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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 July bulletin for Barnabas PPG members.

PPG Meeting – Wednesday 12 June – Minutes

We had a very useful, shorter than usual meeting on 12 June which was preceded by an equally useful open forum session with the Practice's Clinical Pharmacist, Paresh Virji. As we have been involved in the Practice's annual survey, I've not yet to write the meeting minutes yet; they will follow as soon as I can.

PPG Meeting – Wednesday 14 August

A reminder that our next meeting is on Wednesday 14 August. This is our annual social get-together, so is from 1800 hrs in the Greenwood pub on Whitton Avenue. Everyone is welcome!

The next "proper" meeting is scheduled for Wednesday 16 October, 1300 hrs in St Barnabas Church Hall. Details much nearer the time.

Practice's Annual Survey

As mentioned above, over the last month we have been running the Practice's annual patient survey – which I hope you all completed! Over roughly 10 three hour sessions we obtained a little over 300 completed questionnaires. I have not yet done a detailed analysis of the data, but early results are:

- 91% of patients are Likely or Extremely Likely to recommend the Practice (consistent with the last few years)
- about 75% of patients still book appointments by phone (at least sometimes)
- about 55% of patients say it is Easy or Very Easy to get an appointment, although about 25% say it is Difficult or Very Difficult.
- over 75% of patients would like (and some will have used) telephone consultation
- roughly one-third of patients know about the PPG, again consistent with the last few years.

When I have completed the analysis I shall be sending a report to the Practice and hope to be able to share further detail.

Once again this year, very many thanks to all those who helped run the survey (a total of around 60 man hours), especially those who swapped sessions at the last minute and, as always, to Noreen Marshall who heroically did way more than her fair share.

Meet the Patients

To keep true to her tradition of doing more than she should, Noreen used the "Meet the Patients" session on 26 June to gather a few extra survey responses. I also know that during the survey sessions we had a number of important and useful conversations with patients: about the use the Practice makes of the survey data, how healthcare generally works, listening to gripes about local healthcare facilities, and explaining why every GP practice has a challenge with their appointments system.

This month's "Meet the Patients" sessions are on the afternoons of Thursday 18 July and Monday 29 July. If you can spare some time to come along and help talking to people, then please get in touch – or just drop by.

And now for some NHS news items ...

Flu Vaccinations

"Flu Jab time" is rapid approaching again and NHS literature is becoming available. I'm attaching a copy of this year's information booklet from Public Health England. I have obtained some printed copies and they should be available in the waiting area in the next week or so. Watch out for information from the Practice on when vaccination is available.

GP 'Ghost Patients'

However good the admin, GPs always end up with some ghost patients on their lists: patients who have moved away, left the country, or even died without the practice being told. However there is concern that the number is too high and that some practices are using this as a way to get extra funding; apparently last year there were over 3.5 million more people registered with GPs than there are in the country (that's about an extra 5%)! Consequently this is being looked at by the NHS's fraud team. There's a BBC News report at <https://www.bbc.co.uk/news/health-48600923>.

NHS Data – Value and Access

There continues to be debate over access to NHS data – that's essentially data about us, even when it is anonymised. And that data is worth millions to the NHS, to researchers and to pharmaceutical companies. As with any such data there are continuing worries about how securely it is anonymised and stored. A *Guardian* report at <https://www.theguardian.com/society/2019/jun/10/nhs-data-google-alphabet-tech-drug-firms> provides some useful perspective.

NHS Staff Quitting Due to Burnout and Bullying

Unsurprisingly given the pressures, a recent report has highlighted that many NHS staff, at all levels and in all roles, are leaving because they are simply getting "burnt out". The causes are many; from low pay and long working hours, through government targets, to bullying by both management and patients. Again a *Guardian* news report has the background: <https://www.theguardian.com/society/2019/jun/03/nhs-staff-quitting-due-to-burnout-and-bullying-report-says>.

Things are beginning to change as a result of the "NHS Long-Term Plan". Amongst others this month I've noted ...

North West London CCGs

Ealing Clinical Commissioning Group serves one of the largest populations of any London CCG, and has one of the highest budgets. Nonetheless there is a plan being discussed to merge all eight NW London CCGs into one in the next year or two, with a view to efficiency and savings. If you want to wade through the detail you can find the 24 page consultation at https://www.healthiernorthwestlondon.nhs.uk/sites/nhsnwondon/files/documents/commissioning_reform_case_for_change_final_28_may_2019.pdf; I think there is still time to comments should you wish.

Integrated Care Systems to Benefit One-Third

Integrated Care Systems are not yet rolled out country-wide, but NHS England says that up to one-third of patients will benefit. More details at <https://www.england.nhs.uk/2019/06/faster-and-more-convenient-health-and-care/>.

Stroke NHS Specialist Teams

Over the last few years some areas of the NHS have concentrated treatment for stroke patients in specialist centres. This includes North West London where ambulances now take stroke patients direct to specialist centres at either Northwick Park or St Mary's Hospitals rather than the nearest A&E. This is an example of where centralisation is better than localisation. More from NHS England at <https://www.england.nhs.uk/2019/06/thousands-more-to-survive-and-thrive-after-stroke-thanks-to-nhs-specialist-teams/>.

15-Minute GP Consultations

I don't think that any of us would be surprised to see that the Royal College of General Practitioners says that GP consultations should be at least 15 minutes, rather than the current 10 minutes. And they've come up with suggestions about how to achieve this. Their press release is at <https://www.rcgp.org.uk/about-us/news/2019/may/15-minute-minimum-consultations-continuity-of-care.aspx>. But don't hold your breath.

Newsletters

As usual I'll conclude with the regular newsletters I've seen this month which contain many useful items not already covered.

- HealthWatch Ealing's June newsletter is at <https://healthwatchealing.org.uk/wp-content/uploads/2019/06/Healthwatch-Ealing-Newsletter-June-2019.pdf> (as usual it is 10-ish pages, so I'll leave you to grab a copy for yourselves).
- Ealing CCG's June PPG newsletter is attached.
- NAPP's June eBulletin is also attached.

More at the beginning of next month. Meanwhile enjoy the summer warmth.

Keith

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