

Note from the Editor

Apologies for the delay this month. My week was hijacked by the arrival of badgers in the garden. The onset of the colder months see badgers seeking out grubs that live under the grass roots. You may well see gardens, golf courses and fields across the county looking rather the worse for wear after the badgers have spent their nights tearing up the turf in search of these grubs. In our case, this has led to me spending my days repairing the damage and barricading the garden to hopefully encourage them to go elsewhere. The ultimate deterrent is to remove the grubs but this takes several years of lawn treatment in spring & late summer. I have become an expert!! If you need advice, get in touch.

Quite the variety covered in the newsletter this month. I will make a special mention to the Carers Hub based at Stoke Mandeville Hospital which helps patients and their families understand the discharge process (page 8). I am delighted that Carol will be joining us at our meeting this month (16th Nov) as I know that this topic has concerned many of our readers sharing stories of friends, family and neighbours being left in a vulnerable position after discharge.

Next month, Christmas will be virtually upon us. Oh joy! I'd like to include as many Christmas related activities lunches etc as possible, so get in touch to tell me what is happening in your area. Details as ever on the back page. *Andy*

Get ready for Winter

Priority Services Register

UK Power Networks (UKPN) owns and operates the electricity network in Bucks and delivers our electricity, regardless of who the electricity bill is paid to. This means UKPN are the people to call when there is a power cut, not the electricity provider, as most people believe. UKPN is encouraging all older people to sign up to its free Priority Services Register (PSR), which means they will be offered extra help during a power cut.

What sort of extra help is available?

- A welcome pack with useful advice about preparing for a power cut
- A 24-hour priority phone number that you can call for help and updates until your power is restored
- Regular text message updates if you text "Power" followed by your postcode to 80876
- A home visit from UKPN staff or through their charity partnership with the British Red Cross

Sign up for free by calling UKPN on 0800 169 9970 or email psr@ukpowernetworks.co.uk or apply online at www.ukpowernetworks.co.uk/priority



Working in partnership
to make our community safer



Leave a Light on

It's already getting dark in the late afternoons so if you are getting home after dark or going out in the evenings, Thames Valley Police are asking us to take a moment to review our home security

- ***You may have driven along residential roads in your area and thought to yourself how easy it is to tell who is out by the fact that their home is in total darkness – opportunist criminals may be thinking the same thing!***
- ***Before you leave make sure your doors and windows are properly secured and double locked. Leave lights on to give the appearance of someone being home and set your alarm if you have one.***

If you see anyone acting suspiciously report them to the police on the 24 hour Police Enquiry Centre number 101. If you think a crime is happening at that time dial on 999. Try to see what they look like, clothing description etc and details of any vehicle they may be using, especially the registration number.



Unethical Sales Techniques in the world of Double Glazing

Paul Ainsworth is a blogger in the Double Glazing world and he has written an article covering unethical sales techniques employed by some double glazing salespeople. He hopes to help people see through the sales techniques of unscrupulous salesmen and here is his list of things to watch out for:

Dirty trick #1: Offering huge discounts

They will offer what appears to be a substantial discount off the original price. Such discounts are not unknown to equal multiple thousands of pounds. This tactic is usually accompanied with an element of scarcity i.e., you must purchase by a date not too far off into the future or you risk losing this discount. Scarcity is used to compel instant action on your behalf. When we are presented with a time-limited benefit, we are much more likely to act on impulse when compared to being presented with a benefit that's open to us on a perpetual basis.

This tactic is not unique to the double glazing industry. For instance, as long as supermarkets have an item at full price for 28 days at a single store, they can then market that same item at a 'discount' at all of their stores nationally. So think again before you buy when you see a bottle of wine 'reduced' from £10 down to £5.

Dirty trick #2: The myth of 'Government scrappage schemes'

Another trick pulled off by unethical double glazing salesperson is offering a discount linked to a Government scrappage scheme. These schemes are entirely fictitious, but offer the salesperson a powerful 'reason why' when convincing you that you are about to receive an actual discount. The Scheme appears to knock thousands off the bill in exchange for your old windows and doors with a 'but the Scheme is only valid for another two weeks' to compel you to act now. Ignore, it is a lie!

