

### Note from the Editor

Happy New Year to you all! Slightly relieved that all the Christmas madness is over and done with for another year and we can get back to normal. However, despite all that 'humbugness' that washes over me in December, I was delighted to be invited to the loveliest of festive lunches with the Chesham group with wonderful company and superb entertainers. This group are not alone in putting on special events and activities at Christmas and the extra time and effort in organising them is not inconsiderable. You should all be applauded.

So onto this year and whatever that will bring?!? Well 2 new things and both are excellent! Amersham Museum have a new project for which they require contributors and volunteers (below). The Communities Team (was Prevention Matters) at BCC have launched a new on-line directory (BOD) which allows you to search for activities and groups by location. It is without doubt the best thing I have ever seen on the BCC website and captures all the knowledge built up by the Prevention Matters team over the past few years. Both Jane (Amersham Museum) and Andy (BCC) will be at our meeting in January to talk about these projects.

New rules came into force in December which will hopefully help clamp down on those irritating unsolicited telephone calls (page 2). There is a reminder on what you can do to help minimise these calls including a rather clever technique (trueCall38).

I've just heard that the Age UK TV license campaign team will be sending me information to include with the February edition for our postal recipients so you can support their petition should you wish to.

Our meeting is on the 23rd and you are all welcome. In addition to Amersham Museum and BOD, we'll also have a talk on safeguarding so a really interesting range of topics will be covered. Not a bad start to the year! Stay warm & safe.

*Andy*



## Reminiscence at Home

### Amersham Museum



In 2018, Amersham Museum ran an Age Friendly project which was a great success. They now have funding for a new project to run in 2019. The project's aim is to help address social isolation and loneliness experienced by older people through creative and reminiscence activities.

The project: Reminiscence at Home, will work with 20 older people in their homes. A team of 10 volunteers will be trained and visit each person 6 to 8 times and make up a book of stories about their life, a copy for them to keep and a copy for the museum's archives.

At the end of the sessions a celebration event will be organised at the museum to which all participants will be invited with appropriate

transport provided.

They are now looking for people who may be interested in volunteering for this project, appropriate training will be given and support will be available throughout. They are also looking for people who may benefit from participating in the project itself.

If you are interested or know someone who might have great memories to share, please get in touch with Jane at the Amersham Museum, 49 High Street, Amersham Tel 01494 723700  
[www.amershammuseum.org](http://www.amershammuseum.org)

Jane will also be joining our meeting on the 23rd January



## Crackdown on nuisance calls targets bosses of rogue firms

A crackdown on bosses whose firms pester people with unsolicited calls will leave them “nowhere to hide”, the Government has insisted. New rules came into force last month which means that directors of such companies will be personally liable if their business breaks the law, and could face fines of up to £500,000.

Under the new regime, the UK data protection watchdog, Information Commissioner's Office (ICO), is able to hold bosses directly responsible. Previously, only the business itself was liable for fines. Some directors escaped penalties by declaring bankruptcy and then setting up again under a different name.

Ofcom estimates British consumers were on the receiving end of **3.9 billion** nuisance phone calls and texts last year, with 10,000 reported to the consumer watchdog's helpline (Which) in the last six months alone.

The ICO has issued more than £5.7m in fines to cold call companies for breaching nuisance call rules since 2015, but of the 27 fines issued only nine have been paid in full, recently published government figures revealed.

### Why is this important?

Recent research by Which? shows 71% of people receive at least one nuisance call a month, from a survey of more than 2,000 UK households. More than half (58%) of these cold calls and texts made the people who received them feel annoyed or anxious.

Elderly people can be vulnerable to scams by nuisance call companies. Nearly half of landline calls made to elderly and vulnerable people are from cold callers, recent analysis by Truecall has revealed.

