

Note from the Editor

Apologies for the lateness of this newsletter. I was about to send it last week when we had a thunderstorm that took out the telephone lines of half our lane! With poor mobile reception in this part of the county we have felt frustratingly cut off.

It's been a busy month for the newly named Bucks Older People's Action Group sorting out our new website. The new www.bopag.org.uk site should be up and running in a couple of weeks but it will take 2-3 months to get all the information on that we are aiming for. It will be a useful resource to find out what is going on in your area in a way that is easy to navigate. We would love to include some photos of areas around the county and positive images of our older communities so if you have photos you would be willing for us to use, please send them through to me (details on the back) along with a caption and your name so that we can acknowledge you. Thank you!

Our next BOPAG meeting is on Wednesday 15th July where we will be joined by Healthwatch to talk about Dignity in Care and Niamh Morrin from Bucks New University to talk about her research on blood pressure. Niamh is looking for volunteers to be part of the study and those participating will have a unique opportunity to understand more about how their blood pressure responds in different situations. All are welcome at the meetings and details can be found on the back page. Please contact me if you have any questions

In fact this month there are lots of opportunities to get involved. Some are internet only and if you are not a computer user, please call and I can post the details to you. Please take time to read one residents experience on page 4 of an attempted fraud and pass this information to others so that they are aware of such scams. Many of us are used to phishing emails and delete them accordingly but these official letters through the post are easily believable.

Take care & remember to stay hydrated during these hot spells and stay in the shade! *Andy*



Exciting new research on blood pressure and exercise

In England, approximately 1 in 4 adults are affected by high blood pressure (Public Health England, 2014). This makes high blood pressure a major public health concern.

Researchers at Buckinghamshire New University in High Wycombe are looking to recruit participants for exciting new research on blood pressure and exercise. We already know that aerobic exercise (walking, swimming, cycling) has blood pressure lowering benefits. However, preliminary findings are suggesting that low intensity, short and very simple strength exercises may have even greater benefits to an individual's blood pressure.

Do you know your blood pressure values?

Would you like to find out if you have high blood pressure?

Would you like to learn more about your heart health?

The researchers are looking to hear from adults who are 55 years or older and would like to learn more about their heart health. If you are interested and want to take part in research that aims to develop a new simple exercise for adults with high blood pressure then please do get in touch. As part of your participation you will learn about your heart health and receive:

- A resting blood pressure reading
- 24-hour blood pressure monitoring
- 24-hour electrical heart activity

If you are interested please contact Niamh Morrin on 07842902909 or Niamh.morrin@bucks.ac.uk



Patient groups need more support

healthwatch
Bucks

Healthwatch are looking at the status of PPGs in Bucks. In phase one, they determined that most GP surgeries in Bucks are opting to have a Patient Participation Group (PPG) yet awareness of them and what they do is generally poor.

To continue this work they wanted to discover how GP practices felt they could be better supported to help develop and guide their PPG. They asked Practice Managers to share with us their honest opinions, thoughts and experiences of PPGs and received the following key feedback

- The effectiveness of a PPG differs from practice to practice
- Most practice managers felt that PPGs were useful and their purpose should be to develop services by engaging with patients to represent their views and share any issues or ideas
- Lack of time, funding and resources mean that some GP practices struggle to run their PPG as effectively as they would like to.

To overcome this issue practice managers expressed a need for their PPGs to be more

proactive and engaging, and be able to run themselves.

Healthwatch Bucks recognises the ever increasing pressure on already busy GP practices to engage with patients and are now looking for ways to work with practices to help them develop their PPG.

There are 57 practices in Bucks so there is the potential of significant duplication of effort. To avoid this Healthwatch believe there should be more central support for both PPGs and practice managers including;

- help in defining purpose
- advice and guidance on; newsletters, social media and patient engagement
- mechanisms for sharing best practice

By providing this support they hope to develop ever stronger patient engagement in the county.

The full report can be found below.

<http://www.healthwatchbucks.co.uk/news/patient-groups-need-more-support>



Dermatology - we need your views

Have you had any experience of the dermatology service in Bucks?

NHS Aylesbury Vale CCG and NHS Chiltern CCG are conducting a review of dermatology services across Buckinghamshire with an overall aim to develop a service specification and implement a community based dermatology service.

This strategy aims to build on the results of previous engagement to procure a successful community based dermatology service.

