resources tend to cater for businesses and large charities and the sheer volume of information and regulations is quite frankly overwhelming at first. However, for most community groups that only hold basic data on individuals for the purposes of sending out information, it’s not too onerous.

BOPAG only holds contact information so that we can send out (by email or by post) the newsletter and meeting information. This information is only obtained from the individuals concerned and not purchased from third parties. Furthermore BOPAG does not share or sell this data onto third parties.

To comply with GDPR, BOPAG are doing the following:

- BOPAG has a Privacy Policy that will be available on the BOPAG website and written copies can be obtained on request. This includes what BOPAG holds, how it is used and how to access the information should anyone wish to.
- In April, BOPAG will send everyone on the mailing list a Privacy Notice explaining their rights under GDPR and asking members to confirm that they wish to remain on the mailing list
- In May, BOPAG will contact those members who have not responded in April. If no response is received, their details will be removed from the our contact database

BOPAG has pulled together a ‘guide’ which details the steps taken to comply along with the policy and notices. This is available to any group who feels that it may help them. Please remember that BOPAG is very much feeling its way through this and have pulled out the parts of the regulations that are relevant to the type of group that we are and the data we hold. For example, there are additional requirements for organisations/groups that hold data on children which clearly didn’t apply to BOPAG. You may have already received the pack as it was emailed out with the March meeting minutes but if you are on our post mailing list and would like a copy, please give me a call on 01296 622122. Likewise, if you want to ask a question on GDPR and think that I might be able to help, please get in touch.

Fingers crossed that a few of you will agree to stay on our mailing list .
Andy



Great War Buckinghamshire Showcase

Saturday 12th May

10am to 3pm

At

Arts4Every1 Centre

Desborough Road, Wycombe, HP11 2PU

A day celebrating the lives of the men and women from Buckinghamshire who participated in the First World War

- Local History Exhibition
- WW1 Family History Tips
- Live Music and Poetry Readings
- Refreshments



For more details contact
archives@buckscc.gov.uk



COFFEE & CARDS

Games cafes are growing in popularity around the country and a new one starts in Iver on the 18th April. Held at the **Iver** Children's Care Centre, Evreham Centre which has really good facilities, easy parking and good access for all levels of mobility.

The sessions will take place weekly utilising their board games, cards, snooker, table tennis and darts. Games will include : Connect 4, Jenga, Don't say it, Chess, Draughts, Back gammon, Yahtzee, Blockbusters, Myrummy (rummikub by a different name I think), Dominoes, Scrabble, Cards and Cribbage boards and more!

Starting 18th April, 11:00-13:00

1st & 3rd Weds of the month

(Term time only)

Evreham Youth Centre, Swallow Street
Iver SL0 0HS

All welcome

£2 per session

For further information please call
01753 654546

What's on in Princes Risborough for Older People

The churches in and around Princes Risborough warmly welcome you to their services and many activities during the week

Coffee Mornings

Every Tuesday at Elim Church, Bell Street, 10am to 12 noon (01844 275822)

Every Thursday in the Chapter House at St Mary's Church, Church Lane, 10am to 12 noon (01844 273300)

Every Thursday in the Baptist Lower Hall 'Market Day Cafe with Traidcraft Stall' 9.30am to 12 noon (01844 274499) (Bell Street)

Every Thursday at Lacey Green Community Centre, 10am to 12 noon (01844 347741)

Tea & Chat

1st Sunday of the month, 'Open Door' Themed afternoon tea in the Chapter House at St Mary's Church, Church Lane, 3pm (01844 273300)

3rd Tuesday of the month at Princes Risborough Methodist Church, Wycombe Road, 2pm

Every 3rd Wednesday of the month at St Dunstan's Church Hall, Mill Lane, Monks Risborough, Friendship Group at 2.30pm (01844 275944)

2nd and 4th Wednesdays in the month at Princes Risborough Baptist Church, Bell St, Welcome! – activities, tea & chat 2-4pm (01844 274499)

Lunch Clubs

Every 1st Tuesday at the Black Horse Pub, Lacey Green 12 noon (01844 347741)

On the 1st Thursday of the month (when advertised) a hot three course Christian Aid Lunch in the Upper Hall of the Baptist Church, Bell St, (Tel: 01844 274499)

Every 1st Friday of the month at St Dunstan's Church Hall, Mill Lane, Monks Risborough 1pm (01844 275944)



BISTO Spare Chair Sunday



Sunday lunch should be a time of togetherness. The one meal we all look forward to, where we sit down with friends and family for good food and good times. Yet for 1 in 7 older people, it's the loneliest time of the week.

