

Note from the Editor

November brings yet another eclectic mix of local and national topics that I hope you will find useful and (even better) interesting. It would appear that the great numbers of customers affected by the TalkTalk security breach is not as bad as first feared although it serves as a reminder that we must all be vigilant even if we do not use the internet ourselves. Any company that you deal with, will store your details on databases. Below is a useful checklist of what we should all do to help keep our information and more importantly, money, safe. In addition, we will be having a rather eye-popping talk on the internet at our meeting on the 18th November—all welcome and details of the new venue on the back page.

Many of us dust off electric blankets that have been stuffed away in cupboards at this time of year but the tragic death of a pensioner earlier this month serves to warn us all that these can be very dangerous if not used correctly. Page 5 provides a electric blanket healthcheck that you can do yourself and if you go along to the Carers Rights Day on the 20th November, Bucks Fire Service will be there and will replace any blankets older than 5 years for new ones (Page 3).

As for the other topics that fill these pages, we have pampering & a chance to have an antique valued (no—that doesn't mean your partner!), the Galaxy Hot Chocolate Fund has opened for this year and one of our readers has written a book! I'm off to order my copy now.

I'd love to hear from you if there is anything that you would like to include in future months. Stay safe

Andy

TalkTalk hacked by cybercriminals what to do if you have been affected



Potential victims of last month's TalkTalk cyberattack are being warned about a specific telephone scam that may be on the rise. A number of TalkTalk customers have complained in recent weeks of calls from people claiming to be from the company's security team - or other large tech firms - trying to get money from their bank accounts. In some cases, customers have been duped into transferring thousands over fake websites.

Whilst TalkTalk have stressed that none of the 156,959 customer files involved contained enough banking information for criminals to steal money directly, it is thought that TalkTalk customers are being targeted with stolen details being used to identify them as customers. This type of scam is banking fraud as it involves customers transferring funds directly between accounts.

Action Fraud, have seen TalkTalk customers reporting receiving scam calls from fraudsters pretending to be TalkTalk, claiming that they want to warn users about malware infections on their computer. Customers are being advised to hang up if they are in doubt about a call.

If you are a TalkTalk customer caught up in this

- Contact your bank/credit card company, so they can monitor suspicious activity on your account.
- Change your password for your online accounts.
- Monitor your account for any suspicious or unexpected activity.
- Beware of targeted phishing emails. If you receive unsolicited emails never click on e-mail links
- Be wary of anyone calling asking for personal information, bank details or passwords. If in doubt, just hang up.

Scams are a criminal offence, so if you think you've been a victim you should contact the police. You can also contact Action Fraud, the UK's national fraud and internet crime reporting centre, which can be reached on 0300 123 2040 or via <http://www.actionfraud.police.uk>

You are invited to 2 fabulous events at Buckingham Lodge care home



An evening with John Bly (Mini Antiques Roadshow)



Wednesday 25 November, from 6.45pm – 8.30pm

With 30 years of experience in broadcasting, John is considered an expert on antiques and has written a number of books. He will evaluate all heirlooms brought along to the evening's event.

Enjoy a glass of wine and there will be an opportunity to take a tour of our lovely home

RSVP to: Julie Chanel on **01274 757820** or email julie.chanel@anchor.org.uk

Buckingham Lodge Care Home, Buckingham Park, Culpepper Close, Aylesbury, HP19 9DU

Come along to our FREE Pamper Day at Buckingham Lodge on Fri 20 Nov, 10am – 4pm

As a carer, you work tirelessly to provide excellent care for your loved ones, so we wanted to take the opportunity to say thank you.

Take some time out of your busy schedule to look after yourself for a short while and indulge in a variety of FREE treatments at Buckingham Lodge care home. We have indian head massage and mini back massages, manicures and pedicures all available on the day. Tea and cake will be provided on the day.

Best of all you can bring your loved one along to be looked after while you relax, so you don't need to worry about a thing!

