

Barnabas PPG

From: Barnabas PPG <barnabas.ppg@gmail.com>
Sent: 16 September 2018 15:37
To: Barnabas PPG
Subject: Barnabas PPG Monthly Bulletin, September
Attachments: Barnabas_MORI_Compare.pdf; 2018_Survey_Quick_Summary.pdf

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[Please do NOT use "Reply All".]

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 September bulletin for Barnabas PPG members.

PPG Meeting, Tuesday 2 October

Our next meeting is on **Tuesday 2 October at 1400 hrs in St Barnabas Church Hall.**

The agenda is likely to be:

1. Introductions & Apologies
2. Minutes of Previous Meeting
3. Practice Survey Feedback
4. MORI GP Survey Data
5. Meeting Schedule for 2019
6. PPG & Practice Updates & Reports
7. Review Outstanding Activity & Priorities
8. Matters Arising & AOB

If you cannot attend, but wish to comment on either meeting dates for next year or the results of the surveys (see below) then please drop me a line and I'll ensure your views are added to the discussion.

Meet the Patients

We will be in the waiting area again on the afternoon of Wednesday 26 September for our monthly "Meet the Patients" session. Volunteers to help with this are always welcome, or just drop in for a chat.

Barnabas Bulletin

For lots of reasons the September issue of the Practice's newsletter, *Barnabas Bulletin*, has been delayed. We hope it will be out before the end of the coming week and I'll circulate a copy as soon as it appears.

Flu Vaccinations

Yes, it's flu jab time again! – at least for those who are eligible. There will be lots of details in the upcoming *Barnabas Bulletin*, but in summary:

1. **Over-65s.** Everyone over 65 is eligible for the trivalent vaccine. Unfortunately this year there is a supply issue and the Practice has been unable to obtain any supply (no just don't ask!), so those affected are asked to get their vaccination from a local pharmacy. All those affected have been written to by the Practice, and the letter includes a form for you to tell the Practice that you have had your jab, so your records can be kept up to date.
2. **18-65 Year Olds.** Anyone in this group who is in a risk category is eligible for the quadrivalent vaccine. Please talk to reception to make an appointment.
3. **Children.** Those aged from 2 but less than 18 years are recommended to have a live attenuated quadrivalent vaccine (LAIV). Again please talk to reception to book an appointment.

The Practice is also planning to hold a Saturday morning walk-in vaccination only clinic in October. Watch out for an announcement of the date.

GP Patient Survey

Every year MORI run the GP Patient Survey for NHS England. This is sent out to a random selection of patients across the country and the responses are used to provide feedback to both practices and patients. The results of this year's survey have recently been released and I've sent some time looking at them.

Attached is a summary of how well Barnabas does against the both Ealing CCG and England as a whole on the current survey. As you will see from the amount of green on the attached chart we are doing pretty well: of the 18 questions plus Friends & Family Test (FFT), we do better than the borough and England as a whole on 14 questions, and worse on only three.

Additionally I have looked at comparing Barnabas against the other 10 practices in our immediate area. Again we score well, being the best in seven areas and worst in none – by far the best result in the area! Unfortunately MORI have this year changed the questions they ask so the results are not easily comparable with previous years. However looking back at the last couple of years Barnabas does seem to be performing better, rather than England and Ealing CCG performing markedly worse – but it is all very subjective! These results are very much in line with the results of the Practice's patient survey which we ran in June (the summary results of this survey are also attached). We will have an opportunity to look at and discuss all of this at the next PPG meeting.

Pharmacy2U

Like me, some of you may recently have received with your post a circular from a nationwide pharmacy called Pharmacy2U. They appear to say they can fulfil your repeat prescriptions for you by requesting them direct from your GP and delivering them to you. Having talked with our Practice Manager there seem to be two issues with this: (a) NHS rules now forbid pharmacies from requesting repeat prescriptions for patients (except under strict exceptions), and (b) Pharmacy2U do not appear on the Practice's system as a permitted recipient of electronic prescriptions. We have highlighted this to Ealing CCG and asked that it is investigated. Meanwhile please be careful if you wish to use any nationwide non-High Street pharmacy supplier.

Workshop Feedback

At the end of August member Ewa Siwec represented us at a NW London NHS workshop, which was one of a series looking at possible innovations aimed at improving patient experience and quality of care (and thereby saving money!). Although it looks as if the workshop tried to do too much in the small amount of time available, Ewa highlighted to me two NHS websites which were discussed but which are not at all well-known:

1. **Get medical help near you**, <https://111.nhs.uk>. I was totally unaware of this online version of NHS111 which could save you a phone call and the wait for a call-back. The site steps you through a series of questions, each clearly triggered by the earlier answers, and ending with a recommended course of action. I tried it out, admittedly in something fairly trivial, and did get the correct answer. It looks to be a valuable resource!
2. The second website is one of which I was vaguely aware. The **NHS Apps Library** is a collection of NHS approved (mostly smartphone) digital tools to help you manage and improve your health. The site and many of the tools are still in beta (test) mode, but there are already over 70 apps listed covering everything from diabetes management, through baby & child first aid to a walking tracker. Some of the apps are aimed at specific regions and others require a subscription, but many are relevant to all and free. You can find the list at <https://apps.beta.nhs.uk>.

Many thanks to Ewa for attending the workshop and the feedback.

That's all for this month, there will be more in mid-October but meanwhile I hope to see you at the meeting on 2 October.

Keith

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