Dirty trick #3: Bait and switch

This tactic is typically initiated through an advertisement and then facilitated by a salesperson once you make contact with him or her. With this tactic, you will see an advert for double glazed products offered at a fantastic discount. When you visit the double glazing showroom, the products these adverts related to will have magically all 'sold out.' The sales person will then pressurise you to purchase another higher ticket double glazing product you had no intention of purchasing.

Dirty trick #4: If you buy the front, we'll throw in the back for free

This trick is simple and highly deceiving: the salesperson offers to throw in the cost of supplying and fitting your rear windows and doors for free when you buy their products for the front of your home. This equates to a 50% discount on their products and services. If you shop around, you will discover the costs they initially quote are highly inflated. No double glazing company is able to simply give their products away for free, so any offer of this nature is really just a way of scamming you out of your money.

Dirty trick #5: Being personal

Another tactic favoured by unscrupulous double glazing salespeople is to make their deal available 'only because it's you'. Remember you are dealing with professional salespeople who are looking to secure a sale. The sales process is as impersonal as it comes, and any attempt made by the salesperson to convince you otherwise should raise your suspicion. If the salesperson flatters you, they are doing it for a reason!

Dirty trick #6: Leftovers at a discount

You can be offered stock at a discount because the stock is 'leftover' or 'last season's stock'. Please don't let this fool you. It is simply another tactic to reel you in.

Go to page 3 for dirty trick 7



Conference: The cost of scams and financial abuse

Buckinghamshire & Surrey
trading standards



NATIONAL
TRADING
STANDARDS
Scams Team

Scams cost UK consumers £5-10 billion each year. But it is not just financial damage that victims suffer; it is physical, mental and emotional damage also.

Buckinghamshire and Surrey Trading Standards and the National Trading Standards (NTS) Scams Team are hosting a joint conference to address the scale of the problem from a local and national perspective. The conference will give you the opportunity to gain an insight into the work currently being undertaken and new initiatives to tackle scams. The conference will also highlight how scams extend outside of Trading Standards responsibility into Adult Social Care and Public Health sectors.

You will also have the opportunity to be part of an award winning new initiative by the NTS Scams Team, Friends Against Scams,

which aims to protect and prevent victims of scams.

Working collaboratively is the key to success.

Key speakers include:

- Louise Baxter - Team Manager of the National Trading Standards Scams Team
- Professor Keith Brown - Bournemouth University

The conference takes place on Wednesday , **November 23**, 9:30 AM – 4:30 PM at Adams Park, Hillbottom Road, High Wycombe HP12 4HJ

If you would like to attend, the link to register will be emailed with the electronic version of this newsletter. If you are not on email, then either call Trading Standards on 03454 040506 or Andy (details on the back) and I can register for you.

Unethical Sales Techniques *continued from page 2*

Dirty trick #7: Contacting their manager to get a better price

This trick is perhaps the Granddaddy of them all. Here, the salesperson is taking advantage of what Robert Cialdini calls the "Weapon of Authority" in his book "Influence: The Psychology of Persuasion".

But how does this work? It's simple. The salesperson offers you a discount but you are still reluctant to buy. To 'sweeten the pot' even further, the salesperson claims he or she does not have the authority to make further discounts, but his or her sales manager does have this authority. This is typically followed by a phone call where the salesperson will request another discount to be added to this already discounted price.

And guess what? This request for a further discount is always granted. After all, you are special and the salesperson has your best interests at heart. Often the salesperson will play a game of 'good cop, bad cop' with the sales manager on the other side of the phone. The manager may appear to be resistant to offering you a further discount, but the salesperson will 'stand up' to his or her manager, insisting that you must be given a further discount at all cost. Don't be taken in by this dirty sales trick. The honest truth is that you are not special. The salesperson is merely using an age old trick to part you with your hard-earned money in exchange for double glazing products.

How to stay savvy

The first thing you must do to avoid these tactics is to shop around. We would recommend you do not simply limit your quote to the 'big name' double glazing companies. These companies employ their sales people on a commission basis, so it's very difficult for these companies to control the behaviour of their employees.

My thanks to Paul Ainsworth, Bebington Glazing, based in North West England



Volunteering News

Volunteers needed to help the unemployed find jobs

Volunteers are needed to spare an hour a week mentoring unemployed people to help them find jobs. Buckinghamshire County Council needs the mentors to lend a hand at the end of employment courses run by its Community Wellbeing Programme.

