

## Keith Marshall

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**From:** Barnabas PPG <barnabas.ppg@gmail.com>  
**Sent:** 15 August 2017 15:36  
**To:** Barnabas PPG  
**Subject:** Barnabas PPG Monthly Bulletin, August  
**Attachments:** 2017\_Survey\_Quick\_Summary.pdf

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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 August bulletin for Barnabas PPG members.

### **PPG Meeting, Monday 7 August**

This month's meeting was a purely social affair and a small number of us enjoyed a convivial drink at the Greenwood. The consensus was that we should make this social meeting an annual summer fixture – and possibly a Christmas one too.

Our next meeting is on Tuesday 3 October, when we will return to normal business. I am hoping we will have a speaker from the CCG as well as discussing the results and actions from June's survey. Please ensure the date is in your diary.

### **Meet the Patients – Volunteers Wanted**

We have "Meet the Patients" sessions schedule for Thursday 31 August PM, Tuesday 26 September AM, Tuesday 24 October AM, Friday 24 November AM and Wednesday 13 December PM.

I will be contacting those who have volunteered for 31 August in the next few days. However we still need volunteers for most of the other dates – please let me know if you can help.

### **Practice's Annual Patient Survey**

This year's survey was well received and the over 400 completed questionnaires produced useful results, on which I hope we and the Practice can build.

Patients continue to hold the Practice in high regard with 90% saying they are "Likely" or "Extremely Likely" to recommend the Practice. Nevertheless there continues to be significant dissatisfaction with the ability to get an appointment – something for which there is no good solution given current budget constraints. 95% of patients agree it is important we look after our own health but around 30% feel they need more information or knowledge to be able to do so – and this may well be an area where we, the PPG, can have a role. A copy of the Quick Summary Report is attached; if you want to read the full 27-page report you can find it in the "Survey Report" section of the practice website.

### **Share your views on older people's care in Ealing**

Healthwatch Ealing and NW London NHS are seeking views on Older People's Care. There is a short survey at <https://healthwatchealing.org.uk/news/share-your-views-on-older-peoples-care-in-ealing/> to which you may wish to respond.

### **A tough conversation about unnecessary GP appointments**

A London GP has recently called out the need for us to have much tougher conversations about unnecessary GP appointments. In one 2-hour session Dr Renee Hoenderkamp reports having seen 12 patients, none of whom needed a GP appointment, with most of them able to be either self-treated or treated by the local pharmacist. This is clearly not untypical and workloads such as this are unsustainable; we really do need to get everyone thinking much more about when to see their GP, when to visit the pharmacy, and when treat themselves – and that comes back to information, awareness and conversations about self-care. You can find the full article at <http://www.pulsetoday.co.uk/views/dr-renee-hoenderkamp/we-need-a-tough-conversation-about-unnecessary-gp-appointments/20034878.article>.

### **Quarter of People Afraid of Doctor's Waiting Room**

A recent item in Practice Management magazine reports that around a quarter of us are afraid of visiting our GP, often as a result of a bad experience in childhood. A phobia of needles (for example) also plays a part. Interestingly around a third of us are terrified of visiting the dentist, while astonishingly one in six are anxious about going to the optician.

### **Refusing boys HPV vaccine saves the NHS cash but is bad science**

Human papillomavirus (HPV) vaccine has been available to teenage (or younger) girls in many countries for some years. However there are concerns that HPV can be orally as well as genitally transmitted, so excluding boys can result in a continuing spread of the virus and thus oral cancer. Nonetheless up to now boys have not been eligible for the vaccination as the costs were felt to

outweigh the benefits. But *New Scientist* reports that this decision is poorly conceived and the vaccine should be offered to all adolescents. The *New Scientist* article is at <https://www.newscientist.com/article/2141361-refusing-boys-hpv-vaccine-saves-the-nhs-cash-but-is-bad-science/> (it may be paywalled).

### **Could the NHS save money by getting it right first time?**

Orthopaedic surgeon Prof. Tim Briggs wants the NHS to do better by getting everything right first time. His mission is to ensure hospital practices are standardised to reduce variation in outcomes and adverse outcomes and hence save the money otherwise needed to correct them. This seems to be rather a novel concept in the NHS, but it really shouldn't be as it is the way most industries have worked for decades – this, with a rigorous investigation of all problems, is why the airline industry has so few accidents. There's a BBC report at <http://www.bbc.co.uk/news/health-40825987>.

### **NHS plans to scrap homeopathy treatments**

Elsewhere in the NHS there's a drive to stop GPs (especially) prescribing treatments which are seen as of low value (eg. homeopathy and some drugs) or which the patient should be able to buy much more cheaply over the counter (eg. paracetamol). There's a long list of the likely targets in a BBC report at <http://www.bbc.co.uk/news/uk-40683915>. We're going to hear a lot more on this over the coming months, and indeed I have a piece of consultation from our CCG on this topic.

### **Healthwatch Ealing New Website**

Following numerous governance challenges, and a consequent change of provider, the all new Healthwatch Ealing is now getting under way. Their new website is now live at <https://healthwatchealing.org.uk/> and is gradually being populated with more information.

### **And finally ...**

Just to let you know that next month's members' bulletin may be a bit late as I'm scheduled to have knee surgery around the time I would normally be writing it. So in case I am late with the bulletin, don't forget the meeting on 3 October and I will try to get an agenda out beforehand.

That's all for this month. Enjoy the rest of your summer.

Keith

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