

## Note from the Editor

I'm on the rampage! This heat really doesn't agree with me especially when dealing with inefficiency (if I'm being polite). Those who know me realise that I am against the relentless tide to move everything online, at least in the medium term when there are still so many older people that are not on the internet. Our local councils are no different in moving much online but as they are responsible for local services, it is essential that we can call them. I decided to do a little survey to see how long each council took to answer their main switchboard number

- Bucks County Council 3 minutes
- Aylesbury Vale District Council **18 minutes**
- Chiltern District Council 2 minutes
- Wycombe District Council 33 seconds
- South Bucks District Council 2 minutes

Congratulations to Wycombe DC and shame on you Aylesbury Vale—you know that I am very unhappy!

During my time with BOPAG, I've learnt that there are two things that you really care about, health related issues and transport. So this month I have given over much of the newsletter to the Council Supported Rural Bus Review which is currently underway. You'll find below the introduction from Paul Irwin, Deputy Cabinet Member for Transport, the current subsidised bus routes are on page 4 and a summary of the questionnaire on page 5. Please please please contribute if you currently use any of the existing subsidised routes.

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

## Council-Supported Rural Bus Review



Many of the bus routes serving rural areas of Buckinghamshire need ongoing financial support from the County Council to operate. We want as many people as possible in our village communities to have access to public transport, so you can get out and about and do what's important to you, such as go to the doctors, the shops or visit friends and family. We need to plan carefully to make sure we use this money as effectively as possible.

It's now five years since we looked in detail at our council supported bus routes and how they are used. Between then and now a lot has changed and we'd like to understand how current bus services are being used. We'll use this information to review how future services can better meet people's travel patterns, and this may include revising existing routes and timetables or looking at alternatives such as community transport other flexible transport services. Please take a few moments to complete the survey, which is open for responses until **20 July**

**2018.** We'll review all the feedback from the survey this summer, and later in 2018 we'll carry out a consultation on any proposed changes.

Many thanks for helping us to shape the future of your local bus services.  
Paul Irwin, Deputy Cabinet Member for Transport

You can respond to the survey

- Online at [www.buckscc.gov.uk/bussurvey](http://www.buckscc.gov.uk/bussurvey)
- Pick up at paper copy at County Hall or your local library
- Andy (details back page) has paper copies and paper copies will be sent with every posted newsletter
- Contact the Public Transport Team on 01296 382416 to get a copy sent.

If you want to contact Paul about subsidised public transport, he can be contacted on 07904 189 357



## Staying cool in a heatwave

Some look forward to the warmer weather and feeling some sun on our faces. But it's important to be prepared for hot weather as high temperatures can be dangerous to your health.

### The sun and skin health

It's very important to ensure that your skin isn't exposed to the sun for long periods, as this can lead to sunburn and make you more susceptible to skin cancer. Anyone can develop skin cancer, so it's important to protect yourself whatever your skin type.

Use sunscreen of at least sun protection factor (SPF) 15 with four or five stars. Apply it generously and top up at least every two hours. A hat will protect your head, face, ears and eyes. Choose sunglasses that have a CE mark, UV400 label or a statement that they offer 100 per cent UV (ultraviolet) protection.

When the weather is hot, your skin may also feel drier than usual. Using moisturiser can help keep your skin healthy. If you have moles or brown patches on your skin, they usually remain harmless. But if they bleed, or change size, shape or colour, show them to your GP without delay.

### Sun exposure and vitamin D

Although it's important to protect your skin, some direct exposure to the sun is essential for the production of vitamin D. There are some food sources of vitamin D – salmon, sardines and other oily fish, eggs and fortified spreads – but sunshine is the major source. The Government recommends vitamin D supplements for some groups of the population, including people aged 65 and over.

If you think you could be at risk of not getting enough vitamin D, particularly if you are housebound or cover your skin for cultural reasons, raise this with your GP. Always speak to your GP before starting to take a vitamin supplement or over-the-counter medicine on a daily basis.

### Dehydration and overheating

Extreme heat and dry conditions can cause you to dehydrate and your body to overheat. It's important to eat a balanced diet to help your body replace any salt you lose by sweating. Aim to drink 6 – 8 glasses of liquid a day, and more if it's hot. You may also need to be careful if you're taking some types of medication that affect water retention. Speak to your GP if you're concerned.

Watch out for certain signs – particularly

for muscle cramps in your arms, legs or stomach, mild confusion, weakness or sleep problems. If you have any of these, rest in a cool place and drink plenty of fluids. Seek medical advice if your symptoms persist or worsen.