### How to deal with cold callers

#### Do:

- Ask cold callers to remove your data from their records
- Find out caller's number from a landline by dialing 1471 after the call
- Be firm and hang up if the caller refuses to go away
- Check with your phone company if you can be made ex-directory

#### Don't:

- Give away personal or financial information, even if callers claim to be from a company you know

- Call back phone numbers left on your voicemail, or reply to text messages you don't recognise

### Reporting a nuisance calls & texts

Report a nuisance call or text to the regulators. Every complaint helps in the fight against nuisance calls and texts.

You can contact the ICO direct on 0303 123 1113 or via their website [ico.org.uk](http://ico.org.uk) You can also report nuisance calls and texts to Which at [which.co.uk/report-calls](http://which.co.uk/report-calls) or at 029 2267 0000

### Register with the TPS

If you're receiving unsolicited phone calls, you should register with the Telephone Preference Service (TPS) 0345 070 0707 or [www.tpsonline.org.uk](http://www.tpsonline.org.uk). The TPS is free to use and is a register which records your choice to not receive unsolicited calls. Once on the TPS, if you still receive unwanted calls, you can make a complaint to the TPS and it will investigate. The TPS doesn't have enforcement powers but it does send complaints to the Information Commissioner's Office (ICO) which can take action. It's against the law for companies to make unsolicited phone calls to consumers who are registered on the TPS without their clear consent.

### Talk to your phone company

If you're still receiving harassing or unsolicited phone calls, you can talk to your phone company to report the phone number. Most providers offer products, services and advice - much of which is free - to block unwanted calls or reduce nuisance calls.

### Don't consent to be contacted

Third party marketing is when your details are sold on to numerous other companies for marketing purposes. Look out for tick boxes that request consent for your details to be passed onto third parties, if you do not want other companies to contact you, make sure you haven't ticked the box. If you've consented to receive marketing from a specific company then this organisation is allowed to call you - even if you've registered with the TPS. You can request to be removed from their contact list at any time and they must act to do so.

*Continued on page 8*



## Which health services to use to help you through Winter

# HELP US HELP YOU

STAY WELL THIS WINTER

We've reached that time of year: Winter is upon us and we're turning on the heating and putting on socks in bed at night!

However, it's also time for all the health and care services, transport teams and voluntary groups in Buckinghamshire to be ready to help everyone at the right time and in the right place. Our hospitals, GPs, pharmacies, community health services, transport teams, county council and charities have been working together to achieve this, so that things run more smoothly than ever. This year we are calling on all residents to **#helpushelpyou**.

We want to make sure everyone in Bucks knows which services can provide help when needed and how they can access them easily.

And this is also where YOU are an essential part of helping spread the word when it comes to **#helpushelpyou**. It's incredibly important for the effective running of key health and care services that we all do our bit to help – and that includes looking after yourself too!

**#helpushelpyou** by remembering and sharing these three points:

1. Use your **local pharmacy** – do this when you start to feel unwell, don't wait.
2. **Call 111** – for professional health advice and direction of what to do. They can also book you an out of hours GP appointment if it's decided that you need one.
3. **GP surgeries are now open longer** at evenings and weekends - call 111 to book if your surgery is closed for the day.

There are more things you watch out for and do:

- **Be A Good Neighbour.** Take note of who lives on your street and make sure that they are doing ok – particularly elderly or vulnerable people living alone. [www.buckscc.gov.uk/services/care-for-adults/be-a-good-neighbour/](http://www.buckscc.gov.uk/services/care-for-adults/be-a-good-neighbour/)
- **Get a flu jab.** Uptake for has been good so far this year, but there is still time to

