

## Note from the Editor

My thanks to everyone who has got in touch over the last month to let me know that you wish to continue receiving the newsletter. It has been quite a lot of work ensuring that we will be GDPR compliant by the 25th May, but there has been a huge positive. It has been an absolute pleasure speaking to those who called and emailed me and it was heartwarming to hear that you value the newsletter and the information that I fill it with each month. If you haven't been in touch yet and you do wish to carry on receiving the newsletter, you will need to let me know this month.

On to the May edition. An unusual opportunity below but please don't delay in getting in touch as these TV companies move fast.

Later in May it's Dementia Action Week and there are many events happening around the county (page 6). Interestingly there's also been a few dementia related articles in the press too which I've summarised on page 7.

Karoline has been travelling again, this time to Mexico to improve her Spanish (page5). The colours in her photos are incredible although my poor little printer probably doesn't do them justice so my apologies to those who get the post version.

If you have ever used Directory Enquires, please read page 4. I had no idea that there were so many companies offering the service and how costly they can be. There are cheaper alternatives which are listed.

There are a couple of frauds and scams to watch out for on page 3 and one of our members received a threatening call alleging to be from the tax office demanding money and saying they were coming to their house. If you ever find yourself in the same situation, you can call the non emergency police number 101.

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*



## TV Opportunity



Top chef Tom Kerridge is looking for people in Bucks who want to get healthy and enjoy great food.

If you are too busy to cook meals from scratch or you simply can't cook—Tom can help!

He wants local people to take part in his fun and rewarding challenge.....  
To improve your health and happiness in just 12 weeks!



To find out more, please call as soon as possible on 0117 906 4321 or email [casting@bonesoup.co.uk](mailto:casting@bonesoup.co.uk)



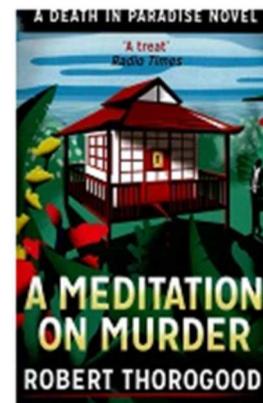
## Celebrating 10 years of the new High Wycombe Library building

High Wycombe Library is celebrating 10 years of the new High Wycombe Library building. It has been 10 years since the library moved from its old location on Queen Victoria Road to the fantastic, modern facilities in the Eden Centre .

To celebrate they are holding author events and celebrating the special day itself with a spectacular birthday tea on the 23rd June from 11am—2pm. It's free to attend.

They have a very special author event with... Robert Thorogood who is the creator of

the hit BBC One TV series DEATH IN PARADISE . Tickets are £10 and include a drinks reception. It's on Thursday **5 July** at 7pm for a 7:30pm start Please contact High Wycombe Library to purchase ticket(s) by email [lib-hiw@buckscc.gov.uk](mailto:lib-hiw@buckscc.gov.uk) or by phone on 01296 382415



## Pensioners punished financially for not using the internet to pay

Ofcom data published today shows that over a third of those aged 65-74 are not using the internet (35%) rising to almost a half of those aged 75 and over (47%). Of the 65-74 year old age group not using the internet, 74% say there is nothing that would prompt them to go online in the next 12 months.

With more services and transactions becoming 'digital by default', there is a huge risk that these people will be left behind. Ageing Better is calling for a different approach, with new, better targeted and more effective ways to support people in later life to use the internet in ways that work for them. Services such as banking and paying bills are increasingly moving online and people often get better deals by booking things online.

A separate report by Money Mail estimates that nearly four million pensioners are routinely ripped off because they do not use the internet. They face a raft of penalties designed to push customers to internet deals for essential services because these are cheaper for big companies to run.

Energy firm EDF charges customers £90 a year to pay by cheque, a 15 per cent increase on previous rates. Campaigners and charities said firms should stop discriminating against older customers who cannot or do not want to use computers.