Spaces are limited, so please RSVP to Julie Chanel on **0808 231 3430** to book in your treat by 17 November

Supporting warm-hearted people & projects



We are looking to help small, local community projects and community minded people through our **GALAXY Hot Chocolate Fund**.

From November 2nd 2015 for 17 weeks, we are seeking to award 85 **£300 donations** to help volunteer groups and people just like you.

But that's not all

To celebrate the fifth Birthday of the **GALAXY Hot Chocolate Fund** we are throwing five **GALAXY Hot Chocolate Tea Parties!** Do you know a charity that deserves a party with GALAXY Hot Chocolate, GALAXY Chocolate and GALAXY Cake then send us a message to galaxyteaparty@escapadepr.com. Be sure to include a quick line about the chosen charity, along with your contact details.

For more information: galaxyhotchocolate.com

December Events



3rd December 8.00pm The Poet Laureate, Carol Ann Duffy, performs a selection of her award-winning poems delighting the audience with her wit and illumination.

She is joined by **LITTLE MACHiNe**, Britain's foremost poetry band, who have collaborated with her on a suite of carols, glittering with seasonal imagery.

There will be festive refreshments on arrival.
Tickets £10 / £8 students and members

12th December 7.30pm Jingle BellJazz with Rance's Rockin' Chair . A selection of jazzy Christmas favourites.

Tickets £10 / Free for accompanied U16s
All proceeds go towards Stowe Church Water Project and Children's Air Ambulance. Ends approx. 9.30PM

Tickets can be booked by calling 0845 680 1926 or go to www.oxboffice.com



**Dignity and respect
at the heart of care**



Dignity in Care



Dignity in Care is simply treating people who need care with the respect you would want for yourself enabling people to maintain the maximum possible independence, choice and control over their own lives

Bucks County Council are running a campaign with the NHS to raise awareness of the basic human right to be treated with dignity and respect.

Whether it's you or someone you look after who receives care and support services at home, in hospital or in a residential/nursing home, you have a right to be treated with dignity and respect.

Dignity & Respect Awards

These awards recognise individuals and organisations involved in the delivery of care and support health and social care services, whether that's in a hospital, care home, an individual's home or in the community.

To nominate someone for an award you can go to the website and do it on-line or contact **Elaine Kelly**, Quality in Care Team, BCC on 01296 387567

The date for the Dignity in Care Awards has been set for 2016. They will be held at the Oculus, The Gateway Aylesbury on 15th April 2016 10.00-13.00. You can enter nominations from now up until Friday 5th February.

www.careadvicebuckinghamshire.org/dignity



Walking Football gives those who have given up, the chance to get back into the sport they love!

Walking Football involves a lot of... well... walking. It carries all the same rules as every day football except you can't pick up too much speed. It provides a sociable & fun environment for those looking to be a little more active in their spare time.

Mondays: 18:00 – 19:00 at Redgrave Leisure Centre (Pitch – Astro-turf), Wycombe Road Marlow, SL7 1JE For more information email: jonathan.wood@berks-bucksfa.com

CarersBucks

Carers Rights Day 2015

Carers Bucks and Universal Care are hosting an information event for unpaid and family carers at 9 Windsor End, Beaconsfield, HP9 2JJ

Friday 20th November 2015

10.00am – 1.00pm

Refreshments provided

Including talks on

- 'Services Provided by Universal Care' by Trudi Scrivener MD of Universal Care
- 'Paying for and Choosing Care in-line with the Care Act' by Nicola Taylor, independent counsellor and
- Fire Safety by Bucks Fire Service and exchanging any electric blankets over 5 years old for new ones (please bring your old one to the event)

CarersMK



NEW INNOVATIVE SERVICE FOR CARERS OF PEOPLE WITH DEMENTIA

Healios, a clinician-led online support service, has partnered with Carers MK to help carers and families of those suffering from dementia. A first of its kind in the UK, the new service gives carers the skills to manage better in their caring role and to support their loved one.