So The Bisto Together Project and national charity Contact the Elderly joined forces to create Spare Chair Sunday. Expanding on the charity's model of free monthly Sunday afternoon tea parties for small groups of older people aged over 75 who live alone, Spare Chair Sunday encouraged people to offer a 'spare chair' at their Sunday lunch tables to a Contact the Elderly older guest and their volunteer driver, to share a delicious warm lunch all together.

You can get involved in a number of

ways:

Hosting Any host homes or venues must have a downstairs toilet and be easily accessible (generally we say no more than three steps where possible.)

Driving Any car used must be fully insured and drivers must hold a full driving licence, as well as supplying two references and completing a DBS check. This is for the safety and security of our guests and yourself

Nominate If you would like to attend a lunch or know someone that would benefit from attending a lunch, please get in touch

For all of the above, you can get in touch via their website at www.contact-the-elderly.org.uk/bisto or you can call them on 0800 716543

Countryside Activity & Support Group

For people with dementia & their carers



Tuesday Mornings
10am to 12:30pm
At
Near Mentmore, Bucks
For

For people who have any type of dementia
Their carers or family members
(Participants must come with a carer or family member)

To find out more and to book your place,
please contact our occupational therapist
Caroline on caroline.clarke@live.co.uk or call
07748 963 888

This free activity group is funded by The
Rothschild Foundation



Social Steps- Prestwood

A brand new activity class has started in Prestwood and provides an opportunity for seniors to have fun, keep fit and be social.

Dance to your favourite songs from over the years.

All shapes, sizes and abilities welcome

Mondays 1:30 to 2:30pm

Prestwood Village Hall, 1 Wycombe Road,
Prestwood, HP16 0NZ

£3.50 per session
No booking required

For more information or an informal chat,
please contact Jenna on 07891251984 or
email bodygrooves@hotmail.co.uk





Hearing Loss

We were delighted to be joined at our March meeting by Kevin Jeffery from the Help in Hearing practice in Marlow and Farnham who highlighted the importance of hearing tests and how your hearing can change with time.

It is estimated that one in six people of the population in the UK have a hearing loss and people fail to address the problem on average for up to ten years. That figure equates to over 9 million people having a hearing loss and over 6 million of them are of retirement age.

Most people who experience hearing loss as they get older do so because of wear and tear to the tiny hair cells in the inner ear. We have about 30,000 of these tiny hairs but sadly, as we age, these wither and cease to function as they once did. We then lose our ability to hear high frequencies first which is important in hearing speech clearly especially in a noisy room. As a consequence, people tend to avoid social situations, turn the TV up etc.

Hearing aids cannot restore hearing but work by amplifying sounds for the ear to process. Technology has moved on significantly from the old plastic clumps of plastic we used to see. Now hearing aids use digital technology that continuously processes incoming sounds, converts them into clearer and more audible sounds and then release these at the appropriate sound level into the ear so that you can understand them. It can distinguish between sounds that need to be amplified and unwanted noise that needs to be reduced. Digital hearing aids enable you stay connected to the world around you and benefit from being able to watch the TV whilst taking part in conversations, locate where sounds are coming from, eliminate whistling and feedback whilst on the phone or hugging someone, and with wireless technology available you can connect your hearing aids to a mobile phone, tablet, TV, computer or stereo system.

It takes a while to get used to wearing a hearing aid which is why it is important for your middle & inner ear to adjust to it. Many hearing aid users don't wear theirs regularly

which means that they don't get the full benefit from hearing correction.

By addressing a hearing loss early you ensure ongoing stimulation of the cognitive functions, allowing the brain to keep engaged, maintaining good memory and communication skills, therefore continuing with an active and full lifestyle. Recent studies indicate that hearing plays a critical role in this

Our hearing health should be equally as important as eye checks and dental checks. It is recommended that you have a hearing test every couple of years once you reach 60. Hearing loss is normally gradual so it's not until others start pointing it out that you probably realise. If you have concerns about your hearing you can go to your GP who can refer you to an audiologist (this can take weeks) but you can also get hearing tests at Boots and Specsavers (both of which are free) and other clinics including private ones.

If your hearing assessment shows that a hearing aid will be helpful, then you are eligible for a free hearing aid. Most people find NHS aids very helpful, but not all types of aids are available on the NHS. It can be a good idea to try a free NHS aid and see if it suits you, before thinking about buying one. Many hearing aids available now fit inside the ear and are completely invisible to others. Hearing aids normally last about 5-7 years.

The Help in Hearing practice can be contacted on 0345 222 0579

Did you know....

You might view ear wax as a nuisance, but it is actually very helpful. It's produced by the ear canal and is there to protect the inside of the ear: it traps dust and other particles to help prevent infection. Ear wax naturally gradually works its way out of the ear without any assistance.

