

From: Barnabas MC PPG <barnabas.ppg@gmail.com>
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Attachments: PPG_Minutes_20131111.pdf; BB_04.pdf; BEHH NHS 111 Service Presentation_2UP.pdf; PPG_Projects_List_20131204.pdf; Health+Care_System_Overview.pdf; Guardian_20131103.pdf; Put_Patients_First_Campaign_Brief.pdf; Ebulletin November 2013.pdf

To All Barnabas PPG Members ...
(Printed copies to those without email)

Welcome to the December bulletin for Barnabas PPG members. There is a lot in this month's bulletin partly because there is a lot happening but also because I have built this from useful nuggets as the month has progressed (rather than relying on my memory!) – even so I am only scratching the surface of all the patient focussed activity happening in the NHS.

[If you can't read any of the attached documents, or need printed copies of anything mentioned, please tell me and I'll try to send you a copy.]

November PPG Meeting, Minutes

Attached are the minutes of the meeting held on 11 November which contain a copy of our first Annual Report. These will be on the Practice website shortly.

Barnabas Bulletin

It is Practice Newsletter time again and your copy is attached.

111 Presentation

Following on from Dr Vijayadeva Shankar's talk at our last meeting I am attaching his useful, short presentation on why and when to use the 111 service.

Practice Annual Survey

As you will see from the meeting minutes above we are now working on the Practice's 2014 Patient Survey.

Survey week is 20-24 January. We have been asked, and everyone agreed, to help conduct the survey, as we did last year. I will shortly send all patient members a separate mail asking for volunteers for this. When we have a draft questionnaire I will send that to everyone for information and comment.

PPG Projects

As noted at the last meeting, Lyn and Jacqui are now keeping an eye on the waiting area noticeboards, leaflets and magazines. And as of last week Noreen's team have got the book exchange up and running – take a look at the small shelves in the waiting area.

At our January meeting we will review our list of potential projects, take stock of where we are, and discuss which should be our next priorities. The current Projects List is attached. Please send me any additional suggestions for things we could work on the help the Practice.

Hillview PPG Visit

On 12 November I attended a meeting of the Hillview Surgery (in Bilton Road, Perivale) PPG. Although our two practices are a long way apart we are in the same area of Ealing. The meeting was about the same size as most of ours and although there was no doctor present the practice was represented by one of their nurses and a couple of the admin staff. We had a useful exchange of ideas and agreed that between us we would make contact with the other 9 PPGs in our area with a view to organising ourselves a local network. Watch this space for progress.

Health and Care System Overview

Sometime in the last few weeks I came across the attached diagram which shows the "onion layers" of the NHS with patients at the centre. While it doesn't show reporting structures, it might help some of you make sense of where the NHS is going and being organised.

Behind the Scenes at a GP Surgery

This is an article from the *Guardian* website on reporter Stephen Moss's 4 days behind the scenes at a south London Surgery. It highlights some of the challenges faced by our doctors and the staff while not showing us patients in a tremendously good light. It is interesting reading and gives an insight into all the things that have to be juggled to make a practice run effectively.

NW London NHS selected to Pilot "Joined Up Care" and 7-Day NHS Services

Not only has NWL NHS been selected as one of 14 areas to pilot "joined up care" (see <http://www.healthnorthwestlondon.nhs.uk/news/north-west-london-selected-national-pioneer-joined-care>) but also as one of 14 areas piloting "7-day NHS services" (see <http://www.healthnorthwestlondon.nhs.uk/news/north-west-london-lead-way-seven-day-nhs-services>). It will be interesting to see how these projects develop and interact with each other.

GPs are getting a New Contract

As you may have seen on the news in the last few weeks a new contract has been agreed for GPs. One thing which is included is that everyone over 75 will have a nominated GP who is accountable for their care. (Strange because I thought we all had this already!?) There is the usual glossy announcement on the government website at

<https://www.gov.uk/government/news/personalised-gp-care-will-bring-back-old-fashioned-family-doctors> which nonetheless is worth reading for an overview. There's also a good summary of all the changes (including access to patient records and the removal of catchment areas) at <http://www.pcc-cic.org.uk/article/gms-contract-changes-201415>.

Put Patients First

Put Patients First: Back General Practice is a new campaign by NAPP and the Royal College of General Practitioners which is aimed at highlighting the importance of General Practice and getting funding to GPs increased to the 2006 level of 11% of the NHS budget by 2017 (from the current 8.4%). This would seem to be a "no brainer" given that GPs do 90% of the NHS face-to-face contact with patients! There is more in the attached brief.

Care Quality Commission

Did you know that you can find the CQC's inspection reports for GP practices, care homes, dentists and many other health & care services on their website at <http://www.cqc.org.uk/>. You can also report your experiences (good as well as bad, please) of the services CQC inspect; these reports are held confidentially but may be used to help CQC in their next assessment of the service. This is just one way in which we, as patients, are able to help the NHS improve and develop.

Signposting@Healthwatch Ealing

Looking for health or social care services in Ealing? **Signposting@Healthwatch Ealing** is a free service which provides local residents of the London Borough of Ealing with access to information on any of the health and social care service providers in the borough – hospitals, GPs, dentists, care homes and many more. The service can be accessed on the "Find a Service" page of HWE website, www.healthwatchealing.co.uk/content/find-services, on Freephone 0800 014 7306, phone 020 8280 2277 or by email to signposting@healthwatchealing.co.uk.

Healthwatch Ealing Weekly Flash

HWE are continuing to send out a weekly news flash by email. As before I'm not attaching copies here so as not to flood you with too much information. Most recent copies can be found on the Healthwatch website at www.healthwatchealing.co.uk/flash-healthwatch-ealing.

NAPP eBulletin

The monthly eBulletin from NAPP is also attached. It points to some of the items mentioned above, announcement of PPG Awareness Week 2014 (2-7 June) and more.

Meeting Dates & Venues for 2014

PPG meeting dates for 2014 are:

Tuesday 14 January, 1400 hrs, St Barnabas Church Hall
Monday 10 March, 1800 hrs, Barnabas Medical Centre
Tuesday 13 May, 1400 hrs, St Barnabas Church Hall
Monday 14 July, 1800 hrs, Barnabas Medical Centre
Tuesday 16 September, 1400 hrs, St Barnabas Church Hall
Monday 10 November, 1800 hrs, Barnabas Medical Centre (AGM)

Please put these dates in your new diary.

Next PPG Meeting: Tuesday 14 January, 1400 hrs at St Barnabas Church Hall.

All our meetings are open to anyone who is a patient, the carer of a patient or a member of staff of Barnabas Medical Centre.

That's all for this month. It remains only for me to send everyone the very best wishes for the festive season and for a successful and enjoyable 2014.

Keith

Dr Keith C Marshall, Chairman, Barnabas PPG
76 Ennismore Avenue, Greenford, UB6 0JW
Phone: 020 8864 7993
Email: barnabas.ppg@gmail.com or kcm@cix.co.uk
Facebook: www.facebook.com/groups/barnabas.ppg/