- get one, especially for the over 65s
- **Ready for Winter.** If you are out and about in your car then make sure to check your tyres, water levels and think about a special kit bag of supplies in case you get stuck in bad weather. [www.buckscc.gov.uk/services/community/ready-for-winter/](http://www.buckscc.gov.uk/services/community/ready-for-winter/)
- **Use the Urgent Treatment Centre** at Wycombe Hospital for minor injuries and illnesses. It is based at Wycombe Hospital, open 24 hours a day, seven days a week. It is GP led and staffed by doctors and nurses. You can go there if you need urgent medical attention but it's not a life threatening situation. There is no A&E department at Wycombe Hospital. If you think your life is at risk, you should call 999. An urgent treatment centre will provide urgent treatment for a range of minor injuries and minor illnesses including: sprains and strains, suspected broken limbs, minor head injuries, cuts and grazes, bites and stings, minor scalds and burns, ear and throat infections, skin infections and rashes, eye problems, coughs and colds, feverish illness, abdominal pain, vomiting and diarrhoea
- **Common health problems** such as coughs, colds, headaches and back pain can often be treated quickly and effectively from home, without the need for prescription medicines or a GP appointment. Here are some more common winter illnesses and advice on dealing with them.
- Help prevent the spread of **norovirus**, or the 'winter sickness bug' – if you think you have it, please avoid GP surgeries or hospitals. Norovirus is best self-treated at home in most cases – call **111** for advice if you are unsure.



## Whats On



Education & Skills  
Funding Agency



European Union  
European  
Social Fund

## FREE TASTER Chair Based Yoga

This course will give you a short introduction to the benefits of yoga breathing, movement and meditation.

It will enable you to explore the yoga movements from the chair especially of the upper and lower limbs.

**Tuesday 12th March**

3.30pm - 4.30pm

At Beaconsfield Adult Learning Centre ,  
Wattleton Road, HP9 1RN

**Course Code - D2SF22AHM**

**Contact us now to book your place or for  
more details**

**01296 382403**

**studentenquiries@buckscc.gov.uk**

**Text Relay prefix 18001**

**Are you worried  
about your memory?**



Join us for a free  
**Memory Information Session**

At

Threeways Surgery, Pennylets Green,  
Stoke Poges, SL2 4AZ

**Thursday 24<sup>th</sup> January, 10.30 – 12.30.**

The session will last for two hours and will include:

- Understanding Memory
- Memory Tips
- Coping Strategies
- Access to a wide range of information
- Signposting to other services and organisations

For more information call the Memory Support Service on 01296 331749 or email them at [memorysupport@alzheimers.org.uk](mailto:memorysupport@alzheimers.org.uk)

## Reminiscence Mondays



Museum Reminiscence Group at Amersham Museum runs a monthly reminiscence group where we share our stories and memories from the past. These sessions are both stimulating and fun and give us the opportunity to meet new people. Suggested donation £2 per person, sessions run 10:30—11:30 and always include tea, coffee and biscuits.

If you would like to come along to one of our sessions, then please either phone the museum on: 01494 723700 or email: [jane@amershammuseum.org](mailto:jane@amershammuseum.org) for more information. Dates for 2019 are

7 Jan	4 Feb	4 March
1 April	13 May	3 June
1 July	9 September	7 October
4 November and 2 December		

[www.amershammuseum.org](http://www.amershammuseum.org)

49 High Street, Amersham

## Bucks Online Directory (BOD)



Buckinghamshire County Council has launched a new online tool for finding and contacting local groups and activities. After an online naming poll, it has been given the name Bucks Online Directory (BOD). The intention is to provide a searchable database of community assets, activities and sources of support for adults in Bucks. It can be accessed at <https://www.buckscc.gov.uk/services/community/activities-and-support-in-bucks/>

It is a work in progress and will not yet include every community asset and there may be gaps. There is a link on the webpage for residents to submit information about activities and groups that are not yet listed and/or to provide corrections if necessary.

Why not come along to the next BOPAG meeting on the 23rd January to see it demonstrated?



## Switched Off: Save free TV for older people



For over a million of the oldest people in the UK, television is their main form of company. Right now, that's under threat. Age UK are spearheading a campaign to save free TV for older people.

### How will older people be affected?

Removing older people's access to TV would be an unthinkable cruel blow when many are already facing huge challenges.