Most people produce manageable levels of ear wax and only experience problems if it builds up. If you think you might have excessive ear wax there are some things you can do – but poking around in your ear is not one of them! Even using a cotton bud is a bad idea as you can push wax deeper into your ear or even damage the skin of your ear canal leading to infection. The best way to clean your ears is with a damp flannel.



Scams affect the lives of millions of people across the UK. People who are scammed often experience shame and social isolation as a result.

Friends Against Scams is a National Trading Standards (NTS) Scams Team initiative, which aims to protect and prevent people from becoming victims of scams by empowering communities to "Take a Stand Against Scams".

They provide information about scams and those who fall victim to them. This information enables communities and organisations to understand scams, talk about scams and cascade messages throughout communities about scams prevention and protection.

There is a useful website www.friendsagainstscams.org.uk where you can find out about scams, take part in a short awareness on-line training, become a Friend Against Scams, and even a ScamChampion!

A ban on Pension Cold Calling in June?

A ban on pension cold calling could be in place by June this year under an amendment inserted in the financial guidance and claims bill by the government.

New 'clause 3' makes provision for a ban on pensions cold calling to be put in place by June by the secretary of state for work and pensions.

The government also tabled amendments to 'clause 19' of the Bill on the provision of pension guidance. It requires pension schemes to ensure an individual seeking to access pension savings is 'referred to appropriate pensions guidance' and 'has either received appropriate pensions guidance or has opted out of receiving such guidance'.

Committee chair Frank Field MP said: 'I am delighted that they will be bringing forward a ban on pensions cold calling by June, as we called for. This represents a major leap forward in the urgent fight to protect pensioners' savings against scams and sharp practice'.

Roman House and Baths Guided Tour by City of London Guides

Beneath the streets and cobbled pathways of the City of London lies a wealth of Roman history surviving 2000 years of building, fire and bombings. Lower Thames Street is home to one of Roman London's most fascinating remains. Enter an apparently unremarkable office building and descend to explore the site of the Billingsgate Roman Bathhouse. It was discovered in 1848, but actually dates to the late second century and is now open to visitors for a limited period.

Come and explore this extraordinary glimpse into ancient City life on this guided tour lasting just under an hour. Tickets (£7-9) are available from www.cityoflondonguides.com and the only access to the site is via a staircase.



Long Crendon Social (Day/Lunch) Club for Older People

This well established club runs every Tuesday

It offers;

A nutritious hot meal, cooked on-site with fresh organic produce

A host of activities are provided, including Boccia, chair-based exercise and a monthly singalong. They also organise excursions. Transport to and from the Club - volunteer drivers are willing to discuss and help with any transport needs within a 10-15 mile radius.

Free introductory tasters.

The costs are £10 for the day, plus £5 for transport (running from 9.30-3pm),

If you, or anyone you know is interested in more information or arranging a visit please contact Andrea Camden on 01844 208 508 or andreacamden46@gmail.com





Rise in centenarian drivers as RAC and AA say no need to give up your car too early

The number of over-70s holding a driving licence has exceeded five million for the first time, new figures show. Analysis of DVLA data reveals 265 Britons over the age of 100 hold a licence, up from 162 in November 2012, with four people aged 104 the oldest licensed drivers.

Once people reach 70 they must declare whether or not they are fit to drive every three years, without having to take a driving or medical examination.

Concerns have been raised that some elderly people are continuing to drive when they are not fit to do so but motoring organisations resisted calls for older people to be re-tested in order to keep their license. It is felt that rural residents would become more isolated and be left unable to visit friends and go shopping if they could not access a car.

Luke Bosdet, a spokesman for the AA, said "Technology, which is usually associated with driverless cars, is already prolonging a safe driving career for elderly drivers: parking assist systems, autonomous emergency braking (AEB).

"And that's before we look at the accident stats which show far lower risk among older drivers than younger ones."

Research suggests that drivers aged 60 or over are no more likely to be involved in crashes than other drivers, although rates do increase from age 80. Drivers in their sixties have less than half the crash rate of those in their twenties.

Road safety charity Brake suggests that older drivers should visit their doctor at least once a year to check that they are fit to continue driving.

Out of the four key challenges ministers set out as part of their industrial strategy in November, one focuses on mobility and another on the ageing society.

The proportion of the UK population aged 90 and over has grown more rapidly than most younger age groups in recent years. There were around 14,900 people aged at least 100 in 2016, according to the Office for National Statistics.