If you have had experience of the current dermatology service in Bucks, then we would be grateful if you could take a couple of minutes to complete the online questionnaire at www.letstalkhealthbucks.nhs.uk/consult.ti/Dermatology/consultationHome

Your views are important to us and can help us in shaping a future dermatology service in the county. **Consultation ends 31st July**



During 2015/2016, Buckinghamshire County Council and Aylesbury Vale and Chiltern Clinical Commissioning Groups are encouraging three areas across the county to become more Dementia -Friendly. These are Stokenchurch, Great Missenden and Buckingham.

Stokenchurch and Great Missenden were launched earlier this year. The Buckingham launch will be on

Tuesday, 21st July 2015 from 10 – 4pm and will be held at Buckingham Library, Verney Close, Buckingham, MK18 1JP.

Dementia and memory impairments affect a person's ability to continue doing the things most of us take for granted. However, with a little help and support, people living with these conditions can remain independent, active members of their communities for longer.

To find out more about Dementia-Friendly Communities please call: 01296 387821 or e-mail dfcommunities@buckscc.gov.uk



Improve Bucks Diabetes

Diabetes – now is your chance to make a difference

Have you ever felt puzzled, disappointed or frustrated at the things that happen or have happened to you or someone you know in relation to their diabetes care? Or have you ever felt that your treatment has been particularly good and would like to make sure other patients benefit?

Dr Kathy Hoffmann, Diabetes Clinical Lead for Aylesbury Vale and Chiltern Clinical Commissioning Groups said: “If you have ever felt that you could help improve the care available for patients with diabetes, then now is your chance and we would like to hear from you.

“NHS Aylesbury Vale, NHS Chiltern Clinical Commissioning Groups and Bucks County Council are supporting the two local Diabetes UK groups and Healthwatch Bucks to harness the opinions of those with a personal insight into how well diabetes care is provided in the county through an interactive online portal.

“Improve Bucks Diabetes (www.improvebucksdiabetes.crowdicity.com) is a portal designed and run by people with diabetes for those affected by diabetes. We would like to hear not only from those who have diabetes but their families and friends too. By responding to questions, interacting with other patients and healthcare professionals and posting your own challenges, you can become part of the extended team that is committed to making a difference.”

If you are interested in discussing diabetes, please email tjboreham@hotmail.com or lpatten@buckscc.gov.uk to join in the challenge.



Living with Sight Loss



Coping with sight loss should become less daunting for people in Buckinghamshire, with a free, one-day course, designed to help boost confidence and develop independent living skills. Run by [BucksVision](#) and [Action for Blind People](#), the course will be held at BucksVision's Head Office in Meadowcroft, Aylesbury on **Wednesday 22 July**.

This is a **free** 1-day course of workshops and discussion sessions to offer practical and emotional support for people adjusting to sight loss and those close to them.

The course will include:

- Getting out and about
- Practical skills for everyday life
- Using technology
- Looking after your eyes
- Making the most of your leisure time
- Your emotional wellbeing.

For more information about Living with Sight Loss and the next available course date please call BucksVision on: 01296 487556



Be on your guard



The Marlow Bottom group would like to make everyone aware of a scam that has reared its ugly head in their area

In June, a resident received two letters concerning an apparent outstanding debt, and requesting payment. The letters are shown below (Editor— The full letters are not terribly clear but hopefully you can see how official they look, there is also the body of text expanded). Fortunately the person to whom they were sent, immediately contacted both the Police and CAB, and they are making on-going enquiries.

The Police have advised that the letters are a scam and that these company names have been used before. More worryingly is that older people are targeted, as they are seen as more vulnerable.

The Police have asked that we circulate the letters, and particularly the company names of Lowell Financial & J D Williams, and that if any more such letters are received, then please contact the police as quickly as possible.

To contact the police either pop in to your local station or call the **police non-emergency number 101**.

You can also contact **Action Fraud** on **0300 123 2040** for advice. Action Fraud is the UK's national fraud and internet crime reporting centre

Introducing Lowell

We are Lowell Portfolio I Ltd, a specialist debt purchaser, which buys accounts from various organisations and, then, works with the customer to arrange repayment of the balance outstanding.

This letter is intended to give you formal notice that your outstanding account with JD Williams was sold to Lowell Portfolio I Ltd on 06/03/2015.

As Lowell Portfolio I Ltd, now owns the debt, we are entitled to receive payment of the outstanding balance. Details of your account are set out in the right hand margin. Any payments you have made to this account since the date shown above will be forwarded to us and credited to your account.

Lowell Portfolio I Ltd, has instructed Lowell Financial Ltd, to manage your account.