- Half of all over 75s are living with a disability, and many rely on their TV for companionship and entertainment.
- For those who don't have the internet, TV lets them stay up to date with what's happening in the world.
- Nearly a third of over 75s are living in poverty or just above the poverty line. Paying a hefty extra bill would simply be impossible when they're barely scraping by as it is.

The Conservatives pledged to protect free TV licences for the elderly in their 2017 election manifesto. Now they're asking the BBC to override it.

In a paper a few weeks ago, the BBC had to admit it might charge all of those not on pension credit a licence fee – and thus restrict the free licence to 900,000 households, which would need to prove their eligibility. They might cut out nearly 2m households where someone from the age of 75 to 79 lives; or start charging every one of the 4.5m households with someone over the age of 75. There are questions whether the Department

for Work and Pensions would need to open up its records to allow BBC officials to access private information on the finances of the over-75s and it is estimated that it would cost £72m to administer the system.

The BBC's argument is that its budgets are stretched to the limit and that it has no alternative but to recoup as much of the £800m that the over-75 concession costs. To make its case, it claims BBC finances have been cut back to the bone. So it's an irony that a few days ago the BBC's top brass announced they would award themselves bonuses of up to £75,000 – giving some of them 30% rises in a multi-million pound handout. The last BBC annual report published each July highlighted some eye watering salaries that presenters get.

Pensioner poverty is on the rise again and forecast to pass 2 million by 2022. Over 75s are almost 50% more likely to be in poverty than the 65-75 age group. In fact, one in every four of the over-75s is eligible for pension credit because their income is so low.

The free TV licence is one of the few universal benefits available to all very elderly pensioners, and is particularly important given that for millions who live on their own the television is the best antidote to loneliness and isolation

If you would like to add your name to the Age UK petition, it's very easy to do. Go to [www.ageuk.org.uk/tvpetition](http://www.ageuk.org.uk/tvpetition). I'm also waiting for Age UK to advise how those not on the internet can support the petition



Access Able (the new name for DisabledGo) takes the chance out of going out and gives you the information and detail you need to work out if a place is going to be accessible for you. They've surveyed 10,000s of venues across the UK, including shops, restaurants, pubs, cinemas, theatres, railway stations, hotels, hospitals and more.

AccessAble Guide and can be found at [www.accessible.co.uk](http://www.accessible.co.uk) or you can download their free App to use AccessAble on the go.

### Buckingham Area Rural Transport (BART)



BART is a not for profit organisation set up in 2018 to establish a community bus scheme for North Bucks. They offer accessible minibus transport in the following areas in North Bucks: Dadford, Stowe, Chackmore, Akeley, Lillingstone Lovell, Maids Moreton, Thornborough, Gawcott, Padbury and other surrounding Buckingham villages. To book or hire the bus contact: [bookings@mybart.org.uk](mailto:bookings@mybart.org.uk) 07977 401548 [www.bucksvoice.net/bart/](http://www.bucksvoice.net/bart/)



## Money Matters

### Power of attorney blocked by major banks

Banks are making life difficult for people acting as attorneys and are often inconsistent in the advice they give, according to research by Which?.

In a poll of Which? Members who have used power of attorney services over the past three years, the consumer group found that one in five attorneys said banks were particularly difficult to deal with when registering a power of attorney. This compares with almost one in 10 (9%) who were critical when registering their power of attorneys with private pension providers and the Department for Work and Pensions.

Yorkshire Bank was rated as the worst bank for registering as an attorney, with nearly a third (32%) claiming its service was poor. HSBC and Co-op Bank were joint second at 27%.

Building societies performed much better. Yorkshire Building Society came top in the poll, followed by Nationwide Building Society and Coventry Building Society.

Which? researchers found that banks were restricting attorney's access to accounts, despite the fact that they are entitled to the same access as the donor. Post Office Money, Tesco Bank and Virgin Money each refused to give attorney's access to online banks accounts, while Nationwide refused to issue an additional debit card for attorneys.