The courses are designed to give the unemployed new skills in care or construction or simply boost their confidence in the job market. Martin Phillips, Council Cabinet Member for Community Engagement and Public Health, said: "All we are asking for is for

the volunteers to give an hour a week to help someone else achieve their education, training and employment goals. It's only a small amount of time to give but may make all the difference in supporting them to find new opportunities to learn new skills or to apply for jobs that suit their lifestyle."

Prospective mentors will be trained and matched with an individual with similar background or experiences. If you are interested, contact Kat Johnston on 07747 476820 to find out more.

Buckinghamshire Time credits Spending Your Time Credits

A special trip to experience Waddesdon Manor gardens during the Christmas period .

DATE: Friday 2nd December

TIME: 3pm – 6pm

COST: 3 time credits per person (does not include entrance to house)

What's included: Outside, from dusk, you can experience the NEW sound and light show, 'Dazzle.' Plus, access to Bruno Munro's spectacular light installation, Field of light. All this in addition to the aviary, woodland playground, wine cellars and festive shops and restaurants.

To allocate the 45 tickets fairly there will be a ballot and you can get a form by calling 01296 383804 or emailing CLO@buckscc.gov.uk . The ballot closes the 18th November

Wycombe Sports Centre has an expanded spend offer? Now you can do try any of these great activities: Swimming, Squash, Badminton, Short Tennis, Touch Tennis, Basketball, Table Tennis. (Exercise classes may also be available, call on the day for availability - 01494 688 100)

All the court hire options above are 1 Time Credit. Swimming is also 1 Time Credit.

Older People Gift 1.4 Billion Hours A Year To Volunteering

- Nearly half 55-74 year olds currently volunteer
- More needs to be done to address barriers and to encourage older people to volunteer

Far from a burden and a drain on society and NHS resources, older people provide invaluable help with new research identifying that 6.2 million 55-74 year olds volunteer.

The research by the Royal Voluntary Service identified nearly half of 55-74 year olds (46%) volunteer, 22% formally and 36% informally each year. This means equates to 1.4bn hours per year.

David McCullough, RVS Chief Executive "Older people have so much to offer; their experience, skills and talents would be worth a fortune in the job market, yet many choose to be generous with their time and volunteer. Sadly we are failing to realise and harness this talent as much as we could. We need to do more to motivate older adults to volunteer which will provide the help that is so desperately needed and at the same time, will give them an opportunity to meet new people and to remain active and engaged in their local community."

The full article can be read at www.thecareruk.com



Have Your Say on Constituency Changes



The number of MPs is expected to fall from 650 to 600 across the UK by 2020 and the Boundary Commission for England is looking where to draw the new lines as the number of constituencies drops. The commission will report to Parliament in 2018.

Who are the Boundary Commission?

The Boundary Commission for England is an independent and impartial non-departmental public body which is responsible for reviewing Parliamentary constituency boundaries in England.

The 2018 Review

The Boundary Commission have the task of periodically reviewing the boundaries of all the Parliamentary constituencies in England. It plans to reduce the number of constituencies in England (from 533 to 501), and require that every constituency must have an electorate between 71,031 and 78,507.

Initial proposals for the new Parliamentary constituency boundaries in England were published in September 2016.

Initial proposals for the Buckinghamshire and Milton Keynes sub-region

They decided that Milton Keynes and Buckinghamshire should be considered as one sub-region as it would be necessary to cross the boundary to achieve the electoral quota. There are currently seven constituencies in this sub-region. They are proposing no reduction in the number of constituencies.

Of the existing constituencies, four have electorates within 5% of the electoral quota. Of the remaining constituencies, Milton Keynes North and Milton Keynes South are above the 5% limit and Chesham and Amersham is below.

They propose keeping Beaconsfield the same as the existing constituency.

The Borough of Milton Keynes is currently divided into two constituencies, both of which have electorates above the 5% limit. Additionally, the local government ward boundaries in the borough have also been modified. In order to reduce the electorates of the two Milton Keynes constituencies it is necessary to cross the boundary between the Borough of Milton Keynes and Buckinghamshire. They propose to include the Wolverton and Stony Stratford wards of the Borough of Milton Keynes in the proposed Buckingham constituency.

