

The Patient Participation Group (PPG) Newsletter



Kensington & Chelsea, Queens Park & Paddington

WELCOME

Welcome to the first issue of 2017 PPG newsletter. We wish you a healthy and happy year and hope to see you at some of our PPG or Healthwatch events throughout the year.

We will continue keeping you up to date about wider developments in health and social care through timely email notifications, the Healthwatch website and myPPG Forum.



Important Healthwatch CWL Office updates

You may know that we had a few changes within our staff team over the last few months but the biggest change is happening right now.

The Office Move

During the second week of February a Healthwatch CWL is moving to new office. The office building is located on the Ladbroke Grove close to the big Sainsbury's. Although the office space is smaller, it has better transport links and more meeting spaces.

The closest bus stop is *Kensal House*, served by buses No 23, 52, 70, 228, 295, 316, 452.

Please update our contact details, all of which you will find at the back of this newsletter.

The Healthwatch CWL phone numbers and social media links will remain the same.

Healthwatch CWL Staff Changes

The Healthwatch CWL Director—Guy Stevenson left the organisation in November. We thank him for the ideas and energy that he injected to our Healthwatch and we wish him all the best in his future professional career.

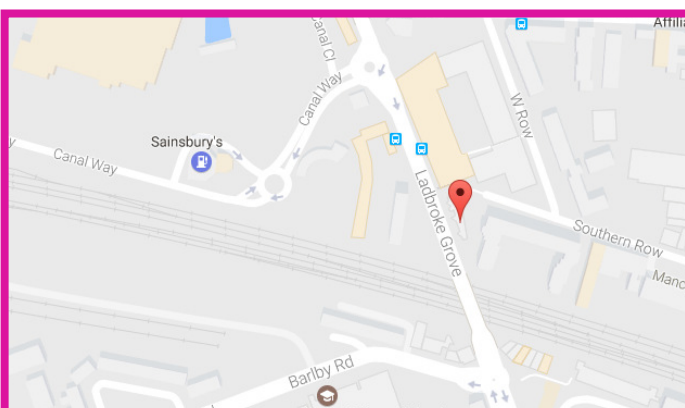
Some of you may already have met the new members of our team whose experiences and expertise are great assets to our Healthwatch.

Eva Psychrani—Tri-Borough Engagement and Volunteer Coordinator

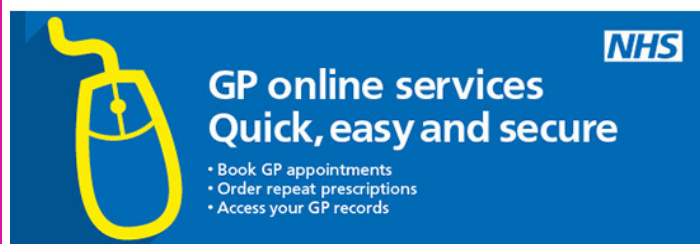
Bonnie Studd—Kensington and Chelsea Borough Engagement and Volunteer Coordinator

Flora Deshmukh—Projects and Communications Officer

Tsveta Todorova— the Administrator, who is currently very busy managing our office move.



STAY INFORMED



Appointments, prescriptions and medical records

People registered with a GP surgery can book appointments and request repeat prescriptions at a time convenient to them, thanks to GP online services.

These services enable people to book GP appointments and request repeat prescriptions via their computer, smartphone or tablet at a time that suits them rather than calling or visiting their surgery.

Patients living with a long term health condition such as diabetes can also benefit by having a greater involvement in their healthcare as they can access test results and keep track of their treatment.

This works alongside traditional methods of accessing GP services, it does not replace them. Allowing people who want to make appointments and order prescriptions in this way, should make it easier for others to get through on the phone to their surgery during busy periods.

To register for the GP online services, you will need a Password which you can give at your GP practice. Just pop in with a proof of your ID and ask for a unique online access password.

For more information, please visit the NHS Choices website at www.nhs.uk/GPonlineservices.

New Resources for PPG development

The new **Resource Pack** for PPG development is available to GP practices in electronic form. It includes information about the GMS Contract and CQC monitoring requirements for Patient Participation, practical tools such as PPG leaflet and poster template, and essential documents for PPG work.

If your PPG would like to receive a copy, contact Healthwatch PPG Project Coordinator Odeta.

PPG Project Coordinator at Healthwatch CWL
Odeta Pakalnyte
odeta.pakalnyte@healthwatchcentralwestlondon.org
T: 020 8968 7049

DATES FOR YOUR DIARY

Building PPG membership and representation Workshop

Day: Tuesday, 7 March 2017

Time: 10:30am–12:30pm

Venue: Canalside Centre, Canal Close, W10 5AY

To book: please call us on **020 8968 7049**

NAPP membership

PPG Project is offering one year FREE membership with the **National Association for Patient Participation** to all GP practices in Kensington and Chelsea and Queens Park and Paddington locality. It is an umbrella organisation for PPGs and has over 400 members.

The membership will give you access to national PPG online forum, monthly e-bulletin, invites to NAPP events and conferences and access to NAPP members' website pages where you can find a full range of useful resources.

The only requirement is that the PPG has a group email address.

For the application form please contact Odeta at PPG project Healthwatch.

K&C and QPP PPG Forum

The myPPG discussion Forum is your local PPG support network where you can share ideas, seek advice or tell us about your PPG projects.

Join the forum by following these steps:

1. Visit www.mypg.co.uk/register
2. Type in **healthwatchPPG Forum for K&C and QPP** in place of your GP practice.

Healthwatch Central West London
Unit 5.22

Grand Union Studios,
322 Ladbroke Grove, London W10 5AD
T: 0800 008 7455 / 020 8968 7049

E: info@healthwatchcwl.co.uk
www.healthwatchcwl.co.uk

 @HealthwatchCWL

healthwatch
Central West London



Charity number: 1154777 Company number: 08548208