What you need to do now

Please call us on 0844 844 4716 to discuss repayment of this account. We can accept payment of the balance by card or, if you cannot afford to pay in full, we can agree an affordable repayment plan. We can accept a variety of methods -

Contacting us about your account:

0844 844 4716 We're open Mon - Thurs, 9am - 8pm
Fri, 9am - 7pm
Sat, 9am - 2pm

PO Box 164 LEEDS LS10 9EH

Calls may be recorded for training and monitoring purposes

post@lowellgroup.co.uk
www.lowell.co.uk

Lowell PORTFOLIO I

15th June 2015

Please provide your Lowell reference number when you contact us

Dear [Redacted]

1 came same day

Your Lowell Account

Lowell reference number: **188680722**

Please provide this number when you contact us

Original company name: **JD Williams**

Original account number: **R0033572**

You owe: £278.56

Lowell Portfolio I Ltd, is a company registered in England and Wales under Company Reg No 1857418. Authorized and regulated by the Financial Conduct Authority in respect of consumer credit regulated accounts. Registered Office: Ellington House, 9 Savannah Way, Leeds LS10 1AB.

CreditExpert from Experian

Visit www.mycreditdetails.co.uk now and get unlimited access to your Experian credit report with a 30-day free trial.

Alternatively, you may prefer to visit www.Lowell.co.uk and use our income and expenditure calculator to arrange a repayment plan that matches your current financial circumstances, and you can, then, set up a convenient Direct Debit.

If you have any questions about the contents of this letter, please contact us on 0844 844 4716.

Yours sincerely

[Signature]

Andrew Bartle
Chief Operations Officer

Fair Processing Notice
Lowell Portfolio I Ltd and Lowell Financial Ltd (an associated company) are now the "Data Controllers" of your personal data. Your personal data will be processed fairly and lawfully in accordance with the principles of the Data Protection Act 1998 for the purpose of collecting payment and account administration (the "Purpose"). The Data Controllers may share your personal data and allow it to be processed by group companies, agents or third parties for the Purpose.

JD Williams
Griffin House
40 Lever Street
Manchester
M60 9ES

15th June 2015

Account No: R0033572
New Reference Number: 188680722

Dear [Redacted]

1 came same day

We're writing to inform you that JD Williams sold your account to Lowell Portfolio I Ltd on 06/03/2015.

The total balance sold was £278.56 and any payments made towards your account after 06/03/2015 will be forwarded to Lowell Portfolio I Ltd and will be deducted from the balance shown above.

Lowell Financial Limited has been appointed by Lowell Portfolio I Ltd to manage your account and it is essential that all future payments and correspondence regarding this account be directed to:

*1 new heard of JD Williams new badge from JD Williams
3. dont give amount any of this*

Lowell Financial Limited
Ellington House
9 Savannah Way
Leeds
LS10 1AB
Telephone: 0844 844 4716
Email: post@lowellgroup.co.uk

If your account is being managed by an authorised third party for example a Debt Management Company or a relative please ensure that you update them with this information and show them this letter.

Under the terms of this assignment, Lowell Portfolio I Ltd is now the Data Controller, as defined in the Data Protection Act 1998, of your Personal Data relating to this account.

Please contact Lowell Financial Limited to discuss repayment of this account.

Yours sincerely

[Signature]

David Ward
Collections Manager



MEN IN SHEDS

AMERSHAM

Men in Sheds is a place where men of all ages can come along and take part in activities similar to what they would do at home or in their own garden shed but with the bonus of other like-minded men providing good company.

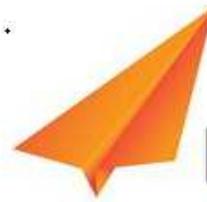


A typical 'Shed' provides materials, tools and equipment to enable members to develop interests and get involved either using their existing

skills or learning new ones. This could be woodwork, electronics, metalwork or IT.

Come along to the Information Event
Monday 20th July 2015
1:00pm - 3:00pm
The Alfred Ellis Hall, Amersham Free Church,

Woodside Road, Amersham, HP6 6AJ.
A free sandwich lunch will be provided
 For catering purposes, please let us know you are going to attend: Samantha Hardy, Community Impact Bucks 01844 348831 or 07990 756742 - email: samantha@communityimpactbucks.org.uk



ADULT LEARNING
BUCKINGHAMSHIRE



Tai Chi and Chi Kung Beginners

New Course for Autumn

Title	Start	Wks	Day	Time	Cost
Tai Chi Have a try	19 th Oct	1	Mon	10.00-11.15	Free
Tai Chi Beginners	2 nd Nov	6	Mon	10.00-11.15	£39

Chesham Adult Learning Centre
 Chiltern Hills Academy, Chartridge Lane,
 Chesham, HP5 2RG
To book your place call 01296 382403



FRIDAY 24 JULY 12.30PM & 3PM Free entrance via National Trust Gardens at Stowe Gardens (Temple of Venus) **Les Enfants Terribles in Dr Longitude's Marvellous Imaginary Menagerie**

Dr Longitude's Marvellous Imaginary Menagerie is a fantastical outdoor show. An enormous exotic caravan has suspiciously arrived in town complete with strange characters that entertain, amuse and beguile. Journey with them as they venture through sizzling safaris and snowy Siberia.