Which? also investigated 14 big banks and found that staff often gave inconsistent advice over the phone to attorneys registering their powers, limiting attorney's access to accounts. It criticised HSBC and TSB for telling callers that they needed to register the power of attorney in person when this is not the case. They also told attorneys they would not have access to the donor's online banking accounts even though they are entitled to the same access as the donor.

The consumer group singled out Halifax, Lloyds, Nationwide and Santander for praise, as these were the only banks to have a specialist power of attorney team whose advice was mainly accurate and consistent.



Better Housing  
Better Health

citizens  
advice

### Free Energy Switch Event

17th January,  
21st February and  
21st March  
10-12 noon at Buckingham Library

Better Housing Better Health and Citizens Advice experts will be on hand to help residents find the best energy providers and offer help on reducing energy bills and funding repairs. Just bring along a copy of your energy bill.

Alternatively to access the service elsewhere contact them at <http://www.bhbh.org.uk/householdenergy-advice/> or call them on 0800 107 0044

### Heart of Bucks Winter Warmth Campaign

**To eat or to heat? You may have a choice but some don't.**

The latest Government data shows that there are over 17,000 households in Bucks that are living in fuel poverty, with the highest numbers in Wycombe, closely followed by Aylesbury Vale.

The Heart of Bucks Winter Warmth campaign will help vulnerable people across the county who struggle to keep warm during winter and are at risk of harm as a result of cold weather. Aimed at helping vulnerable people across Bucks who are unable to adequately heat their homes during winter.

You can donate money to the fund, which will go to those most at risk of harm as a result of cold weather. The fund will be distributed through referral from community advocates.

Anybody interested to know more about the Winter warmth fund, can contact [mahuya@heartofbucks.org](mailto:mahuya@heartofbucks.org). Or visit <https://heartofbucks.org/winterfuel-payment-dont-need-it-donateit/> or call 01296 330 134



## Health News

### Stay well this winter

Winter conditions can be bad for our health, especially for people aged 65 or older, and people with long-term conditions such as COPD, bronchitis, emphysema, asthma, diabetes or heart or kidney disease.

Being cold can raise the risk of increased blood pressure, heart attacks and strokes. The cold and damp weather, ice, snow and high winds can all aggravate any existing health problems and make us more vulnerable to respiratory winter illnesses. But there are lots of things you can do to stay well this winter.

#### Feeling unwell?

Don't delay in seeking help and advice detailed on page 3.

Also, don't forget that if you're aged 65 or over, you are eligible for the pneumococcal vaccine, which will help protect you from pneumococcal diseases such as pneumonia. Ask your GP.

#### Keep warm

It is important to keep warm in winter – both inside and outdoors. Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

- Heat your home to at least 18°C (65°F). You might prefer your main living room to be slightly warmer.
- Keep your bedroom window closed on winter nights. Breathing cold air can be bad for your health as it increases the risk of chest infections.
- Keep active when you're indoors. Try not to sit still for more than an hour or so.
- Wear several layers of light clothes. Several layers trap warm air better than one bulky layer.
- Make sure you're receiving all the help that you're entitled to. Learn how to make your home more energy efficient, improve your heating and keep up with your energy bills at [www.gov.uk/phe/keep-warm](http://www.gov.uk/phe/keep-warm)
- Check your heating and cooking appliances are safe. Contact a Gas Safe registered engineer to make sure they're operating properly.

[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

### Virtual reality to help detect early risk of Alzheimer's

Scientists have found an unexpected use for virtual reality headsets: to help pinpoint people who may later develop Alzheimer's disease.

The devices, widely used by computer gamers, display images that can be used to test the navigational skills of people thought to be at risk of dementia. Those who do worse in the tests will be the ones most likely to succumb to Alzheimer's later in life, scientists now believe.

By identifying potential patients far earlier than is possible at present, researchers hope it should then become easier in the long term to develop treatments aimed at halting or slowing their condition. The discovery that loss of navigational skills was associated with Alzheimer's disease was made several years ago

**healthwatch**  
Bucks

### New ways to get in touch

Healthwatch have made some updates to how you can leave feedback and ask questions about local health and social care.

