

Patient Participation Group Network Newsletter

Kensington & Chelsea, Queens Park & Paddington

ISSUE 14

May 2018

WELCOME

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

In June we are celebrating the National PPG Awareness Week.

Why not have your next PPG meeting in the park, enjoy long awaited sunshine and admire local parks and gardens in full bloom.

Summer is a good time to engage with the GP practice PPG leads to plan and prepare PPG activities for the year ahead.



PPG NETWORK MEETING 5th April 2018

We invited the West London Clinical Commissioning Group (CCG) managers to update us on the “My Care My Way” services. They explained that this service will soon be available to all West London CCG GP practice patients.

We had an interesting discussion about how to improve the uptake of such a valuable resource and the importance of highlighting the social prescribing aspect of this service.

The PPG Network Meeting was also attended by the West London GP Federation. We learned what GP Federation does and how it supports and enables GP practices to deliver more new services for their patients. We talked about the Out of Hospital services, Extended Hours GP services and the pilot project introducing pharmacists in GP practices.

We invited the West London GP Federation to work with us and to attend our future PPG Network meetings.

NATIONAL PPG AWARENESS WEEK 4-9 June 2018

Dr Phil Hammond, GP turned hospital doctor, journalist and broadcaster supporting Patient Participation Awareness Week had this to say:

“Patients and carers are the smoke alarms for the frontline of the NHS. They are often first to spot poor care and also have great ideas about how to make care better. They need to be involved in decisions not just about their care, but in designing better care for others. Patient Participation Groups are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in driving up quality”

There will be a national media campaign lead by the National Association of Patient Participation. You can find more about it on their [website](#).

What can your PPG do to celebrate and to promote the National Patient Participation Awareness week?

Here are some ideas:

- ◇ Take time to reflect and recognise what your PPG achieved so far.
- ◇ Publicise your achievements on the GP practice website or the PPG information board.
- ◇ Use this week as an opportunity to engage with practice patients, collect patients’ feedback and suggestions how services may be improved.
- ◇ If you are looking for new members, promote your practice PPG by asking the reception staff to distribute PPG leaflets to every patient visiting the surgery during the PPG Awareness Week.
- ◇ Celebrate the week by doing something fun with your Patient Participation Group.

Please let me know what activities you are hosting during this week. I am interested in your ideas and, if invited, I would love to come along.

NEW GENERAL DATA PROTECTION REGULATION (GDPR) FROM 25 MAY 2018

The EU General Data Protection Regulation (GDPR) comes into force on 25th May 2018. It intends to:

- strengthen accountability
- enhance individuals' rights
- give people greater control over their data

What does it mean to GP Practice patients?

- Patients can find out if their data is being processed, where it is being used and reasons why.
- In most cases, if a request for access to personal medical record is made (this is known as a Subject Access Request), a patient must be given access to their medical records free of charge. A 'reasonable fee' can be charged if the request is manifestly unfounded or excessive.
- Providers will have to hand over the information within 30 days, instead of the current 40 days.
- Organisations which breach the legislation could be fined up to 4% of their turnover.
- Other changes include 'clear and affirmative consent' for the processing of private data, the right to know when data has been hacked and to object to profiling.

BMA are in the process of updating the guidance document 'Access to Health records' which will be available shortly and will provide further details on this. You can find it on the [BMA website](#).

MY CARE MY WAY IS ROLING OUT TO ALL

The "My Care My Way" NHS service for people over 65 years of age has been piloted in some West London GP practices since 2016. Now its been rolled out to all patients who live in Kensington and Chelsea and Queens Park and Paddington area.

"My Care, My Way" puts patients at the heart of planning patients care. Patients are working in partnership with a GP and a dedicated "My Care, My Way" team of health and social care professionals to plan and manage every aspect of patients' care including their social needs.

"My Care, My Way" helps patients to lead the life they wish to live. It provides health and social care support, tailored to every patient's particular circumstances and individual needs.

To find out more, log on to [My Care My Way website](#).

THE CARE QUALITY COMMISSION (CQC) INSPECTIONS – GOOD

The CQC is the independent regulator of health and social care in England. Every three years it undertakes in-depth inspections of NHS GP practices. It often talks to the practice PPG members to get patients' perspective how the practice is performing.

We are pleased that all WLCCG GP practices which undertook CQC inspections this year were awarded high rating of GOOD. This rating means that the service is performing well and it is meeting CQC expectations. Among those are: The North Kensington Medical Centre, The Queens Park Health Centre Dr Ahmed, The Stanhope Mews Surgery, The Brompton Medical Centre, The Golborne Medical Centre, The Good Practice and The Scarsdale Medical Centre. Congratulations to you all.

If you like to read the latest CQC report for your GP practice, go to their website [CQC Reports](#).

HELP WITH PPG PROJECTS AND N.A.P.P. MEMBERSHIP

The PPG project holds a small budget to cover the cost of membership with the National Association for Patient Participation (N.A.P.P.), the sum of £40/£60.

If your PPG is not interested in N.A.P.P. membership, you might be able to claim some money towards your project work. Please contact the PPG project coordinator to share your project ideas and discuss how to access the available funding.

JOIN THE LOCAL PPG NETWORK

Keep up to date with NHS developments, find out what other PPGs are doing in your area, get invited to free training, workshops and seminars. Email:

odeta.pakalnyte@healthwatchcentralwestlondon.org

NEXT PPG NETWORK MEETING

DATE: Friday 8th June 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

At this PPG Network Meeting we will talk about the future of GP practices and celebrate PPG work.

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West London CCG GP Practices
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