### Heat exhaustion and heatstroke

The symptoms of heat exhaustion include headaches, dizziness, nausea or vomiting, intense thirst, heavy sweating and a fast pulse. If you have any of these symptoms you must, if at all possible:

- find a cool place and loosen tight clothes
- drink plenty of water or fruit juice
- sponge yourself with cool water or have a cool shower.

Your symptoms should improve within 30 minutes. If you're feeling better but still have any concerns, call your GP or NHS 111 for advice. Heatstroke can develop if heat exhaustion is left untreated – it can also develop suddenly and without warning. The symptoms of heatstroke include confusion, disorientation, seizures and loss of consciousness. Heatstroke is a life-threatening condition. If you or someone else shows symptoms call 999 immediately.

### Top Foods to help you stay hydrated

Fruits and vegetables are a natural source of water. Here is a list of 15 foods that contain high water content which will help you easily hydrate yourself. Make sure that any medication you take doesn't exclude certain foods

Pineapple	Orange	Aubergine
Banana	Celery	Watermelon
Radish	Peppers	Cauliflower
Spinach	Cucumber	Strawberries
Broccoli	Tomato	Grapefruit

### Some tips for keeping cool

Keep curtains shut the side of the house that faces the sun

Open windows (don't forget the window locks if going out)

Open internal doors to keep any breeze moving through the house, prop them open if need be  
If you have a fan, freeze a 2 litre bottle of water (or a bowl of ice cubes) and place in front of the fan, helps cool the air

Put your feet in a bowl of cold water

Cold flannel on the inside of your wrists/round your neck

Fill your hot water with cold water



## Launch Of New Victims First Service

**VICTIMS FIRST**

Care | Empower | Recover

The Office of the Police and Crime Commissioner for Thames Valley has launched "Victims First" as a new service for victims in the Thames Valley who are struggling to cope with the impact of a crime.

Victims First is available across Berkshire, Buckinghamshire and Oxfordshire and provides free tailored emotional and therapeutic support to all victims and witnesses of crime, as well as family members of victims (if they require it).

The service allows for one front door for all victims in the Thames Valley who require support and is available regardless of:

- Crime type
- Whether or not the crime has been reported to the police
- Whether they were a victim of a recent or historic crime
- Wherever the crime happened.

Anybody who needs support can access it through:

**Tel: 0300 1234 148**

Website: [www.victims-first.org.uk](http://www.victims-first.org.uk)

Being a victim of crime can be distressing. The impact of crime will vary, but many people benefit from receiving some support and information to help them cope

and recover.

You can contact Victims First to access tailored support based on your individual needs. When you contact them you will be allocated a Victims First Officer who will discuss any emotional or practical needs you may have. You will work together to put in place a support plan which could involve referring you to one of the specialist services for further support.

They have a number of specialist services you may be referred to if required. The type of assistance available includes:

- Telephone support
- Face to face support
- Advocacy, including, legal services
- Support through the criminal justice system (if you have reported the crime to the police)
- Therapeutic Counselling

You can speak to a Victims First Officer about any of our services and receive support by:

Phone: 0300 1234 148

Monday, Wednesday and Friday - 9am to 5pm  
and Tuesday and Thursday 9am - 7pm

## Don't make it easy for opportunist burglars



Please take a moment to review your own security and reduce the chances of becoming a victim of burglary.

- Double check that doors and windows are shut and locked when you go out or when you go to bed.
- If, in warmer weather, you choose to leave some window open overnight, make sure that they aren't accessible. If you have ladders, make sure they are locked away and can't be used.
- Make sure that you don't leave a window open in a part of your home that is out of your view – it only takes a moment for someone to get in and steal anything readily accessible.
- Keep car keys out of sight and don't leave door keys in the lock.
- If you're going away think about what sensitive information you might be sharing on social media.
- Report anyone acting suspiciously to the police, either on 101 or 999 if a crime is happening. Call at the time that you see it and try to get a description of them.