They recently changed their phone number to 01844 34 88 39. Phones are manned during work hours on weekdays. Outside those hours, leave a message and they will get back to you.

They also now have Facebook messaging to be more interactive. You can still email them at [info@healthwatch.co.uk](mailto:info@healthwatch.co.uk), or even send a letter to Healthwatch Bucks, Centre Parade Place Farm Way, Monks Risborough, Princes Risborough, Bucks HP27 9JS

### To manage winter illness symptoms at home:

- Rest
- Drink plenty of fluids
- Have at least one hot meal a day to keep your energy levels up
- Use over-the-counter medications to help give relief.



**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](mailto:info@bopag.org.uk)  
BOPAG, c/o The Hale Farmhouse, Hale Lane,  
Wendover HP22 6QR

### **Bucks Older People's Action Group Meetings**

#### **2019 Dates**

**Jan 23rd**

**Guest Speakers (Safe guarding, Community Asset Map & Amersham Museum)**

March 20th,

May 15th,

July 17th

Sept 18th

November 20th

**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

## **Dates for your diary**

### **Hoarder Support Group 24th January 2019**

5.30-7.30 pm at Aylesbury Fire Station, Stocklake. Entrance Unit 7 This local peer support group will provide a safe place to speak to others with similar issues and get information and advice. The group meets monthly and light buffet refreshments are provided. No need to sign up, just arrive. Open to individuals, family members and carers in the community who are affected by hoarding. For more information call Elaine on 01296 585364. or email [ehassall@aylesburyvaldc.gov.uk](mailto:ehassall@aylesburyvaldc.gov.uk) or contact

### **Bucks Health Trust Board Meetings**

**Wed 30 January 2019**, 9am Education Suite, Florence Nightingale Hospice Charity, Unit 2, Walton Lodge, Walton Street, Aylesbury

**Wed 27 March 2019**, 9am Hampden Lecture Theatre, Wycombe Hospital

### **Buckinghamshire CCG Board Meetings**

**Thursday 10 January 2019**

**Thursday 14 March 2019**

All meetings take place 10.30-12.30. Jubilee Room, Aylesbury Vale District Council, the Gateway, Gatehouse Rd, Aylesbury, HP19 8FF

### **The Buckinghamshire Primary Care**

**Commissioning Committee** next meeting date to be advised

## **Crackdown on nuisance calls targets bosses of rogue firms**

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### **Use a 'safe' number**

If you fill in a form and have to enter your phone number, you can use trueCall38. Simply enter the phone number 0333 88 88 88 88 as your phone number, and if the company calls a short recorded message is played:

*'trueCall38 is handling my calls. I prefer not to be contacted by phone, so please contact me via my email address. Goodbye!'*

### **Consider call blocking technology**

Phone companies offer a number of services that can help block unwanted nuisance calls. Some of these services are free but for some, monthly charges can apply, and may vary depending on what package you're signed up to.

Services include caller display, which shows you the number of the person calling; incoming call blocking, which prevents

selected numbers from getting through; and caller identification - or 1471.

In an ideal world it wouldn't be necessary to use call blocking equipment, but this can protect you and older or vulnerable relatives from nuisance callers.

Systems cost between £40 and £120 and can be very effective. In a recent trial by Trading Standards the trueCall system blocked 98% of unwanted phone calls. trueCall has been licenced to BT and is incorporated in their BT8500 phone. You can read more about trueCall at [www.truecall38.co.uk](http://www.truecall38.co.uk)

For more information on the different types of services available to block unwanted calls, take a look at Which?'s guide to phone blocking services. [www.which.co.uk/reviews/nuisance-calls/article/nuisance-calls-call-blocker-reviews/nuisance-calls-call-blocking-options](http://www.which.co.uk/reviews/nuisance-calls/article/nuisance-calls-call-blocker-reviews/nuisance-calls-call-blocking-options)