Money Mail's analysis found that in the worst cases older customers have been

overcharged by up to £1,673 on insurance policies over the past ten years because they have been unable to use the internet to shop around mainly because best deals can only be found on on-line comparison sites.

A number of major telecoms providers do not offer customers phone lines without a broadband package. Among those that do offer line-only deals, BT charges £11.99 a month after it was forced to cut its price by the regulator, Ofcom, from £18.99 last month. The Post Office charges £16.99 a month – only £2 less than its deal that includes broadband. Last night, the Post Office said it would cut its landline-only fees to £11.50. Many firms also charge a fee to those who receive bills through the post rather than online.

But it's not just spending where people lose out. Best rates for savings are also reserved for on-line customers

### How the elderly lose out

- Phone giants charge up to £2.50 a time to send out paper statements
- Some telecoms firms insist you pay for broadband even if you don't own a device
- All six major energy firms impose fees of up to £94 for paying bills by cheque
- British Gas only gives online customers its best energy tariff
- Savers are being deprived of £500 a year in interest because the best deals are online



## ACTIVE BUCKS

### Stretch & Flex

gentle exercise for older people

The class is designed to promote better health as well as improving balance, increase mobility and flexibility.

Classes run on Tuesdays 11.30am– 12.30pm at Hivings Church Hall, Upper Belmont Road, Chesham HP5 2BD

£3.50 per person

For more information and to book your place please call Elayne Hughes  
Tel: 07880 975 100 or email  
elayne.hughes@gll.org

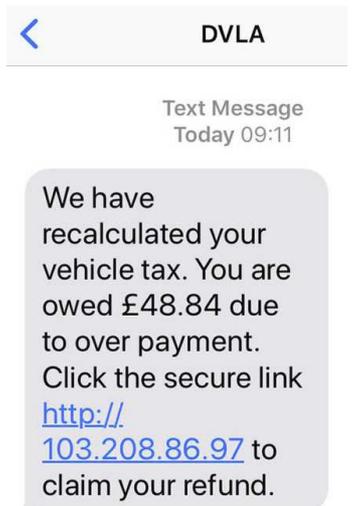


## DVLA car tax scam What to do if you receive these FAKE messages

Motorists are being warned about a new scam which sees criminals impersonating the Driver Vehicle Licensing Agency (DVLA) sending drivers fraudulent text message claiming they are entitled a refund on their car tax.

DVLA have warned the public that these messages are fraudulent. They added that they do not send text messages about vehicle tax refunds, it is a scam. Please delete the message and don't click the link."

DVLA bosses have outlined that the only way they will contact motorists is via the post and not using text messages or emails.



## TV Providers Discount Fraud



There has been an increase in Action Fraud reports where fraudsters are offering a discount on Television service provider subscriptions.

Fraudsters are cold-calling victims, purporting to be from a Television provider offering a discount on their monthly subscription. Victims are told: their subscription needs to be renewed; that part or all, of the TV equipment has expired and they are due an upgrade on the equipment/subscription. In order to falsely process the discount, the fraudster asks victims to confirm or provide their bank account details. The scammers may also request the victim's id documents, such as scanned copies of passports.

The fraudsters are using the following telephone numbers: "08447111444", "02035190197" and "08001514141". The fraudster's voices are reported to sound feminine and have an Asian accent.

Later victims make enquiries and then

discover that their TV service provider did not call them and that the fraudster has made transactions using the victim's bank account details.

This type of fraud is nationwide and victims are mostly over 65.

### What you need to do

- Don't assume a phone call or email is authentic: Just because they know your basic details (name and address or even your mother's maiden name), it doesn't mean they are genuine. .
- Don't be rushed or pressured into making a decision: a genuine company won't force you to make a financial decisions on the spot.
- Stay in control: Have the confidence to refuse unusual requests for personal or financial information. Always contact the company yourself using a known email or phone number, such as the one written on a bank statement or bill.



## Beware the hidden cost of 118 calls

Consumers can be charged exorbitant rates when they use directory enquiry services, such as 118 or 070 numbers. Older callers – who may not use the internet – are particularly at risk.