False Claims of Telephone Preference Service

Fraudsters are cold-calling victims, falsely stating that they are calling from one of the well-known UK telecommunication service providers. They call victims claiming to provide a 'Telephone Preference Service' - an enhanced call-barring service, which includes barring international call centres.

The fraudsters ask victims to confirm/provide their bank account details, informing them that there is a one-off charge for the service. Victims instead see monthly debits deducted from their accounts, which they have not authorised.

On occasions when victims attempted to call back, the telephone number provided by the fraudster was either unable to be reached or the victim's direct debit cancellation request was refused.

There is only one Telephone Preference Service (TPS) and it is the only official UK 'do -not-call' register for opting out of live cold calls. It is FREE to sign-up to the register. You can register for this service by calling **0345 070 0707** or at www.tpsonline.org.uk. If you have been affected by this, or any other type of fraud, report it to Action Fraud by visiting www.actionfraud.police.uk or by calling 0300 123 2040.

Memory Information Sessions

As the Alzheimer's Society continue to tour the county with their Memory Information Sessions, the latest events to be announced and open for bookings are:

St Laurence Room, Market Square, Winslow on 8 May, 10.00am-12.00pm

St Michael's Hall, Grenfell Road, Beaconsfield on 15 May, 10.30am – 12.30pm.

Each session will explore how memory works and how we can take steps to tackle the challenges that memory difficulties can present. There will also be a range of useful information and links to other services available.

If you are worried about your memory and would like to book a place at a session, contact Angela Walshe on 01296 331749 or angela.walshe@alzheimers.org.uk or



2018

Contact Details for the Bucks Older People's Action Group

Andy can be contacted on

Tel : 01296 622122

E-mail : info@bopag.org.uk

BOPAG, c/o The Hale Farmhouse, Hale Lane, Wendover HP22 6QR

Bucks Older People's Action Group Meetings

2018 Dates

16th May

18th July

19th September

21st November

All are welcome. Meetings run 10-12.30 and are currently held at Christ the Servant King, Sycamore Road, High Wycombe, HP12 4TJ

Please contact Andy Trueman on 01296 622122 for further information



David Whittaker and I were delighted to join Rhiannon on her Friday morning show at Marlow FM on the 23rd March. Well, to be honest, I was terrified but Rhiannon is the perfect host quickly makes you feel as relaxed as it's possible to be when you are completely out of your comfort zone! David on the otherhand looked very at home.

It was a great opportunity to talk about the many subjects regarding the elderly in Bucks, everything from health, finance, where to go for help and advice and the great work of Contact the Elderly.



Dates for your diary

12th April CCG Governing Body Meeting

10.30am to 12.30pm at Aylesbury Vale District Council offices, AVDC, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

13th April Treasured Memories Club for people living with Dementia and their carers. Chesham Methodist Church (2pm-4pm) To book a place contact Gill on 01494 785956 or email gillmcnab.c2c@hotmail.co.uk Future dates 11/5, 8/6, 13/7.

24th April Health and Adult Social Care Select Committee 10.30 am - *Special meeting* - Marlow/Thame pilot Mezzanine Room 1, County Hall, Aylesbury

26th April Afternoon Tea at the Holiday Inn, Weston Turville 2.30pm to 4.30pm. An event to bring people together. Carers welcome too.

Spaces are limited. Call Home Instead to book your space on 01296 410 029 or 01844 202 778 www.homeinstead.co.uk/aylesburyvale

27th April Medicines Management Event, Holiday Inn, High Wycombe. NHS & CCGs are asking for the views of patients and carers to help them make improvements to the way they deal with medicines. If you are interested in being involved, please contact Amelia Lloyd at amelia.lloyd-hunt@nhs.net.

17th May Hoarding Support Group 5:30pm-7:30pm held at Bucks Fire and Rescue Service HQ on Stocklake, Aylesbury. HP20 1BD. There is no need to sign up but if you would like more information, contact the Trust's Neighbourhood Management Team on 01296 732600 or email info@vaht.co.uk

31st May (for 6 weeks) Dementia Information and Support Sessions (Anyone with a diagnosis of dementia) 6 consecutive Thursday mornings commencing 31st May 2018 at St Michaels Hall, Grenfell Road Beaconsfield HP9 2BP. If you would like more information about these sessions or to register your interest please contact Angela Walshe on 01296 331749 or memorysupport@alzheimers.org.uk

2018 Dates of Partnership Boards

Assistive Technology 13/06, 12/09, 12/12
Carers 26/4

Dementia 20/04, 15/08, 11/10, 13/12

Older People 27/04, 26/07, 26/10

Please email or phone Debbie if you are interested in attending. Mobile: 07507 399 180 Email:

debra.robinson@suco.org.uk