The Healios service includes up to 8 online sessions delivered via a Skype-like online system, with each session lasting 40 minutes. You will be talking directly to a Healios trained clinician.

Each session is tailored to the individual, but the service covers the following areas: Communications Skills, Problem Solving, Goal Setting and Coping Strategies.

Healios can help you in the following ways

- To communicate clearly with your loved one
- Build resilience in your role as a carer
- To develop new skills to move forward
- Build a stronger relationship based on trust and understanding
- Reduce the risk of crisis for your loved one, in turn reducing need for hospitalisation and residential care
- Reduce the burden you may feel from caring
- Give you confidence in your role as a carer
- To know what to do and when to do it
- Reduce any physical and emotional exhaustion that you may experience
- To notice change to keep your loved one healthy

If you would like to know more about Healios, or are interested in taking part in the Healios dementia service please contact Carers MK: 01908 231703 or mail@carersmiltonkeynes.org

Warm Home Discount Scheme

You could get a one-off discount between September & March of up to £140 off your electricity bill through the Warm Home Discount Scheme. The discount won't affect your Cold Weather Payment or Winter Fuel Payment.

To qualify, your electricity provider needs to be part of the scheme, your name or your partner's name is on the bill and you were getting the Guarantee Credit element of the Pension Credit

If you qualify, you'll get a letter by the 24th December telling you either that you don't have to apply (you'll get the discount automatically) or that you need to apply by 29 January 2016 (the letter will tell you how)

To find out more go to Warm Home Discount Scheme www.gov.uk/the-warm-home-discount-scheme or call 0345 603 9439 (Mon-Fri 8:30am to 4:30pm)



High Blood Pressure Research

Researchers at Buckinghamshire New University in High Wycombe are looking for a few more participants for their research on blood pressure and exercise.

It's not too late to take part in research that aims to develop a new simple exercise for adults with high blood pressure. 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 would like to learn more about your own heart health, please contact Niamh Morrin on 07842902909 or Niamh.morrin@bucks.ac.uk

Winter Safety

Transport for Buckinghamshire

STS TYRE PROS

Be a Better Driver

Calling all drivers!

FREE Winter Driving Workshops

Transport for Buckinghamshire are running a series of Winter Driving Workshop during November and December

These are particularly valuable to organisations and individuals who are required to drive to reach their clients in all weathers.

The workshops are free, but a £10 cheque is requested in order to reserve a place, which is returned to you on the night

Workshops are being held at four STS Tyre Pros venues around the county.

Tuesday 17th November

Central Tyre Buckingham, Wharf House Yard, Stratford Road, Buckingham MK18 1TD

Thursday 19th November

STS Tyre Pros, Amersham Road, Chesham HP5 1NG

Tuesday 24th November

Kwik Fit Tyre Pros, 511 London Road, High Wycombe HP11 1EP

Wednesday 2nd December

STS Tyre Pros, Park Street, Aylesbury, HP20 1DX

All workshop times: 6.30 – 8.00 pm.

Contact Road Safety for more information or to book your place:

Email: roadsafety@buckscc.gov.uk

Telephone: 01296 382416



**Buckinghamshire
& Milton Keynes**
FIRE & RESCUE SERVICE
we save lives

Use your Electric Blanket Safely

As the cold weather gets colder, many people will be dusting off their electric blankets ready for use. But be careful, don't risk a fire. Electric blankets account for over 5000 fires a year in the home and you can prevent these by taking some simple steps.

Electric Blanket danger signs

- Fraying fabric.
- Scorch marks or exposed elements.
- Creasing or folding.
- Soiling or damp patches.
- Tie tapes damaged or missing.
- Worn flex or loose connections.

If your blanket shows any of these danger signs, you should have it checked or replaced: Also an old BEAB safety mark – a round symbol (the new sign is white capital letters on a black background). This means it is more than 10 years old.

If you are in any doubt about the condition of your blanket, bin it and buy a new one.

