

# Patient Participation Group Network Newsletter

## Kensington & Chelsea, Queens Park & Paddington

ISSUE 13

MARCH 2018

### WELCOME

Welcome to the 2018 spring issue of the PPG Network newsletter.

We are pleased to announce that the West London Clinical Commissioning Group (CCG) has refunded the Patient Participation Group (PPG) Project for another two years.

The project coordinator - Odetta Pakalnyte, is delighted to continue working with you, develop and deliver new exciting projects.



### PPG PROJECT OBJECTIVES

This year the PPG project is aiming to be even more ambitious. I would like us to focus on making a real difference to the way services are provided to patients at GP practice level and beyond. I would like PPGs to become more focused and confident in knowledge how to make a positive change.

To achieve that, I will support you with your project work, offer training opportunities and facilitate communication with commissioners and NHS providers.

I am hoping that at the end of the year we will have many examples of good practice to showcase and share amongst ourselves and possible nationally!

My priority will be to work with those GP practices, which still do not have an active PPG.

I will continue coordinate WLCCG PPG Network, facilitate discussions and training events.

I would like to invite you to be part of it. Please do not hesitate to share your ideas with me.

### UPDATES FROM HEALTHWATCH CWL

#### CHARING CROSS HOSPITAL

In November 2017, Healthwatch CWL began a piece of work following concerns raised by public and patients about the future of Charing Cross Hospital.

The findings from this work and Healthwatch recommendations were published in the report *Charing Cross Hospital: Experiences of Today, Questions for Tomorrow*.

As part of the recommendations, the report suggested that a communications and engagement strategy should be developed and implemented. This should set out:

- The process by which decisions about the future of Charing Cross Hospital will be made
- How this will be communicated to local people and patients
- How local people and patients will be involved in the decision-making process
- A timeframe for engagement.

To read the full report, please go to the [Healthwatch Central West London website](#) or get in touch to request a paper copy.

#### SOCIAL ISOLATION OF OLDER PEOPLE IN RBKC

Following on from the [report](#) Healthwatch CWL published last summer, the following actions have been taken:

Healthwatch CWL worked with West London Clinical Commissioning Group to raise the profile of My Care My Way amongst Care Home Managers encouraging them to collaborate for the benefit of its residents.

Dignity Champions received training on social needs of care home residents.

My Care My Way staff received training in how to recognise the signs of abuse, how to initiate a conversation, and who to signpost people to for support.

Healthwatch CWL continue its work with Care Home managers and WLCCG.

## DR NAGARAJAN GP SURGERY CLOSURE QUEENS PARK HEALTH CENTRE

On the 31st of December Dr Nagarajan retired and resigned from his GP contract. After consultation with patients and having considered all relevant information, West London Clinical Commissioning Group has taken decision to close this GP practice and asked patients to register with other local practices.

## HALF PENNY STEPS WALK-IN SERVICE CLOSING ON THE 23RD MARCH 2018

Following a review of primary and urgent care services in the area, West London Clinical Commissioning Group have confirmed closure of the walk in service at Half Penny Steps Health Centre, Harrow Road.

The review of services highlighted that daily demand is low and people are presenting with issues that mostly can be managed by other local services such as GP practices, including weekend and evening appointments, and local pharmacies.

The GP practice at Half Penny Steps will continue to operate as normal for its own registered patients.

## DO YOU NEED TO SEE A GP? REGISTER WITH A GP

If you are not registered with a GP, you can visit [www.nhs.uk](http://www.nhs.uk) or a local GP practice to find out how to register with a GP.

### NEED TO SEE A GP URGENTLY?

- ◆ Contact your GP practice. If your GP practice has no appointments available, ask the receptionist to book one for you at a local GP Access Hub.
- ◆ Call NHS 111 for medical advice. If necessary, they can help you to make an appointment with a GP locally.
- ◆ You can also go to an Urgent Care Centre at the St. Charles Centre for Health and Wellbeing, at St Mary's Hospital or at Chelsea and Westminster Hospital. Alternatively, you can visit the Soho NHS walk-centre.
- ◆ In case of a life-threatening emergency, call 999 or go to your nearest A&E.

## PRIMARY CARE COMMISSIONING COMMITTEE PUBLIC MEETINGS

We already talked about Delegated Commissioning at the PPG Network meeting in September last year. West London Clinical Commissioning Group (CCG) explained that from the 1st of April 2017 they took full responsibility for the management of primary care medical services in Kensington and Chelsea and Queens Park and Paddington GP practices. This new way of working allows to tailor services more effectively to meet local patients' needs and it also give patients more opportunity to input and influence how primary care services are developed.

West London CCG set up the Primary Care Commissioning Committee which has its meetings in public. At those meetings they discuss everything related to commissioning of primary medical services. For example they discuss and approve a GP practice closure or merger, primary care enhanced services, or quality of primary care service delivery.

Members of the public are invited to submit questions in advance to be addressed at those meetings. You can send your questions to West London CCG [wlgcg.team@nw.london.nhs.uk](mailto:wlgcg.team@nw.london.nhs.uk) or email the PPG Project at Healthwatch Central West London (contact details below).

Dates of the meeting are publicised on the West London Clinical Commissioning Group [website](#).

## LOCAL PPG NETWORK

Are you a member of your GP practice PPG?

Join the local PPG members' Network to keep up to date with NHS developments, find out what other PPGs achieved in your area, get invited to free training, workshops and seminars. To join, speak to Odeta at Healthwatch Tel. 020 8968 7049 or email:

[odeta.pakalnyte@healthwatchcentralwestlondon.org](mailto:odeta.pakalnyte@healthwatchcentralwestlondon.org)

## NEXT PPG NETWORK MEETING

**DATE:** Thursday 5 April 2018

**TIME:** 2:30–4:30pm

**VENUE:** Heythrop College, 23 Kensington Sq, W8 5HN

**BOOK:** please contact Odeta at Healthwatch CWL

[odeta.pakalnyte@healthwatchcentralwestlondon.org](mailto:odeta.pakalnyte@healthwatchcentralwestlondon.org)

Please let me know what you would like to discuss or to learn more about at our PPG Network meetings.

**Patient Participation Group Project**  
West London CCG GP Practices  
Project Coordinator Odeta Pakalnyte

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