## Council-Supported Rural Bus Review

### Which routes are subsidised?



Service	Bus company	Route
16	Red Rose	Marsh Gibbon - Waddesdon - Aylesbury Aylesbury
18	Langston & Tasker	Buckingham - Steeple Claydon - Bicester
28/A/C	Red Eagle	High Wycombe – Lane End – Cadmore End
50	Z&S Transport	The Horwoods - Winslow - Newton Longville - Milton Keynes
54A/B/C	Winslow Comm Bus	Swanbourne/Great Horwood/The Claydons - Winslow
60	Arriva	Aylesbury - Winslow - Buckingham
63/68	Red Eagle	Maidenhead - Dorney - Slough
67	Winslow Comm Bus	Great Horwood – Aylesbury
71/73	Red Rose	Whelpley Hill - Chesham - Amersham - Little Chalfont/Coleshill
77	Red Eagle/Red Rose	Chesham - Chartridge
78	Red Rose	Chesham - Great Hivings
110	Redline	Worminghall - Long Crendon – Aylesbury
111	Z&S Transport	Oakley - Brill - Thame - Aylesbury
112	Z&S Transport	Upper Winchendon - Oakley - Thame - Bishopstone - Aylesbury
113	Z&S Transport	Oakley - Thame - Longwick - Princes Risborough
131/132	Redline	Buckingham Estates - Tingewick - Brackley
133	Redline	Water Stratford - Tingewick - Buckingham
134	Redline	Westbury - Buckingham
149/194	Red Eagle/Red Rose	Chesham - St Leonards - Cholesbury - Hawridge/Tring
151	Redline	Akeley - Buckingham – Thornborough
153/154	Z&S /Red Kite	Newton Longville - Stewkley - Aston Abbots - Aylesbury
155/158/160	Red Eagle	Marlow and surrounding areas
162	Red Kite	Stewkley - Bletchley - Leighton Buzzard - Edlesborough - Dagnall
164	Redline	Aylesbury - Tring - Pitstone - Cheddington
165	Z&S Transport	Leighton Buzzard - Aston Abbots - Wingrave - Aylesbury
167	Red Kite	Ivinghoe - Leighton Buzzard
177	Red Eagle/Red Rose	Chesham - Chartridge - Lee Common - Gt Miss/Amersham
190	Red Eagle	Chesham - Hyde Heath - Lee Common – Chartridge
275	Red Rose	High Wycombe - Bledlow Ridge - Chinnor/Stokenchurch - Oxford
321	Redline	Aylesbury - Princes Risborough - Saunderton - High Wycombe
333/334	Red Eagle	Hughenden Valley - Speen - High Wycombe
335	Redline	Chalfont Common - Gerrards Cross - Slough
353	Redline	Amersham - The Chalfonts - Slough
377	Red Eagle	Hazlemere - Beaconsfield - Loudwater
577	Carousel Buses	Hazlemere - Beaconsfield - Loudwater
580	Carousel Buses	Beaconsfield - The Chalfonts - Uxbridge
581	Carousel Buses	Beaconsfield - Denham - Uxbridge
582	Carousel Buses	Higher Denham - Iver - Slough - Windsor
583	Redline	Slough - Wexham Park Hospital - Iver – Uxbridge
RACB route 6	Risb Comm Bus	The Kimbles and Ellesborough

A condensed version of the questionnaire can be found on the next page. Feel free to use this to submit your answers. Otherwise printed copies can be obtained from your local library or by contacting the Public Transport Team on 01296 382416. Andy also has paper copies if you would like some to distribute to your groups

If there are any problems at all, please contact Paul Irwin, Deputy Cabinet Member for Transport on his mobile 07904 189357 He is very keen that older people can contribute to this survey.



## Council-Supported Rural Bus Review Survey Questions



Q1 How often do you currently use the bus service in your local area?

Daily / Once or twice a week / A few times a month / A few times a year / Never

Q2 Which of the bus services we support do you currently use?

Q3 What day of the week do you usually travel by bus? Choose all those that apply  
Monday / Tuesday / Wednesday / Thursday / Friday / Saturday / Sunday

Q4 What times of day do you usually travel by bus? Choose all those that apply  
Before 9am / 9am – 3pm / 3pm – 7pm / After 7pm

Q5 For which reasons do you use local bus services? Choose all those that apply

- Travel to and from work (paid or voluntary)
- Travel to and from education
- Medical appointments
- Shopping
- Visit family or friends (including caring responsibilities)
- For community, leisure and social activities
- Other (please provide details)

Q6 If any bus service changes are proposed, which of the following options suit your needs best? Please rank from 1 to 5 where 1 suits you best and 5 suits you least

- Less journeys per day but keep a daily service
- Similar timetable but on fewer days of the week
- Service between 9am and 3pm only
- Service during morning and evening peak times only
- No Saturday service

Q7 Do you have any other comments or suggestions about how changes to bus services could be achieved with less impact for passengers?

Q8 If you have ever used a volunteer-run community transport service, please tell us about your experience.

**About You** This information helps us understand the views of different people. Please be assured that all the information you give will be kept completely confidential.