118 118 with two blokes running around your television screen with 118 118 emblazoned on their white string vests. Is probably the best known. But dig below the catchy jingles and funny adverts and you'll find their prices no laughing matter.

There are more than 400 directory enquiry services in operation, with calls costing as much as £9. One of the biggest catches with these services is that the often hefty cost per minute continues once your call is forwarded.

Directory enquiry services are not required to provide information on price on connection but they must warn you of the ongoing cost if you wish to be forwarded to the phone number you have requested.

Ofcom has launched an investigation into 118 numbers, as well as 070 numbers.

Moneywise research has compared costs of the 4 major providers in the first table below. Interestingly, two of the best-known directory enquiry services offer cheaper and even free services – they just don't advertise them as heavily. There are other methods you can use to try to beat 118 calls shown in the second table.

If you do use a pricey 118 service, do not ask to be forwarded, make a note and call it yourself.

### What major 118 providers charge

118 operator	Cost per call	Cost per minute	Total cost of one minute phone call	Are users notified of cost on calling?	Does charge continue on forward connection?
118 118 (The Number)	£4.49	£4.49 (minimum 1-min charge applies)	£8.98 (plus provider access charge on top)	No, but customers are advised of the per minute service charge via an automated message before they are onward-connected to their chosen numbers	Yes
118 247 (Yell.com)	£2.75	£2.75 (minimum 1-min charge applies)	£5.50 (plus provider access charge on top)	No	Yes
118 500 (or 118 404 for Welsh speakers) (BT)	£2.75	£2.75 (minimum 1-min charge applies)	£5.50 (plus provider access charge on top, excluding from BT phones)	Yes	Yes
118 855 (The Post Office)	£1	£0	£1 (plus provider access charge on top)	No, but no forward connection service	N/A

Source: Moneywise, March 2018

### The no-frills 118 numbers providers don't tell you about

118 operator	Cost per call	Cost per minute	Total cost of one minute phone call	Notes
118 707 (BT)	£1.45	£0	£1.45	One search per call and no forward connection
195 (BT)	£0	£0	£0	This is for people who can't use a telephone directory because of illness or disability. To get an application form, call 0800 587 0195. The form will need to be signed by a medical professional. Calls are free, but you may be charged when you're forward-connected depending on your provider.
118 811 (The Number)	£1	£0	£1	One search per call and no forward connection
0800 118 3733 (The Number)	£0	£0	£0	Users have to listen to a pre-recorded advert before call is connected

Source: Moneywise, March 2018



## A Holiday With A Difference

Two months ago, I found myself on a different sort of holiday in Mexico! We hear a lot in the news about how dangerous Mexico can be but all I found in Playa del Carmen where I stayed, was fun and joy.

I'd come to Mexico for 3 weeks to study Spanish with an International School. With classes each morning, afternoons and evenings were free for swimming, snorkeling, sightseeing, Salsa dancing and socializing with new friends. I'd been on a similar holiday 3 years ago and was surprised how popular holidays combining learning a language had become. They exist now in every country so it's possible to learn any language and suitable for all abilities.



With my newly acquired friends, we went off to explore the Mayan ruins in Tulum, where there is a complete Mayan city with an interesting history. We also saw some coati, one of my favourite animals.

Another day, we visited Cenote, a lake with a hot spring, formed many years ago and unique to the Mayan riviera. It was fabulous to see and swim in.



There was also a snorkeling trip to Cozumel, where the reefs were wonderful.



My school was in Playa del Carmen and lessons held in different restaurants mainly near the beach. Food tended to be Mexican, of which I'm not a particular fan but I did enjoy the meals in the French and Italian restaurants. Playa del Carmen is a tourist resort with lovely hotels and beaches. However, on this trip I stayed with a Mexican family with 3 other students and we only spoke Spanish together which was helpful.



