

## Keith Marshall

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**From:** Barnabas MC PPG <barnabas.ppg@gmail.com>  
**Sent:** 08 February 2015 15:04  
**To:** Barnabas MC PPG  
**Subject:** Barnabas PPG Monthly Bulletin, February  
**Attachments:** PPG\_Minutes\_20150113.pdf; GMS\_2015-16.pdf;  
PPG\_Coffee\_Morning\_Poster\_FINAL.pdf; Ebulletin JANUARY 2015.pdf

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

Welcome to the February bulletin for Barnabas PPG members. Although I do only write these bulletins once a month they do seem to come around increasingly often, which makes me think 2015 should be done for speeding!

[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.]

### **PPG Meeting, Tuesday 13 January – Minutes**

The minutes of our January meeting are attached.  
I have also attached a copy of my summary of the patient-orientated changes to the 2015-16 GP contract.  
I would welcome feedback on who, if anyone, you would like in the way of a speaker for our May meeting.

### **PPG Coffee Morning**

The Coffee Morning is on Saturday 21 February, 1000 to 1200 at the Medical Centre. Do come along, and bring any others of our patients or carers, to meet the PPG team and some members of the practice team. A flyer is attached.

### **CQC Inspection of Ealing GP Practices**

The Care Quality Commission are in the process of inspecting GP practices in the borough. Barnabas Medical Centre was inspected on 21 January. Although we don't yet have the official result, feedback from the practice staff is that the inspection went well with only a few minor faults spotted in non-clinical areas. As part of the inspection my wife and I, as your representatives, had a very friendly 45 minute chat with the inspectors and explained to them the work that we do on your behalf to help the practice. As well as talking with all the practice staff the inspectors were also able to chat to a few randomly chosen patients who were attending the practice that day.

These inspections, like all audits should be, are an important way to ensure that everything is running smoothly and that the correct processes are being followed. There should not be any surprises and they should not be aggressive; a friendly approach to helping the practice is how they should work. That doesn't make them any less stressful for those being audited, and I know everyone at the practice felt under pressure on inspection day. So **well done to everyone at the practice!**

A week or so before the inspection (indeed before I knew we were being inspected) I had attended a local Healthwatch meeting with one of the CQC inspectors. Not only were we able to give the inspection teams a good deal of background about the borough (its population, diversity, areas of deprivation etc.) but we gleaned a few hints and tips on the sort of areas the inspectors might be looking at – which I relayed to the practice team.

### **Evolving expectations of GP services**

The Citizens' Advice Bureau have produced a report on the "Evolving Expectations of GP Services" with a specific emphasis on the perspectives of young adults. What is important here is that young adults' expectations can be very different from those of us who are older and that primary care has to be engaging with those expectations – not just for benefit now but as the expectations are likely to be carried forward as these young adults grow into the older population. The 16-page report is available online at <http://www.healthwatchealing.co.uk/sites/default/files/evolving-expectations-of-gp-services.pdf>.

### **An alternative guide to the urgent and emergency care system in England**

I'm not sure whether I've sent this to you all before, but last year the Kings Fund produced a useful 5-minute video explaining how urgent and emergency care works in England. You can find the video at <http://www.kingsfund.org.uk/projects/urgent-emergency-care/alternative-guide-urgent-and-emergency-care-system-england>.

### **PPG Awareness Week**

This year's PPG Awareness Week is 1 to 6 June. We have a few ideas of simple things we can do to support this but if anyone has thoughts of achievable activities then please get in touch.

This year's NAPP Conference is also on Saturday 6 June in Leamington Spa. If anyone is interested in attending then again please get in touch.

You can find some more information on both these events in the attached NAPP monthly bulletin.

### **Healthwatch Ealing is Recruiting**

Our local Healthwatch are looking to recruit a **Part-time Strategic Engagement Officer** on a Fixed Term Contract. They are "looking for a confident communicator and strategic thinker who will share our passion for providing support to the Healthwatch Ealing members and the community in Ealing, to enable them to have their views and ideas heard by the health and social care services". The closing date is 24 February. If you are interested there is more information at <https://www.networkrecruitment.com/Jobs/Advert/151291>.

### **Healthwatch Ealing News**

As always there is much more news about the NHS and healthcare than I can cover here. You can find summaries of the most important items on the Healthwatch Ealing news page at <http://www.healthwatchealing.co.uk/news>.

Don't forget the **Healthwatch Ealing Drop-in Service** on the last Friday of the month and **Signposting@Healthwatch Ealing**. Find out more at <http://www.healthwatchealing.co.uk/content/find-services>, by phone on 0800 014 7306 or 020 8280 2277 or by email to [signposting@healthwatchealing.co.uk](mailto:signposting@healthwatchealing.co.uk).

A reminder that you can find copies of the regular, weekly-ish, Healthwatch Ealing flashes at <http://www.healthwatchealing.co.uk/flash-healthwatch-ealing>, which contain involvement opportunities and items on local healthcare issues. As they are several pages I don't attach them here, but I am circulating them by email when they appear.

### **Next PPG Meeting**

Monday 16 March 2015, 1800 hrs at the Medical Centre.

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.

More next Month.

Keith

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