In turn, it is proposed to transfer the wards of Edlesborough, Pitstone & Cheddington, Oakfield & Bierton, Watermead, and Wingrave from the Buckingham constituency to the Aylesbury constituency. The Aylesbury constituency will have a slightly unusual shape as it wraps around the edge of the region, but considered that alternative boundaries would not result in a pattern of constituencies that were within 5% of the electoral quota.

They propose that the Chesham and Amersham constituency, which currently has an electorate below 5% of the electoral quota, include the District of Wycombe wards of Lacey Green, Speen and the Hampdens, and Greater Hughenden, from the existing Aylesbury constituency. Their proposed Wycombe constituency includes the wards of Bledlow and Bradenham, and Stokenchurch and Radnage.

Responding to the Consultation

Consultation on the initial proposals continues until the 5th December 2016. The website at www.bce2018.org.uk has more information about how to respond as well as details of where and when they will be holding public hearings in your area

You can also contact them with any general enquiries by calling 020 7276 1102 or by emailing information@boundarycommissionengland.gov.uk.



Try an Adult Learning course for free!

Buckinghamshire Adult Learning is offering you to opportunity to try their courses for free this month.

TRY IT, LOVE IT, LEARN IT will be running from Monday 21 to Friday 25 November 2016.

You can try an existing course ranging from arts & crafts, languages, floristry, health & fitness, baking and digital photography. In fact there are almost 60 different courses running in centres across the county to choose from. Literally something for everyone!

Enrolments are now open and a full list of courses is available on the website www.adultlearningbcc.ac.uk. You can find out more including enrolling by phoning 01296 383582. All enrollments for the free trials must be done by 15th November, 12 noon



South Central Ambulance Service **NHS**
NHS Foundation Trust

Bucks and MK Patient Forum

The next Forum will be held on the 9th November from 2.30pm to 4pm at Wycombe General Hospital (Education Centre, Marlow Room), Queen Alexandra Rd, High Wycombe HP11 2TT.

They are committed to involving patients, local people and members in the services provided and the Forum is one way of achieving this. They welcome members from a variety of backgrounds and ages to join so that it can be truly representative of our local communities.

Chloe Taylor-Jones, SCAS Education Manager (Older Adult, Frailty & Dementia) will be talking about Dementia in the ambulance service. Dementia affects over 800,000 people in the UK and it is estimated that by 2021, the number of people with dementia in the UK will have increased to around 1 million.

If you would like to attend please contact Monica Moro on 01869 365126 or email monica.moro@scas.nhs.uk.



You are invited to the
Micklefield Monthly Tea Party

Would you like to come for a cup of tea and a natter?

Meet some new friends and maybe catch up with old ones!



*It takes place at Micklefield Library.
Every last Thursday of the month
2.30pm until 4pm
Please contact: Andrea on 07546
520712 or Parveen on 07990 784304
We can help with transport and
access*



Chalfont St Giles 60+ Fitness & Social Club 10th Anniversary Celebration



This was the 1st time in 10 years that the club has treated itself. Our club has 46 members and range from 60 to 88 years old, all managing to do an hour of exercise together. We are all still fit and happy as you can see from the photo.

We look forward to our next 10 years! If you would like to join us please contact Karoline at lambkaroline3@gmail.com. We meet Every Friday 2-4 - £2.00 per session. At the Scout Hall, Silver Hill, Chalfont St Giles. Or call Andy on 01296 622122



Health News

Elderly put at risk by needless medication

A third of elderly patients may be being prescribed unnecessary medication, putting them at needless risk of side-effects and costing the NHS millions, a study has shown. A review of 1,800 over 75s at NHS Croydon found that the average patient had been prescribed six different drugs.

But after a reassessment hundreds of prescriptions were cancelled, with up to one third of patients taken off at least one drug. Hundreds of prescriptions were stopped because they were no longer effective and dozens because the patients were experiencing side effects or drug reactions.

A further 121 patients were sent to their GP for further review, and 89 patients had their dose reduced.

The most common drugs which were stopped were the blood-thinning drugs warfarin and clopidogrel, aspirin, alendronic acid for osteoporosis, cetirizine for hay fever and allergies, laxido for constipation, omeprazole for gastric reflux and adcal-d3, a drug to boost calcium and vitamin levels.