A free event supported by the National Trust and Arts at Stowe. Please book and then bring along your family picnics and blankets.



THURSDAY 23 JULY 7.30PM at the Uglund Auditorium Tickets £15 **The Paperboys** A rare opportunity to see The Paperboys in the UK. Formed by Mexican born Tom Landa in the mid-nineties in Vancouver, this band is a perfect marriage of many different styles, fusing Folk, Celtic and Bluegrass music with Pop & Rock. The infectious hooks of the horns blended with the lyrical sounds of the fiddle and flute make their music a melodic delight, slow and beautiful.

Tickets can be booked at www.oxboffice.com or calling 0845 680 1926



The Future of Transport in an Ageing Society

The International Longevity Centre-UK (ILC-UK) the leading think tank on longevity and demographic change and Age UK, produced a report 'The Future of Transport in an Ageing Society' last month which highlighted the many transport challenges faced by older people in the UK and found that problems were more acute with increasing age.

Key Findings

Despite free bus travel, one third of over 65s in England never use public transport. And over half either never use public transport or use it less than once a month.

Approximately 35,000 people aged 65-84 in England have difficulty walking even a short distance, but are restricted to using public transport making any journey difficult.

1.45 million over 65s find it quite difficult or very difficult to travel to a hospital, whilst 630,000 over 65s find it difficult or very difficult to travel to their GP.

Furthermore the report shows that it is the oldest old, those who are in poor health and those living in rural areas who are let down the most by the current public transport system:

Among the over 80s less than 55% report finding it easy to travel to a hospital, a supermarket or a post office.

Just 20% of those aged 70-74 living in rural areas use public transport weekly, compared to 38% of those who live in an urban setting.

The report argues that with the start of the new Parliament it is time to embrace the opportunities for improvement. In particular, devolution of central Government powers to local communities could mean more flexible transport services which better reflect the needs of older people. It recommends that older people's access to healthcare must be improved through better linking of health and transport services. They also sound a warning for counties like Buckinghamshire predicting that by 2028 the over 85 group living in rural areas is set to increase by 186% against a national average of 149%.

The report can be found at www.ilcuk.org.uk/index.php/publications/publication_details/the_future_of_transport_in_an_ageing_society

Healthwatch Bucks recently produced their own Transport Report looking at transport to medical appointments. The majority of respondents were aged 70+ and it was found that

- A quarter of respondents had problems accessing hospital services, with the main issues being poor public transport provision and difficult car parking.
- Over 80% of people who responded had never heard of the transport options or funding schemes designed to support access to health services

Healthwatch Bucks have also called for greater co-ordination between health services, transport providers and Buckinghamshire County Council so that it is easier for people to get to health appointments. The full report can be accessed at www.healthwatchbucks.co.uk



Skin cancer – the facts

A boom in cheap package holidays in the 1960s is partly behind the “worrying rise” in skin cancers in pensioners, Cancer Research UK suggests. The charity says that although all ages are at risk, many older people would not have been aware of how to protect themselves four decades ago.

Figures show that 5,700 over-65s are diagnosed with the condition each year, compared to just 600 in the mid-1970s

Skin cancer is one of the most common cancers in the world. There are two main types of cancer. Non-melanoma skin cancer refers to a group of cancers that slowly develop in the upper layers of the skin, and Melanoma which spreads faster in the body.

Non-melanoma skin cancer

The first sign of non-melanoma skin cancer is usually the appearance of a lump or patch on the skin that doesn't heal after a few weeks. In most cases, cancerous lumps are red and firm, while cancerous patches are often flat and scaly.

Non-melanoma skin cancers usually develop in the outermost layer of skin (epidermis) and are often named after the type of skin cell from which they develop. The two most common types of non-melanoma skin cancer are:

- basal cell carcinoma – starts in the cells lining the bottom of the epidermis and accounts for about 75% of skin cancers
- squamous cell carcinoma – starts in the cells lining the top of the epidermis and accounts for about 20% of skin cancers

There are more than 100,000 new cases of non-melanoma skin cancer every year in the UK. Non-melanoma skin cancer affects slightly more men than women. See your GP if you have any skin abnormality that hasn't healed after four weeks. Although it is unlikely to be skin cancer, it is best to be sure.