You should replace you electric blanket at least every 10 years. Don't buy a second-hand blanket and look for the British or European standard and make sure it has a safety certification mark. Make sure the blanket has an overheat protection.

Store your blanket safely

Don't fold electric blankets – it can damage the wiring. Better to roll them. Or you can store blankets by putting them on a spare bed. Electric underblankets can be left on your bed all year if you wish.

Use your electric blanket safely

Always follow the instructions.

Never use an electric underblanket as an electric overblanket and keep blankets flat.

Tie electric underblankets to the bed or mattress – this prevents damage from slipping and creasing.

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Buckinghamshire Libraries

offer individual computer and internet help sessions
using Learn My Way at these locations:



Amersham Library, Chiltern Avenue, Amersham, HP6 5AH
Every Tuesday 2-3pm & Thursday 10-11:30am

Aylesbury Library, Walton Street, Aylesbury, HP20 1UU
Every Tuesday & Friday 2:30-4:30pm

Aylesbury Study Centre, Walton Street, Aylesbury, HP20 1UU
Every Thursday 10-11:30am, 12-2pm

Beaconsfield Library, Reynolds Road, Beaconsfield, HP9 2NJ
Contact library to book a session

Buckingham Library, Verney Close, Buckingham, MK18 1JP
Every Friday 9:30am-12pm

Chesham Library, Elgiva Lane, Chesham, HP5 2JD
Every Tuesday 11am-1pm & Wednesday 10.30am-12.30pm

Great Missenden Community Library, High St, Gt Missenden HP16 0AL
Bookable sessions

Hazlemere Library, 312 Amersham Road, Hazlemere, HP15 7PY
Every Friday 10am-12pm

High Wycombe Library, 5 Eden Place, High Wycombe, HP11 2DH
Every Wednesday 12-4pm

Marlow Library, Institute Road, Marlow, SL7 1BL
Every Thursday 10am-12:15pm

Princes Risborough Library, Bell Street, Princes Risborough, HP27 0AA
Every Tuesday 10am-12pm

Winslow Community Library, Park Road, Winslow MK18 3DN
Every Tuesday 12-4pm

**To book your session visit the library and speak to staff or telephone
0845 2303232 or email library@buckscc.gov.uk**

Health News



Statins can reduce the effectiveness of your annual flu jab

At the moment the NHS recommends that all over 65s are vaccinated against flu to help keep them healthy through the winter months. But now two recent studies from America both show that taking statins can greatly reduce the effectiveness of the flu jab. The research has found that statins can cut the protective antibodies against flu by up to 67 per cent. This is of special concern because over 7 million people in the UK take statins regularly.

The two studies were undertaken independently in Georgia, and in Cincinnati. In one study, the results showed that the statin users had a significantly reduced immune response to vaccination compared to those not taking statins and in the other, those on statins were 25% more likely to be admitted with an illness like bronchitis or pneumonia. The effect was most dramatic in people who were taking

synthetic rather than naturally derived statins.

It seems statins are now thought to affect the flu vaccine because they are anti-inflammatory and so fight off the immune response. This is of course beneficial in heart conditions, but it is this affect that can also stop the vaccines from working properly.

What does this mean?

At the moment, NICE (the National Institute for Health and Care Excellence) has said doctors should continue to prescribe statins. The medication has proven effectiveness in helping to reduce cholesterol levels and other conditions. People are also encouraged to still go ahead with their flu vaccines.

So, even if you are on statins, you should still get your normal flu jab, although the benefits may be reduced. As always, with any concern check with your own doctor



Healthwatch Bucks launches new project supporting Patient Participation Groups

Healthwatch Bucks has launched a new project supporting Patient Participation Groups (PPG) in practices covered by Chiltern Clinical Commissioning Group.

The project will involve the set up of groups for three practices that do not currently have a PPG and a more general package of support to other practices. All practices are now required to have a PPG. These groups feed back to practice management on issues that are important to the patient community.