The research, carried out by Interface Clinical Services, predicted that these changes would save the NHS around £192,000 a year. With more than 5 million over 75s in Britain, cost savings across the country could amount to millions.

Charities said polypharmacy – in which patients are prescribed a number of drugs – was becoming an increasing problem. Caroline Abrahams, Charity Director at Age UK, said: “We know that the more medications you take, the greater the risks, such the risk of giddiness and of falling. This is because of what happens when different drugs interact and in the worst cases older people can even end up in hospital.

80% of people aged 75 or over now take at least one prescribed medication, and patients on multiple medications are more likely to suffer drug side effects and adverse reactions. Adverse reactions and side effects from drugs account for between five per cent and 17 per cent of all hospital admissions

Reported in the Telegraph & Mail in October

Healthy Advice Online

As the weather gets colder and coughs and colds start to spread, it's important to know where to turn for health advice and information.

Your local pharmacist is always a good source of advice

There is also a website for Bucks – www.bucks.healthhelpnow.nhs.uk which lists common symptoms and offers suggestions for treatment, with the one which works best for most people listed first. Health Help Now links through to local services, and shows whether they are open or closed, their location and directions. So if it's a bank holiday it will tell you which pharmacies are open and show them on a map.

The services section of the site provides direct links through to local GP websites, where in many cases you can now book appointments and order repeat prescriptions online.

However, if you're worried or not sure, **call 111** which is available 24 hours a day, 365 days a year and calls are free from land-lines and mobile phones.

If the illness or injury is life-threatening, don't hesitate. Call 999 straight away.



Healthwatch Board Meeting

The next public meeting will take place on November 16th at The Hub in Easton Street High Wycombe starting at 2pm.

In line with our priorities for 2016/17 looking at Mental Health services, we have a presentation from Andrea McCubbin, Chief Executive of Buckinghamshire Mind.

Wed 16 November 2016
14:00 – 16:30 The Hub, Union Baptist Church
High Wycombe
Easton Street
High Wycombe
HP11 1NJ



2016

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 Older People's Action Group Meetings

2016 & 2017 Dates

16th November

Christ the Servant King, Sycamore Road, High Wycombe

Wednesday 18th January 2017

Wednesday 22nd March 2017

Wednesday 17th May 2017

Wednesday 19th July 2017

Wednesday 20th September 2017

Wednesday 22nd November 2017

All are welcome. Meetings run 10-12.30 Please contact Andy Trueman on 01296 622122 for further information

Carers Hub at Stoke Mandeville Hospital

There is a Carers Hub at Stoke Mandeville Hospital on wards 8 and 9 which offers support and help for carers visiting hospital. They will talk through discharge procedures and help families navigate way through the process.

We are delighted that Carol Aspinall, Carers Hub Co-ordinator will be joining us at our meeting on the 16th November to tell us about their work. Carol can be contacted via carol.aspinall@carersbucks.org or on 07496 724637

New NHS Healthy Minds Live Well Service

Offers support with the emotional challenges of managing a health condition. Self referral or via a health or social care professional.

To find out more contact them on 01865 901 600 or via the website

www.healthymindsbucks.nhs.uk

The Home Instead Senior Care

Bring Joy Foundation



Home Instead – Bring Joy Foundation

The Bring Joy Foundation is a brand new charity set up in 2014 to bring the fun and joy back into ageing. The charity has a clear vision, to fund the little things that can make a big difference to older people's lives.

Groups, organisations (including not for profit) and charities across the UK who work with the elderly can apply for a donation to fund an event, activity or pastime that will make their members smile.

Donations can range from £100 to £5,000.

To find out more and apply, go to www.bringjoyfoundation.org or you can contact them on 01925 730 273 or email

bring.joy@homeinstead.co.uk

Artists & Makers Fairs 2016

Thame Town Hall, OX9 3DP

19th November 10-4

3rd December 10-4

**Wendover Memorial Hall,
HP22 6HF**

12th November 10-4

**Bradmoor Farm,
Stanbridge Road,
Haddenham, HP17 8JX**

10th & 11th December 10-4



www.sallyevanevents.co.uk

01844 273069 slyevan@aol.com