Treatment

Surgery is the main treatment for non-melanoma skin cancer. This involves removing the cancerous tumour and some of the surrounding skin. Other treatments for non-melanoma skin cancer include cryotherapy, creams, radiotherapy, chemotherapy and photodynamic therapy (PDT). Treatment is generally successful as, unlike most other types of cancer, there is a considerably lower risk that the cancer will spread to other parts of the body.

Help protect yourself from sunburn by using sunscreen, dressing sensibly in the sun and limiting the time you spend outside during the hottest part of the day.

Melanoma

The most common sign of melanoma is the appearance of a new mole or a change in an existing mole. This can happen anywhere on the body, but the back, legs, arms and face are most commonly affected. In most cases, melanomas have an irregular shape and more than one colour. They may also be larger than normal moles and can sometimes be itchy or bleed. Melanoma happens when some cells in the skin begin to develop abnormally. It is thought that exposure to ultraviolet (UV) light. See your GP if you notice any change to your moles. Your GP will refer you to a specialist clinic or hospital if they think you have melanoma.

Treatment

The main treatment for melanoma is surgery, although your treatment will depend on your circumstances. If melanoma is diagnosed and treated at an early stage, surgery is usually successful. If it isn't diagnosed until an advanced stage, treatment is mainly used to slow the spread of the cancer and reduce symptoms. This usually involves medicines, such as chemotherapy. Melanoma is the 5th most common cancer in the UK with around 13,000 new cases of melanoma diagnosed each year, with more than 2,000 dying each year.

The facts are clear:

Check your skin and see your GP if there are any changes or if you have concerns.

Protect your skin from UV rays and don't use sunbeds or lamps.

Regularly checking your moles and freckles can help lead to an early diagnosis and increase your chances of successful treatment.



July 2015

Contact Details for the Bucks 50 Plus Forum
Andy can be contacted on
Tel : 01296 622122
E-mail : bucks@bucks50plus.org
Bucks 50 Plus Forum, c/o The Hale Farmhouse,
Hale Lane, Wendover HP22 6QR

Bucks 50 Plus Forum Meetings

2015 Dates

15th Jul (Healthwatch)

16th Sept

18th Nov

All meetings take place at 10a.m. at The Hub, Union Baptist Church, High Wycombe. **All are welcome.** Please contact Andy Trueman on 01296 622122 if you need directions

Dates for your diary

15th July Free Disability Info Event at Hazlemere Library 11am

Staying cool in a heatwave



Avoiding heat-related illness

- Keep out of the heat especially during the hottest part of the day (11am to 3pm)
- If travelling by car or public transport always take a bottle of water
- Avoid strenuous activity and limit housework and gardening to the cooler times of the day
- When inside, stay in the coolest part of the house
- Wear loose lightweight cotton clothing
- Take cool baths & showers
- Place a damp cloth on the back of your neck to help you cool off
- Drink plenty of fluid even if you are not thirsty (avoid caffeine and alcohol though)
- Eat normally as you need to replace salt loss from sweating



ADULT LEARNING
BUCKINGHAMSHIRE



Silver Surfers

Are you interested in learning how to do the following?

- Identify parts of a computer
- Power up and shut down a computer
- Enter text using the keyboard
- Click and highlight text with the mouse
- Spell check documents
- Apply different fonts to text
- Save and Print a document
- Access an Internet web browser

A **FREE** 5 week course on the introduction to IT
Every Wednesday 10am - 12, 22nd July - 19th
August at Room 5, Millbrook Adult Learning
Centre, Mill End Road, High Wycombe, HP12 4BA

For more information, please contact
Parveen Dad (Prevention Matters) 07990784304
Pei Harper (Bucks Adult Learning)
07917895847

SKIPTON
BUILDING SOCIETY



Nominate a local project for a £500 cash boost.

Our award-winning Grassroots Giving scheme is back. For the third year running, we're offering donations of £500 each to 162 community groups.

As a mutual organisation, it's really important to us to support the local communities our customers and branches are part of.

This year, we have £81,000 to share between 162 good causes throughout the country – and we need your help in finding the most worthy ones.

If you know, or are involved in, a local group, club or organisation that deserves some extra funding, you can nominate it up until 31 July by visiting Grassroots Giving at www.skiptongrg.co.uk/apply-for-funding

You don't have to be a Skipton member to nominate or to vote – so please tell everyone you know about the Grassroots Giving scheme.

Deadline for nominations 31st July