

Keith Marshall

From: Barnabas PPG <barnabas.ppg@gmail.com>
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To: Barnabas PPG
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To All Barnabas PPG Members ...
[Printed copies to those PPG members without email]

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

Welcome to the June bulletin for Barnabas PPG members. There isn't a lot happening in the healthcare arena at present, which is probably a combination of the General Election, a distracted government and summer. But we do have a lot of PPG-specific news.

First of all a very warm welcome those members who have joined in recent weeks. It is good to have you on board and I hope we might see you at our meetings.

PPG Meeting, Tuesday 6 June – Minutes

The minutes of our meeting on 6 June are attached. Also attached is the latest update of our "Priorities and Actions" plan.

PPG August Meeting

Our next meeting is on **Monday 7 August at 1800 to 2000 hrs.** This will be a purely **social meeting; we will meet in the Greenwood pub** on Whitton Avenue West for drinks (for non-drinkers the Greenwood serves coffee as well as soft drinks). Everyone is welcome, including all members of Practice staff. There will be no formal agenda for this meeting.

PPG Awareness Week

This week (19-24 June) is PPG Awareness Week. For the last several years we have used this week to conduct the Practice's annual patient survey, although this year we are spreading that workload over five weeks (one day a week). One of those survey days is this week (Tuesday 20th). Some of us will also be in the Medical Centre a couple of mornings during the week to "Meet the Patients" (see below).

Practice's Annual Patient Survey

As mentioned above, we are running the Practice's annual patient survey, one day a week for five weeks during June. We have already done three of the days and have getting on for 250 completed questionnaires. The penultimate day is tomorrow, Tuesday 20th, and the final day is Monday 26th.

Why do we expend this effort? Very simply because part of our role is to help the Practice to improve healthcare for all patients, and conducting the survey is something for which the Practice don't have the staff but which we can do. And it is important: the feedback from the Practice is that they get little information from the Friends & Family questionnaires but that the results of the survey are invaluable for future planning. Over the last few years the survey has provided the evidence needed to get one of our salaried GPs, a Healthcare Assistant, our Clinical Pharmacist, an additional receptionist, and the blood test clinic. We have contributed to that by running the survey.

I have the unenviable task of keying all the survey responses into my PC. Once done I will be doing the initial analysis of the data for the Practice; depending on how long this takes (and all the other calls on my time!) I will report the basic outcomes here in either July or August. I hope we will then have feedback, and proposed actions, from the Practice at our October meeting. As always a big thank you to those who have given up their time to help with the survey!

One of the questions on the survey asks people to tick a box and write in their contact details if they want more information about the PPG. So far around 20 people have ticked the box, but only three have included their contact details! So if you know anyone who completed the survey and wanted more from us, but who didn't leave their contact details on the form, please ask them to get in touch with me.

Incidentally, I should point out that the survey is totally anonymous. The only need for anyone to identify themselves is if they want more information on the PPG. I am the only person who sees all the completed forms and even where I've talked to a patient as they complete the survey I cannot remember who's form is which. (Actually I don't even look at the forms handed back

to me but put them straight in the secure envelope, so when I key the data later I really do have no clue who completed any form – and I would even have trouble identifying my own form!)

Finally on the survey, if you haven't filled in the form yet, please do so. I've included a form with this mail or you can download it from the Practice website. When completed please either drop the form into the Practice or send it to me (email is fine) by the end of the month. And please do encourage others to do the survey too!

Meet the Patients

We have now run two "Meet the Patients" sessions at the Medical Centre talking to patients about the work of the PPG and recruiting members. We will be running two more sessions this week. Following that there will be half-day "Meet the Patients" sessions on:

- Mornings (0900-1200): Tuesday 26 September, Tuesday 24 October, Friday 24 November
- Afternoons (1400-1700): Tuesday 25 July, Thursday 31 August, Wednesday 13 December

However we need volunteers to help with these sessions; if you can be available on any of these dates, please let me know. Or if you wish to volunteer to do any other date, then also get in touch with me.

Helpful Notes for Sharing

One of the projects we've decided to try doing is create a set of "helpful notes by patients for patients" about to undergo specific procedures or treatments (for example: hip replacement, insulin initiation, endoscopy). As an example, I received some very useful hints and tips from another PPG member prior to my total knee replacement last December and have in turn been able to pass on my experience to another member. Even notes on what to take into hospital with you would be valuable, especially as this is likely to vary from hospital to hospital. The idea is that the notes are written by us patients, based on our recent experiences of undergoing the procedure or treatment. The notes will be collated and (hopefully later in the year) made available to everyone via the Practice website. **All contributors will remain anonymous.**

If you would like to contribute, please jot down your thoughts. Please keep it relevant and factual, and don't forget to say what procedure/treatment it is for. Also please add your name and contact details in case we need to check anything with you (your details will NOT be published). Send your contribution to me by email or post, or leave them (in a sealed envelope, addressed to me) with reception at the Medical Centre. Thank you!

Barnabas Bulletin

The latest issue of the Practice's quarterly newsletter, *Barnabas Bulletin*, is now available. Thank you to Jacqui Piper for masterminding most of the text for this issue. A copy is attached; you can also pick up copies from the Medical Centre or download it from the Practice website.

Thanks to Jacqui for also writing a short piece about the PPG for local residents' association newsletters. This has already appeared in the North Greenford Residents' Association newsletter, and perhaps others too.

Ealing Hospital Open Day

Ealing Hospital are having an Open Day on Saturday 8 July. A flyer with more details is attached.

NAPP eBulletin

I don't seem to have received the last few NAPP monthly eBulletins by email. But anyone who wishes to look at them they are all online at <http://www.napp.org.uk/latestbulletins.html>. I will follow up and find out if normal service can be resumed.

More next month.

Keith

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