What age are you? Under 16 / 16 – 24 / 25 - 34 / 35 – 44 / 45 – 54 / 55 - 64 / 65 - 74 / 75 +  
Prefer not to say

Do you consider yourself to have a disability? Yes / No / Prefer not to say

Do you use a Concessionary Bus Pass? Yes / No

What is the first part of your postcode? e.g. HP22

Which race/ethnicity best describes you? White/White British, Black/Black British, Asian/Asian British, Mixed race, Prefer not to say, Other

How did you find out about this survey?

Council website / Other website / Facebook / Twitter / Email / Local press or other publication/  
Leaflet or poster / Through a local group or venue, such as a library / Other

You can hand it in at any BCC council office, or library, or post it back to: Public Transport Team, County Hall, Walton Street, Aylesbury HP20 1UY



Workaid have a busy summer



## Craft Supplies Sale in the Hive!

Saturday 7th July

10am—1pm

Vintage treasures, craft supplies and  
much more

At

The Old Boot Factory

71 Townsend Road, Chesham,

HP5 2AA

If you have never been to Workaid, please go along and see the wonderful work that they do. They welcome donations of items and volunteers

## Craft Classes

**Furniture Upcycling** Upcycle a small piece of furniture from start to finish. 12th July 10-3 £25

**Drawing Your Favourite Animals** No experience necessary, bring a photo 18th July 10-12 £7 incl refreshments

**Sewing Bees** Bring your own project to work on. Dates 20th July, 21st Sept, 10-1. £15 per session

**Colour onto Fabric** 26th July 10-12. Using cold water dyes. £10

**Art Journalling** 3rd Sat of the month, 10:30-12:30 £10

For more information on all classes call Workaid on 01494 775220 or go to [www.workaid.org](http://www.workaid.org)

## Dignity in Care Awards



The 2018 Dignity in Care Awards Ceremony was a wonderful event again this year. There were talks from Gillian Quinton, BCC interim Director of Communities, Health and Adult Social Care, Edmund Tabay, the Deputy Chief Nurse at Bucks NHS Trust and Ethel Ohunyon, a social work student and the key message throughout was the importance of equal access for all and the desire for individuals to live independently and to be given the support to enable this.

Congratulations to all the winners and runners up:

**Community Engagement:** (winner) Adedayo Olowosale, Director of Nigerian Community Organisation Aylesbury, (runner up) Helen Cavill, Street Associations

**Learning:** (winner) Kelly Rand, Kent House, (runner up) Julie Fenwick, Bucks NHS Trust

**Dignity champion:** (winner) Karen Sutherland, Prime care, (runner up) Rachel Elton-Jones, Culwood House Care Home

**Sustainability:** (winner) The Team, Hightown Housing Association, Cressex Road and Ashley Drive (runner up) John Burns, Kent House, (The Brain Injury Rehabilitation Trust)

**Judges Choice Awards:** Janet Seaton, Quarrendon Street Association and Ionela

Pintilii, Avondale Care Home  
**Bucks County Council Awards** for recognition of achieving CQC Outstanding rating: Windsor Care Home and Bluebird Care, South Bucks, Wycombe and Slough. The latter is the first home care provider in the county to gain this CQC rating. Congratulations also to everyone involved in putting together this special event



Cllr Wendy Mallen, BCC, David Whittaker (Wye Valley Volunteers, Contact The Elderly and BOPAG, Tom Chettle BCC, pictured with two of the winners Janet Seaton (top) & Ionela Vaddana (below)





## Health News



### Cases of cancer in elderly to surge by 2035

The number of elderly people in the UK diagnosed each year with cancer is set to rise by 80% in less than 20 years, a report predicts.

Cancer Research UK estimates that by 2035 about 234,000 over-75s will get cancer each year - up from 130,000 now. The charity also said the elderly were more likely to have multiple health conditions, leading to later diagnoses.

It called on the health service to prepare now for the rise in older patients with "complex needs". Each year, some 360,000 new cases of cancer are diagnosed in the UK. About 36% of diagnoses are in people aged 75 or over but Cancer Research UK's new report estimates that this will increase to 46% by 2035, largely as a result of the UK's ageing population.

The risk of developing cancer increases as we get older because the cells in our body often become damaged as we age. While cancer survival rates had doubled over the past 40 years, they were lowest among the elderly, the charity said. It said older people were less likely to receive curative treatment for their cancer, such as chemotherapy or surgery, something it said highlighted the need for them to receive better support.

