

Keith Marshall

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

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Welcome to the July bulletin for Barnabas PPG members. It's hot and it's summer so there's not too much in this month's bulletin.

PPG Meeting – Summer Social – 6 August

Our next meeting is a purely social event on Monday 6 August in the Greenwood pub on Whitton Avenue West. We'll be there from 1800 hrs so do drop in for a drink. We'll try to ensure we are identifiable for anyone who hasn't been before, and if the weather is nice we may be outside. Everyone is invited.

Just as a reprise, I've attached the minutes of the June meeting.

The next proper PPG meeting is on the afternoon of Tuesday 2 October in St Barnabas Church Hall. Watch this space for further information.

Practice's Annual Patients' Survey

We've now completed the annual survey for the Practice. Very many thanks to the seven members who helped with the survey, especially Noreen Marshall who did a heroic job in helping cover 7 of the 10 sessions! I have also now completed the data analysis and sent my 35 page report to the Practice. Given the size of the report I'm not going to inflict it on everyone, however I have attached a brief summary of the headline results.

Meet the Patients

We finally cancelled the "Meet the Patients" session scheduled for late June, in part due to the hot weather. Our next scheduled "Meet the Patients" session is on the afternoon of Thursday 26 July. If anyone is willing to help with this session, then please get in touch.

Just two reports from our local Healthwatch this month ...

Healthwatch Ealing Patient Experience Report Oct-Dec 2017

Healthwatch Ealing have published their report on patient experiences during the three months October to December 2017 across all health and social care services in the borough, with 75% of the comments referring to GP services. During this period they recorded 253 negative reviews and 999 positive ones – that's 80% positive. 80% of the GP comments were also positive with the most adverse ratings on access to services (mostly getting an appointment) and administration. You can find the full report 48-page at <https://healthwatchealing.org.uk/wp-content/uploads/2017/06/Patient-Experience-Report-Q3-FINALFeb-.pdf>.

Healthwatch Ealing Annual Report 2017/18

Healthwatch Ealing have also published their Annual Report for the year 2017-18. This records who they are, what they do and their overall activity for the year as well as a brief financial statement. Again the full 33-page report is at <https://healthwatchealing.org.uk/news/healthwatch-ealing-annual-report-201718/>.

That's all – short and sweet this month. More in mid-August and meanwhile I look forward to seeing everyone in the Greenwood on 6 August for a drink.

Keith

Keith Marshall, Chairman, Barnabas PPG
76 Ennismore Avenue, Greenford, UB6 0JW
Phone: 020 8864 7993 Mobile: 07847 149 417
Email: barnabas.ppg@gmail.com or kcm@cix.co.uk
Facebook: www.facebook.com/groups/barnabas.ppg/