For the last 3 days I went with a friend to Puerto Morelos, a real treat for snorkelers. I have never seen so many fish and well preserved corals. Nearby was a Nature Reserve with many interesting species of plants and trees. It also had a canopy walk where we saw monkeys.

There were many more places that I would love to have visited but sadly didn't have enough time. Definitely worth a trip and the 10 hour direct flight was trouble free too.

*Karoline Lamb*



## Dementia Action Week 21st—27th May

Buckinghamshire Libraries will be marking Dementia Action Week by raising awareness in our local communities.

Here are some useful resources:

The **Reminiscence Collection** can help families and carers to remember the past and share experiences. Items are available to anybody with a library card and are suitable for a wide range of uses.

The **dementia booklist** is a collection of adult and children's books which support people with dementia and their carers by raising awareness and increasing understanding of the condition.

### Events

**Tuesday 15 May Dementia Information Day** - chat to representatives of local organisations including Buckingham Dementia Action Alliance. Become a Dementia Friend (session at 12pm). At Buckingham Library, 10am - 1pm FREE to attend

**Wednesday 16 May How Can We Improve Dementia Care?** – A programme of talks chaired by Cllr Jon Harvey. Guest speakers will discuss dementia issues and dementia friendly communities. At Buckingham Library, 5.30 - 8pm FREE to attend

**Thursday 17 May Connie's Colander** - a play written by Human Story Theatre's Gaye Poole. Buckingham Library 6.30pm FREE - tickets required. Contact 01296 382415

**Tuesday 22 May Memory Information Session** Join us for a session run by Alzheimer's society for people worried about their memory. Hazlemere Library, 10am - 12pm

**Tuesday 22 May Memory Lane** An opportunity for people of all ages to meet socially and share their stories of the past. High Wycombe Library | 11am - 11.45am

**Wednesday 23 May Dementia Friends Workshop** The Dementia Friends programme is about learning more about dementia and the small ways you can help. High Wycombe Library 11am - 12pm

**Thursday 24 May Dementia Friends Workshop** The Dementia Friends programme is about learning more about dementia and the small ways you can help. High Wycombe Library 10 - 11am



For Dementia Action Week Gracewell of High Wycombe are opening their cinema to the public with the following showings at 10.30am and 2.30pm:

Monday 21st May	South Pacific
Tuesday 22nd May	Paddington 2
Wednesday 23rd May	Beauty & The Beast
Thursday 24th May	Mamma Mia
Saturday 26th May	Mr Bean Ultimate Disaster Movie
Sunday 27th May	West Side Story

There will be limited spaces, so booking is essential. People living with dementia, their carers and family members are all welcome. Complimentary popcorn and ice cream will be available.

RSVP Hayley Devereaux on 01494 854798 or email [highwycombe.haa@gracewell.co.uk](mailto:highwycombe.haa@gracewell.co.uk)

Gracewell of High Wycombe (Lane End) The Row, High Wycombe, Bucks HP14 3JS

### Early Onset Dementia Diagnosis?



Care in Mind, part of Buckinghamshire Mind, is launching courses for people with Young Onset Dementia (under age 65) to encourage continued wellbeing.

Each course provides an opportunity for you and a companion to meet others, share experiences and have fun participating in a variety of physical activities, tailored to a beginner level.

The six-week courses are held once a week for two hours in Aylesbury, Buckingham & Chesham. To find out more, please contact Penny Crosswell on 07950 303832 or [penny.crosswell@bucksmind.org.uk](mailto:penny.crosswell@bucksmind.org.uk)



## Dementia in the News....

### Hospitals fail to spot dementia in patients

NHS hospitals failed to identify that more than a third of all dementia patients who were suffering with the condition and were left without vital support when they are admitted to hospital, a study by University College Hospital has found.

Among the people from an ethnic minority group who had dementia, 28 per cent had this missed in hospital, compared to 20 per cent of white patients but researchers from University College London (UCL) said these may be underestimates.

