

Barnabas PPG

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 May bulletin for Barnabas PPG members.

4 to 9 June is PPG Awareness Week and we have a number of activities lined up. Read on ...

Open Forum & PPG Meeting – 5 June

Our next meeting is on the afternoon of Tuesday 5 June. This meeting will include an **Open Forum Session** with **London's Air Ambulance**.

Everyone is welcome: patients, carers, and Practice staff – and we have also invited other local practices to come along. Let's have a good audience for the LAA people, especially as they will be collecting donations.

London's Air Ambulance

Tuesday 5 June, 1400 hrs, in St Barnabas Church Hall, Raglan Way

On average five people a day in London are so seriously injured that they need advanced life-saving medical treatment on scene, before they reach hospital. LAA advanced trauma doctors and paramedics can be by their side within minutes to perform medical procedures normally only found in hospital.

Come along to hear about LAA's vital life-saving work.

(Tea/coffee will be provided.)

The Open Forum will be followed by our normal PPG meeting at about 1500 hrs. The agenda will be:

1. Introductions & Apologies
2. Approve Minutes of Previous Meeting
3. Review Outstanding Activity & Priorities**
4. New Member Recruitment
5. Practice Updates
6. Other PPG Updates, Matters Arising & AOB

If you can, please come along to the Open Forum: it is your opportunity to find out things you always wanted to know, but didn't like to ask.

** PPG_Open_Actions and PPG_Priorities documents attached.

Practice's Annual Patient Survey

As in previous years, the Practice has asked us to run their annual patient survey for them. The survey is important as it gives the Practice invaluable information to help with planning services.

We will be running the survey on five separate days, one day per week, during June on: **Friday 1 June; Thursday 7 June; Wednesday 13 June; Tuesday 19 June; and Monday 25 June**. We will be manning the waiting area (in pairs) asking patients to complete the survey questionnaire between 0900-1200 and 1400-1700 on each of the survey days.

I am currently putting together a schedule, but still need more volunteers if we are to cover all ten of the planned sessions. **If you are willing and able to volunteer for one, or more, of these sessions please let me know as soon as possible.**

I plan to circulate the schedule to those who have volunteered early next week.

Meet the Patients

We will be in the waiting area again on the afternoon of Tuesday 22 May, morning of Wednesday 6 June (a special for PPG Awareness Week) and afternoon of Thursday 28 June for our monthly-ish "Meet the Patients" session where we talk to patients, provide information and answer questions. As always I would like volunteers to help with these sessions, so if you can spare a couple of hours, please get in touch.

Practice Website

The new Practice website is now online at <https://www.barnabasmedicalcentre.co.uk/>. It has been developed by Ealing CCG as a standard template for all Ealing GP practices – so if you move practice you will still see the same structure. As well as all the Practice information, there is a lot of centrally provided information, especially on self-help and who to see for particular conditions. You can find the PPG pages (which we are still rebuilding) under the Practice Info tab. This tab also gives you the option to do the Friends & Family Test (FFT) online, rather than filling in a form at the Medical Centre.

NW London CCG Surveys

NW London group of Clinical Commissioning Groups, which includes Ealing, currently have two surveys running.

The first is on **GP Extended Hours Services**. It can be accessed via the Healthwatch Ealing website at <https://healthwatchealing.org.uk/news/feedback-on-gp-extended-hours-services-2018/> and runs until 10 August.

The second is on **Equality of Access to Healthcare**. Again it can be accessed via the Healthwatch Ealing website at <https://healthwatchealing.org.uk/news/equality-objectives-survey/>. It runs until 11 June.

Both surveys are anonymous and will each take about 10-15 minutes.

And now for a couple of national healthcare articles ...

Cleaning Earwax

Earwax is a problem for many of us, and especially those who have to wear hearing aids. Until now the standard treatment for removing excess wax has been for a nurse or HCA to syringe the ears with water, following self-treatment with oil. This is now positively not recommended by NICE. And poking things like cotton buds in the ear has never been recommended. All are now viewed as much too high risk. The treatment which NICE now recommend is to use micro-suction to remove the wax. The challenge is that this has to be done in a clinic/hospital setting by a trained specialist; it cannot be done at the medical centre by GPs or nurses. Unfortunately the initial referral has to be from the GP to the Audiology Department – which I anticipate is going to cause delays in treatment when the patient may be in pain or suffering deafness. I have, however, been assured by a member of Ealing Hospital Audiology Department that anyone who is already on their books can ask them directly for an appointment and this is likely to be available relatively quickly. You can find some background on this in a *Guardian* report at <https://www.theguardian.com/lifeandstyle/shortcuts/2017/nov/28/put-down-the-cotton-buds-a-quick-guide-to-cleaning-ear-wax>.

Breast Screening : What went wrong?

There has been some fuss recently about almost half a million women not having been invited for breast screening mammograms when they should have been. It sounds from the media reports as if the NHS picked up the error almost by accident earlier in the year and, after some delay, the Health Secretary has now instigated an independent review. There is more in this BBC News report <http://www.bbc.co.uk/news/health-43975342>.

NAPP eBulletin

The latest (May) eBulletin from NAPP is attached. This month it contains a lot of interesting and useful items, including another couple of surveys, which I have not covered above.

And finally ...



NHS at 70

Let's not forget that the NHS is 70 on 5 July this year. However much we may complain about what the NHS does and doesn't do, how it does it, and how much it costs, overall it does a huge amount of outstanding work. Yes, when you do the amount of work the NHS does there are going to be a few mistakes – it's inevitable – and of course they can be tragic for those involved. In my view, and this is very much my personal view, the NHS's clinicians are almost invariably excellent and do some outstanding work; but they are too often (no, not always) let down by poor management and poor administration – oh and by politicians! So next time you are moaning about the NHS, as you will and as I will, stop and reflect on how many of us would not be here now if it was not for the NHS.

What we are doing as a PPG is working to help make the NHS better, for everyone. In current parlance we have to be a "critical friend", not shrinking from pointing out when things could work better, but doing so in a constructive, positive, sensitive and thoughtful way. Let's all keep on doing it – for everyone!

And now back to enjoying the warm and sunny Spring weather.

Keith

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