### Elderly struggling to get to hospital appointments

Despite being the main users of the NHS, 1.6 million pensioners struggle to get to medical appointments, often travelling alone and then stranded for hours unable to get home. The impact of long and difficult journeys, often when people have mobility problems or are suffering the after-effect of treatments such as chemotherapy, takes a further toll on their physical and mental health, key research shows.

A fifth of pensioners who attended a hospital appointment in the past year reported feeling worse afterwards because of the stress involved in the journey, according to Age UK. A similar percentage said the journey makes them or a loved one feel anxious, with 26% spending the majority of the day travelling there and back, it found.

One in 10 have been late for appointments and 6%, over 350,000, have had to cancel appointments because of problems with the journey.

Age UK is now calling on the Government to conduct an urgent review of transport services to ensure every hospital journey for an older person is comfortable, affordable, keeps stress and anxiety to a minimum, and gets them to and from hospital in good time.

### NHS Propose Cutting 17 Routine Procedures



The plans, put forward by NHS England, would see the commissioning of the following 17 procedures reduced or stopped. Other, less invasive, treatments would be used instead to save money.

Four procedures will only be offered upon a request from the patient. These are:

- Snoring surgery
- Dilation and curettage for heavy menstrual bleeding
- Knee arthroscopies for osteoarthritis
- Injections for non-specific back pain

A further 13 treatments will only be offered when certain conditions are met. These are:

- Breast reduction
- Removal of benign skin lesions
- Grommets for glue ear
- Tonsillectomy
- Haemorrhoid surgery
- Hysterectomy for heavy menstrual bleeding
- Removal of lesions on eyelids
- Removal of bone spurs for shoulder pain
- Carpal tunnel syndrome release
- Dupuytren's contracture release
- Excision of small, non cancerous lumps on the wrist called ganglia
- Trigger finger release
- Varicose vein surgery



**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**

**2018 Dates**

**18<sup>th</sup> July**

19<sup>th</sup> September

21<sup>st</sup> 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

### **The Inspiring Older Generation**



When Pino Auber was 57 years old, he decided he wanted to fully immerse himself in the sport of diving. He didn't just learn how to enter the water headfirst from a 3-meter springboard either. He literally took it up a notch to the 10-meter platform, where now at the age of 79, he can do flips and twists as if he's been a diver his entire life. The Italian man from Trieste was even featured in an ad from Merck's We100 program, which supports older generations as they pursue activities that promote healthy aging. "It gives me the strength to live, and true joy in my life," Auber says "Diving makes me feel like a kid again."

Merck's closing line is **"Today we're living longer. There's always time for a first time."**

### **Dates for your diary**

**5th July High Wycombe Library** special author event with Robert Thorogood, creator of the BBC One TV series DEATH IN PARADISE. Tickets are £10 and include a drinks reception. 7pm for a 7:30pm start. To purchase tickets by email [lib-hiw@buckscc.gov.uk](mailto:lib-hiw@buckscc.gov.uk) or by phone on 01296 382415

**19th July 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](mailto:info@vaht.co.uk). Next dates are 19th July, 16th Aug, 13th Sept, 18th Oct, 15th Nov, 13th Dec

### **2018 Dates of Partnership Boards**

Assistive Technology 12/09, 12/12

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

Older People 26/07, 26/10

Physical & Sensory Disability 31/7, 27/9, 29/11

Carers—26/07, further dates to be advised

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

[debra.robinson@suco.org.uk](mailto:debra.robinson@suco.org.uk)

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

**Wed 25 July** 9am Hampden Lecture Theatre, Wycombe Hospital

**CCG Board Meetings (Aylesbury Vale & Children)** are held jointly at 10.30-12.30. Dates are **12 July, 13 September** and unless stated otherwise, meetings take place AVDC offices, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

### **Trial Volunteers Wanted**

Assistive Technology Partnership Board member NRS Healthcare are looking for 'Carers and Service Users' to trial a Smart Phone and Smart Technology Pilot, as they are now ready to expand the project.

If you are interested in taking part you will need an internet connection at your property and a smart phone or a tablet/other internet intelligent device ie a PC, or laptop would also work.

They are looking at technology that will help people overcome problems that face carers/family members'.

Please contact NRS Healthcare if you are interested in finding out more NRS Healthcare Unit 12, Faraday Road, Rabans Lane Industrial Area, Aylesbury, Bucks. HP19 8RY  
Tel: 0845 123 8248 or email [ACarty@nrs-uk.co.uk](mailto:ACarty@nrs-uk.co.uk)