"People with dementia are more likely to be admitted to general hospitals for other illnesses, partly due to difficulties taking care of themselves, and once they're in hospital those with dementia tend to have longer stays and face more complications" the study's lead author, Dr Andrew Sommerlad, UCL, said. The failure to diagnose people could be down to low awareness of the signs of dementia among patients and their families and an increased likelihood of clinicians "misattributing" their symptoms to other conditions.

Charities warned that being in a strange environment, often in pain from a fall and without carers, can be a "terrifying experience" for people with dementia.

This makes it crucial that the condition is picked up in hospital, so they can get the best care, as well as appropriate support when they are sent home to help them understand their medications or care needs.

In 2016 just 61.5 per cent of patients with dementia were appropriately diagnosed, however this is a significant improvement on 2008 when less than half (48.7 per cent) were given a correct diagnosis. There are 850,000 people with dementia in the UK and they occupy one-in-four beds in the NHS, according to Alzheimer's Research UK.

As the number of people with the disease is expected to hit one million by 2021 the need for all staff to be able to diagnose dementia has "never been more pressing", they added.

*The study has been published in the journal Alzheimer's and Dementia.*

### Two million Britons take medicine that may increase the risk of dementia, depression and Parkinson's by a third

A study has highlighted a possible 30% higher risk from some drugs prescribed for depression, bladder problems and Parkinson's.

The medicines, anticholinergics, have already been linked to falls, confusion and memory problems in the elderly. The latest research found they were more likely to cause dementia – if taken for at least a year.

The researchers said their results did not prove that some anticholinergics caused the illness. But they warned that doctors should consider the long-term effects when prescribing them. The chance of a random individual developing dementia is roughly 10% but taking anticholinergics was found to increase the risk to 13%.

The study looked at 300,000 patients over 65 and was published in the British Medical Journal.

### Mediterranean diets and dementia risk

There was a report in one of the newspapers last month that an 82 year old experienced a dramatic improvement in her Alzheimer's symptoms after switching to a diet high in blueberries, walnuts, broccoli, kale and spinach, sunflower seeds, green tea, oats, sweet potatoes and as a treat, high cocoa content dark chocolate.

Whilst there have been studies in the past, none have proved a definitive link between diet and dementia risk but indicate that there may be a benefit to have a more Mediterranean diet.

It's thought that levels of antioxidants from the high intake of fruits and vegetables may help to protect against some of the damage to brain cells associated with Alzheimer's disease, as well as increasing the levels of proteins in the brain that protect brain cells from this damage. The diet is also linked to lower levels of cholesterol, which recent research has suggested may be linked with memory and thinking problems.



**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**

**16<sup>th</sup> May**

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**



Age UK fundraiser, John Starbrook, was the oldest runner at the 2018 Virgin Money London Marathon.

Aged 87, John took part in the famous London event on Sunday, 22 April for the 33rd time.

John, who began running for Age UK back in the '80s when he was aged 53, has raised an incredible amount since then, hitting more than £40,000.

John, who turns 88 in September, is grandparent to four grandchildren along with his wife, Judy, of 54 years. He is a member of a local running club and is also a keen swimmer and gym-goer.

## **Dates for your diary**

**8th May Memory Information Session** St Laurence Room, Market Square, Winslow 10.00am-12.00pm. 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](mailto:angela.walshe@alzheimers.org.uk)

**12th May 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

**15th May Memory Information Session** St Michael's Hall, Grenfell Road, Beaconsfield on 15 May, 10.30am – 12.30pm. 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](mailto:angela.walshe@alzheimers.org.uk)

**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](mailto: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](mailto:memorysupport@alzheimers.org.uk)

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

Assistive Technology 13/06, 12/09, 12/12

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

Older People 26/07, 26/10

Carers—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 30 May** 9am Education Suite, Florence Nightingale Hospice Charity, Unit 2, Walton Lodge, Walton Street, Aylesbury

**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 **14 June, 12 July, 13 September** and unless stated otherwise, meetings take place AVDC offices, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.