A thriving PPG will be vital for all practice in the years to come, with the health services moving forward and strengthens the culture of patient engagement by ensuring that it is effective at a practice level.

To find out more contact Victoria at vic-toria@healthwatchbucks.co.uk or tel 0845 260 6216 or 01844 348849

Meet & Greet event with the PALS/Complaints Team



Thursday 3 December 2- 4pm

PACT, NHS SCW CSU would like to invite you to a meet and greet event at their lovely new offices in High Wycombe. Come over and catch up with PALS and Complaints.

An outline for the afternoon includes presentations by the Individual Funding Request Team, the Continuing Healthcare Team and a section on consent.

Anna-Margaret Soonawalla, Patient Advice & Complaints Team (PACT) Officer, NHS South, Central and West Commissioning Support Unit (SCW CSU), 2nd Floor Albert House, Queen Victoria Road, High Wycombe HP11 1AG Tel 0800 328 5640 or email anna.soonawalla@nhs.net |

2015

Contact Details for the Bucks Older People's Action Group
Andy can be contacted on
Tel : 01296 622122
E-mail : info@bopag.org.uk
BOPAG, c/o The Hale Farmhouse, Hale Lane,
Wendover HP22 6QR

Bucks 50 Plus Forum Meetings

2016 Dates

18th November

20th January

16th March

18th May

20th July

21st September

16th November

The next meeting will take place at 10a.m. at **South Bucks District Council**, Capswood Oxford Road, Denham, Bucks, UB9 4LH

All are welcome. Please contact Andy Trueman on 01296 622122 if you need directions

Save pounds and the planet

One of our members, Jeannette has just finished writing her book, "Save Pounds and the Planet". She describes writing it as a labour of love but at the same time an interesting journey.

The book is an easy to use green savings guide book that helps us to save time, money, energy, water and waste with quick and easy bite sized tips.

To find out more you can visit her website and have a free read of a sample. It's at www.savepoundsandthepoint.com

You can also follow Jeanette on twitter @Jeannette_B or on facebook

Dates for your diary

12th November, Safe & Well Mobile Unit Advice & Demonstration, 11am- 3pm, Aylesbury Town Centre, Lower Market Square, **Aylesbury**

19th November, 9.30am – 2pm Event: Mobile Unit Advice and Demonstration at Asda Superstore, Holmers Farm Way, High Wycombe, HP12 4NU

19th November Safeguarding Refresher Course 10am -12.30pm at Weston Turville Golf Club. To book a place contact Margaret Willis, , Age UK Bucks on 01296 438417 or 01296 431911

25th November Bucks Healthcare NHS Trust Trust Board Meeting , 9.00am The Olympic Room, The Gateway, Gatehouse Road, Aylesbury

11th December 10am – 2pm **Event: Advice and Demonstration Stand:** Friars Square Shopping Centre, Aylesbury

Use your Electric Blanket Safely

Continued from page 5

Only leave a blanket switched on all night if it has thermostatic controls for safe all-night use.

Otherwise switch it off and disconnect it before you get into bed.

Don't get blankets wet, and if your blanket does get wet, don't use it. Never switch it on to dry it.

Make sure your blanket is tested by an expert at least every three years. You can ask the shop where you bought it about testing and servicing, or contact Trading Standards 0345 404 0506 – they often have free testing days.

Free Home Fire Safety Check

A Home Fire Safety Check is where members of your local Fire and Rescue Service visit your home, at a time convenient to yourself, and carry out an inspection of your home. The visit may be carried out by firefighters who are operational, so don't be surprised if a fire engine arrives at your home, or a dedicated team from the local Fire and Rescue Service.

They are **completely free** and you may be eligible for **free smoke alarms** to be fitted were required. You will not be sold anything.

The visits focus on three key areas:

- Identify potential fire risks within your home.
- Know what to do to reduce or prevent these risks.
- Identify an escape plan in case a fire does break out

If you would like to book a Home Fire Safety Check then please contact the Buckinghamshire Fire & Rescue Service on 01296 424666